

VICTIM SERVICES - AGENCY PROFILES



C O N T E N T S

OVERVIEW

INTENDED
USE OF
RESOURCE

STATE
PROFILES

US
TERRITORY
PROFILES

OVERVIEW

Role of Victim Services

When law enforcement agencies respond to reported incidents, victim services personnel within those agencies are uniquely positioned to promote proactive and consistent access to victims' rights and address the unique needs of victims and co-victims as they navigate the complex justice system processes. Victim services personnel have access to incident reports, can readily collaborate with other agency personnel, and can be incorporated into multiple agency practices that directly affect victims and co-victims.

Many incidents that are reported to law enforcement do not progress to prosecution or remain unsolved. As a result, victim services personnel within law enforcement agencies often represent a valuable connection for individuals impacted by crime and crisis circumstances to information, support, and services that are unavailable elsewhere. These victim services personnel can also be a bridge for providers at other agencies and organizations who are interacting with individuals who want to engage with law enforcement.

Beyond directly serving those impacted by crime and crisis circumstances, victim services personnel can also contribute to enhanced engagement of victims and co-victims during law enforcement investigations, promotion of collaboration among professionals of varied disciplines, and the elevation of community trust and public safety.



I N T E N D E D U S E

Intentional Connections

Law enforcement agencies interested in implementing victim services for the first time or looking to enhance or expand existing services may want to connect with other agencies for inspiration and ideas. Connections among agencies can also be established to discuss operational details of victim services, review motivations behind decisions, and explore realistic strategies that support ethical and effective victim services.

This resource provides law enforcement agencies with the ability to independently connect with other agencies who have incorporated victim services into overall agency response and practices.

Victim Services Agency Profiles

All agency profiles within this resource provide snapshots of victim services roles and responsibilities and represent agency factors as of the date indicated on each profile. All agency profiles have been voluntarily submitted and the agency contacts welcome networking opportunities.

Join the networking efforts and submit a profile for your agency!

Amy Durall, Integrity Institute, Founder

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ALABAMA

VS Agency Profiles – coming soon!

ALASKA

VS Agency Profiles – coming soon!

ARIZONA

VS Agency Profiles – coming soon!

ARKANSAS

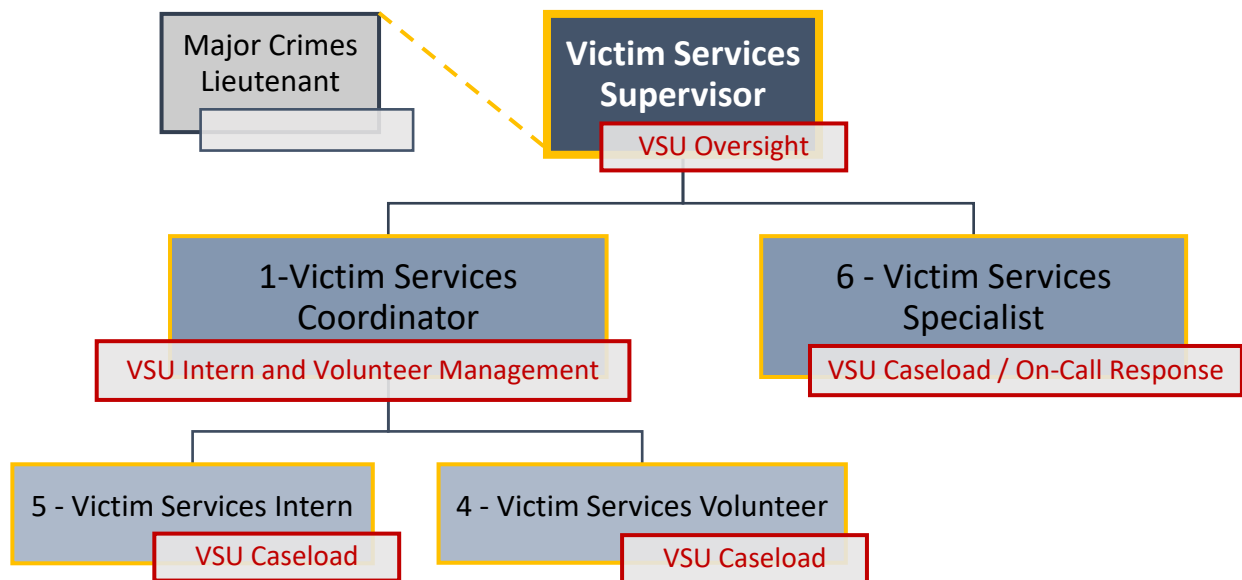
Victim Services – Agency Profile

Little Rock Police Department – Arkansas

Contact Information: Kandi Hause, Victim Services Supervisor

KHause@littlerock.gov

The Little Rock Police Department (LRPD) is in Pulaski County, Arkansas and is the local police agency responsible for providing public safety services for approximately 204,774 community members.¹ The LRPD is staffed by 511 sworn and 89 professional personnel.²



VSU Responses – Crime Categories

Assault Offenses | Burglary (residential) | Homicide | Human Trafficking | Kidnapping | Robbery | Sex Offenses (forcible)

VSU Responses – Non-Criminal Incidents

Overdose Deaths | Suicides

¹ QuickFacts: Little Rock city, Arkansas," U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/littlerockcityarkansas,US/PST045224>.

² Information provided by Little Rock Police Department (AR) personnel June 3, 2025.

Service Components

• Victim Services Supervisor and Victim Services Coordinator – <i>personnel in these positions are not tasked with VSU Caseload Responsibilities</i>	
• Victim Services Specialists ○ 1-domestic violence 1-homeless/veterans/disabled 1-homicide/aggravated assault ○ 1-LGBTQ/elderly/adult sexual assault 1-overdoes/suicide 1-Spanish-speaking	
☒ Phone Contact AND ☒ Field Response (scheduled work hours) ☒ On-Call Response (around the clock, by phone and in person)	
☒ Review of Victim Services Role / Victims' Rights ☒ Crisis Intervention and Needs Identification ☒ Death Notification Assistance ☒ Review of Justice System Processes ☒ Review of Safety Concerns and Processes ☒ Crime Victim Compensation Assistance	☒ Internal Process Assistance ☒ External Process Assistance ☒ Referrals and Supportive Handoffs ☒ Tangible Needs Assistance ☒ Periodic Status Updates
• Victim Services Interns (5 placement opportunities – currently vacant) <i>[domestic violence]</i> • Victim Services Volunteers (4 Volunteers) <i>[domestic violence]</i>	
☒ Phone Contact (scheduled work hours)	
☐ Field Response ☐ On-Call Response	
☒ Review of Victim Services Role / Victims' Rights ☒ Crisis Intervention and Needs Identification ☒ Review of Justice System Processes ☒ Review of Safety Concerns and Processes	☒ Crime Victim Compensation Assistance ☒ Internal Process Assistance ☒ External Process Assistance ☒ Referrals and Supportive Handoffs
☐ Death Notification Assistance ☐ Tangible Needs Assistance ☐ Periodic Status Updates	

Other Assigned Responsibilities

• Victim Services Supervisor	
☒ VSU Operational Oversight ☒ VSU Budget and Funding Management	☒ VSU Equipment Management ☒ Policy Development and Implementation
☒ VSU Personnel Development and Management (VS Volunteer Coordinator, VS Specialists) ☒ Training Development and Delivery (VSU personnel, agency personnel, Statewide VS Academy) ☒ Multidisciplinary Team Participation (family justice center) ☒ Special Initiative Management (lethality assessment process, U-Visa coordination, VS webpage)	
☐ VSU Intern and Volunteer Management ☐ Awareness Events and Outreach	

Other Assigned Responsibilities

Victim Services Coordinator	
☒ VSU Intern and Volunteer Management	☒ Awareness Events and Outreach (NCVRW)
☒ Training Development and Delivery (VS Interns and Volunteers)	
☐ VSU Operational Oversight ☐ VSU Budget and Funding Management ☐ VSU Equipment Management ☐ VSU Personnel Development and Management	☐ Policy Development and Implementation ☐ Multidisciplinary Team Participation ☐ Special Initiative Management
Victim Services Specialists	
☒ Multidisciplinary Team Participation (SA Response Team, Victims with Disabilities)	
☒ Special Initiative Management (Domestic Violence Arrest Records Coordination)	
☐ VSU Operational Oversight ☐ VSU Budget and Funding Management ☐ VSU Equipment Management ☐ VSU Personnel Development and Management	☐ VSU Intern and Volunteer Management ☐ Policy Development and Implementation ☐ Training Development and Delivery ☐ Awareness Events and Outreach
Victim Services Interns and Victim Services Volunteers – personnel in these positions are not currently tasked with <i>Other Assigned Responsibilities</i>	

CALIFORNIA

VS Agency Profiles – coming soon!

COLORADO

VS Agency Profiles – coming soon!

CONNECTICUT

VS Agency Profiles – coming soon!

DELAWARE

VS Agency Profiles – coming soon!

DISTRICT OF COLUMBIA

VS Agency Profiles – coming soon!

FLORIDA

VS Agency Profiles – coming soon!

GEORGIA

VS Agency Profiles – coming soon!

HAWAII

VS Agency Profiles – coming soon!

IDAHO

VS Agency Profiles – coming soon!

ILLINOIS

VS Agency Profiles – coming soon!

INDIANA

VS Agency Profiles – coming soon!

IOWA

VS Agency Profiles – coming soon!

KANSAS

VS Agency Profiles – coming soon!

KENTUCKY

VS Agency Profiles – coming soon!

LOUISIANA

VS Agency Profiles – coming soon!

MAINE

VS Agency Profiles – coming soon!

MARYLAND

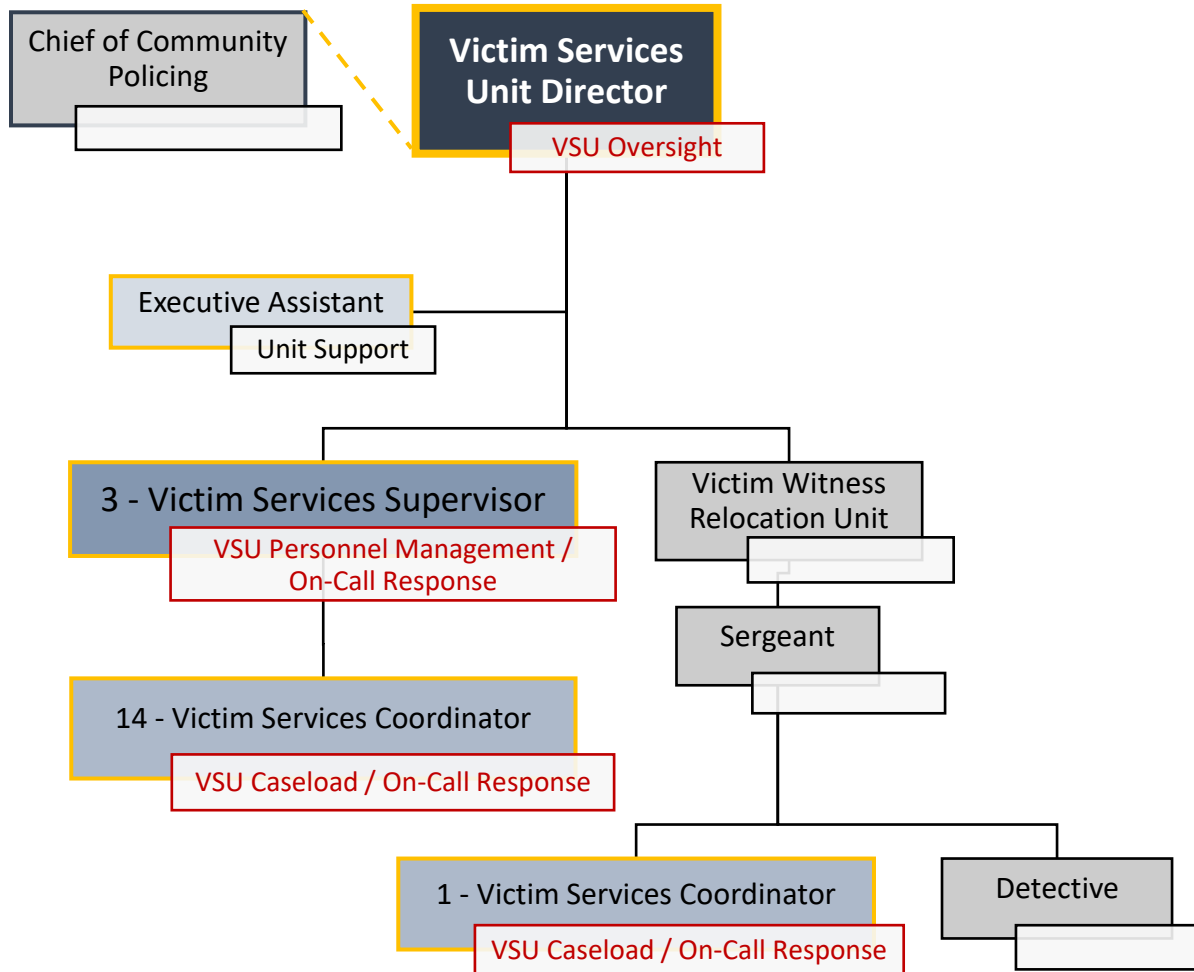
Victim Services – Agency Profile

Baltimore Police Department – Maryland

Contact Information: Shardal Rose, Victim Services Unit Director

Shardal.Rose@baltimorepolice.org

The Baltimore Police Department (BPD) is in Baltimore County, Maryland and is the local police agency responsible for providing public safety services for approximately 568,271 community members.³ The BPD is staffed by 2,515 sworn and 771 professional personnel.⁴



VSU Responses – Crime Categories

Felony Assault Offenses | Homicide | Human Trafficking | Robbery (*juvenile victims only*) | Sex Offenses (forcible)

VSU Responses – Non-Criminal Incidents

Not currently served by VSU

³ QuickFacts: Baltimore city, Maryland," U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/baltimorecitymaryland,US/PST045224>.

⁴ Information provided by Baltimore Police Department (MD) personnel June 30, 2025.

Service Components

• Victim Services Unit Director and Executive Assistant – <i>personnel in these positions are not tasked with VSU Caseload Responsibilities</i> • Victim Services Supervisors – <i>personnel in these positions assist with VSU Caseload Responsibilities as needed.</i>	
• Victim Services Coordinators ○ 3-bilingual victim/co-victims (homicide, intimate partner violence) ○ 1-human trafficking/aggravated assault intimate partner violence ○ 3-intimate partner violence (felony) ○ 2-sexual assault (adult)/aggravated assault intimate partner violence ○ 6-violent crimes (homicide, non-fatal shooting, aggravated assault) ○ 1-victim/witness relocation support	
☒ Phone Contact (scheduled work hours) ☒ Field Response (scheduled work hours)	
☒ Phone Contact (scheduled work hours)	
☒ Review of Victim Services Role / Victims' Rights ☒ Crisis Intervention and Needs Identification ☒ Death Notification Assistance ☒ Review of Justice System Processes ☒ Review of Safety Concerns and Processes ☒ Crime Victim Compensation Assistance	☒ Internal Process Assistance ☒ External Process Assistance ☒ Referrals and Supportive Handoffs ☒ Tangible Needs Assistance ☒ Periodic Status Updates

Other Assigned Responsibilities

• Victim Services Unit Director	
☒ VSU Operational Oversight ☒ VSU Budget and Funding Management ☒ VSU Equipment Management ☒ VSU Personnel Development and Management ☒ Policy Development and Implementation	☒ Training Development and Delivery ☒ Multidisciplinary Team Participation ☒ Awareness Events and Outreach ☒ Special Initiative Management
☐ VSU Intern and Volunteer Management	
• Executive Assistant	
☒ VSU Equipment Management ☒ Awareness Events	☒ Special Initiative Management
☐ VSU Operational Oversight ☐ VSU Budget and Funding Management ☐ VSU Personnel Development and Management ☐ VSU Intern and Volunteer Management	☐ Policy Development and Implementation ☐ Training Development and Delivery ☐ Multidisciplinary Team Participation

Other Assigned Responsibilities

• Victim Services Supervisors	
☒ VSU Equipment Management	☒ Multidisciplinary Team Participation
☒ VSU Personnel Development and Management	☒ Partner Outreach
☒ Training Development and Delivery	☒ Special Initiative Management
☐ VSU Operational Oversight	☐ Policy Development and Implementation
☐ VSU Budget and Funding Management	☐ Awareness Events
☐ VSU Intern and Volunteer Management	
• Victim Services Coordinators	
☒ Partner Outreach	
☐ VSU Operational Oversight	☐ Policy Development and Implementation
☐ VSU Budget and Funding Management	☐ Training Development and Delivery
☐ VSU Equipment Management	☐ Multidisciplinary Team Participation
☐ VSU Personnel Development and Management	☐ Awareness Events
☐ VSU Intern and Volunteer Management	☐ Special Initiative Management

MASSACHUSETTS

VS Agency Profiles – coming soon!

MICHIGAN

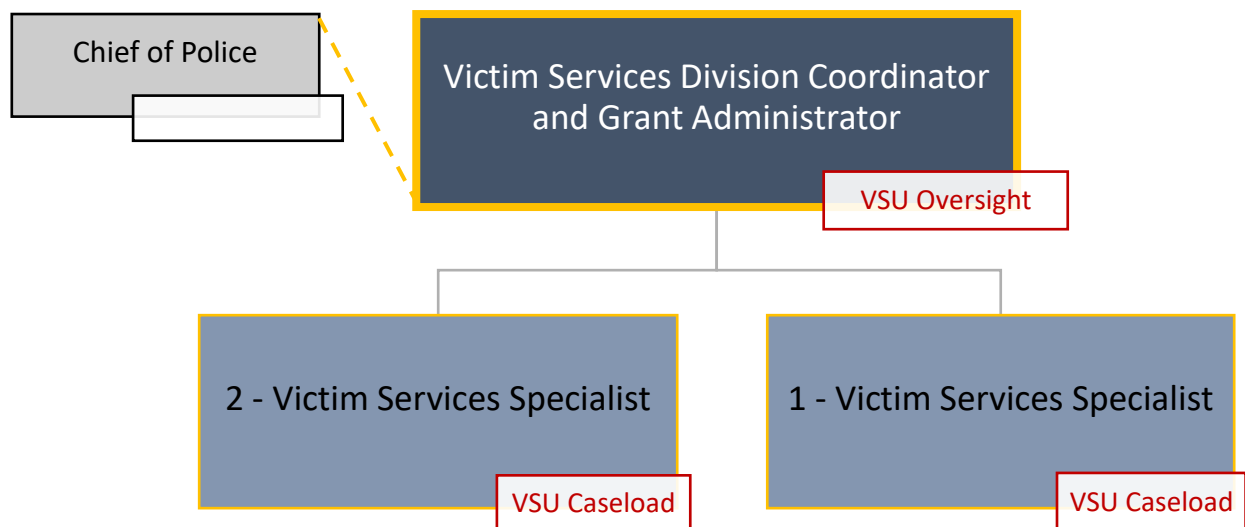
Victim Services – Agency Profile

Saginaw Police Department – Michigan

Contact Information: Gabriella Finkbeiner, Victim Services Division Coordinator and Grant Administrator

gfinkbeiner@saginaw-mi.com

The Saginaw Police Department (SPD) is in Saginaw County, Michigan and is the law enforcement agency responsible for providing public safety services for approximately 44,202 community members.⁵ The SPD is staffed by 63 sworn and 18 professional personnel.⁶



VS Responses – Crime Categories
Arson Assault Offenses Burglary (residential) Fraud Homicide Kidnapping Property Robbery Sex Offenses (forcible)
VS Responses – Non-Criminal Incidents
Accidental Deaths Missing Adults Overdoses/Fatalities Suicides Traffic Fatalities
The Victim Services Division Coordinator and Grant Administrator is employed by SPD. • Victim Services Specialists are employed by community agencies and provide victim services for SPD through fee-based contracts: ○ 2 positions – Child and Family Services of Saginaw ○ 1 position – CAN Council

⁵ [Saginaw city, Michigan - Census Bureau Search](#), accessed September 16, 2025.

⁶ Information provided by Saginaw Police Department (MD) personnel September 16, 2025.

Service Components

• Victim Services Division Coordinator and Grant Administrator – <i>personnel in this position is not tasked with caseload responsibilities</i>	
• Victim Services Specialists [<i>Intimate Partner Violence – domestic violence, sexual assault, stalking</i>] • Victim Services Specialist [<i>other victimizations</i>]	
☒ Phone Contact (scheduled work hours) ☒ Field Response (scheduled work hours)	
☐ On-Call Response (Phone Contact and Field Response, beyond scheduled work hours)	
☒ Review of Victim Services Role and Victims' Rights ☒ Crisis Intervention and Needs Identification ☒ Review of Justice System Processes ☒ Review of Safety Concerns and Processes ☒ Crime Victim Compensation Assistance	☒ Internal Process Assistance ☒ External Process Assistance ☒ Referrals and Supportive Handoffs ☒ Tangible Needs Assistance ☒ Periodic Status Updates
☐ Death Notification Assistance	

Other Assigned Responsibilities

• Victim Services Division Coordinator and Grant Administrator	
☒ VS Operational Oversight ☒ VS Budget and Funding Management ☒ VS Equipment Management ☒ VS Personnel Development and Management ☒ Policy Development and Implementation	☒ Training Development and Delivery ☒ Multidisciplinary Team Participation ☒ Awareness Events and Outreach ☒ Special Initiative Management
☐ VS Intern and Volunteer Management	
• Victim Services Specialists	
☒ Training Development and Delivery ☒ Multidisciplinary Team Participation	☒ Awareness Events and Outreach
☐ VS Operational Oversight ☐ VS Budget and Funding Management ☐ VS Equipment Management ☐ VS Personnel Development and Management	☐ VS Intern and Volunteer Management ☐ Policy Development and Implementation ☐ Special Initiative Management

MINNESOTA

VS Agency Profiles – coming soon!

MISSISSIPPI

VS Agency Profiles – coming soon!

MISSOURI

VS Agency Profiles – coming soon!

MONTANA

VS Agency Profiles – coming soon!

NEBRASKA

VS Agency Profiles – coming soon!

NEVADA

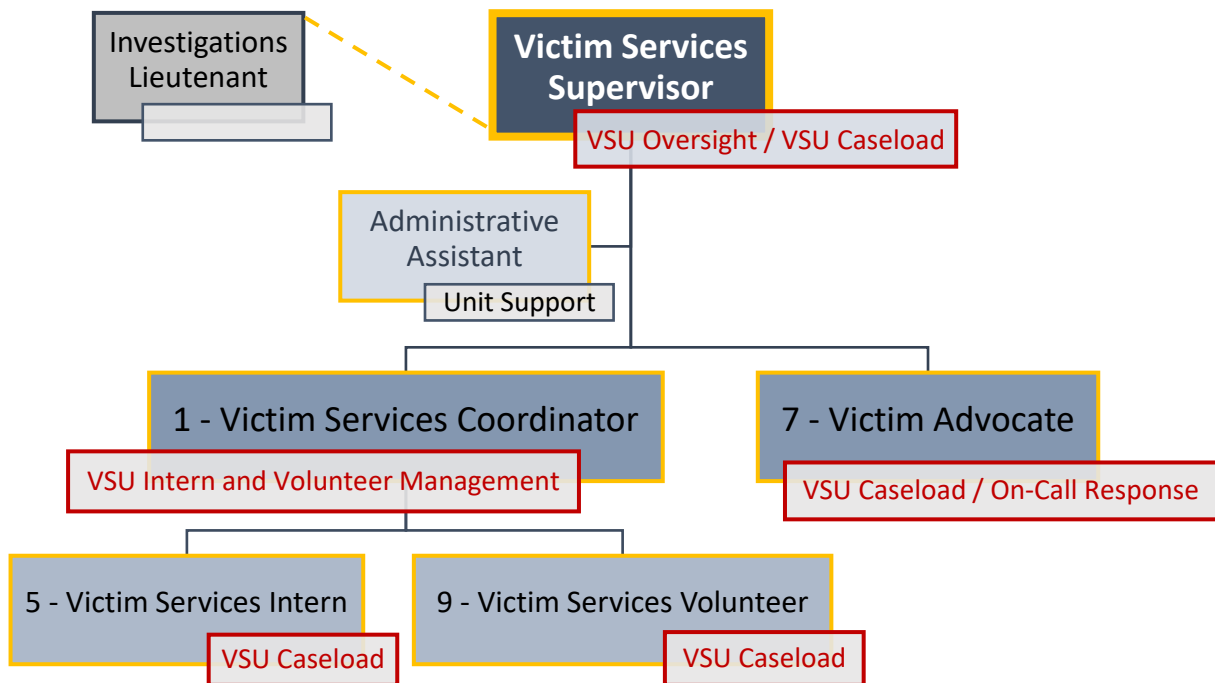
Victim Services – Agency Profile

Reno Police Department – Nevada

Contact Information: Brie Bertges, Victim Services Supervisor

bertgesb@reno.gov

The Reno Police Department (RPD) is in Washoe County, Nevada and is the local police agency responsible for providing public safety services for approximately 281,714 community members.⁷ The RPD is staffed by 346 sworn and 86 professional personnel.⁸



VSU Responses – Crime Categories

Assault Offenses | Burglary (residential) | Homicide | Human Trafficking | Kidnapping | Robbery | Sex Offenses (forcible)

VSU Responses – Non-Criminal Incidents

Deaths (Accidental/Suicide) | Traffic Fatalities | External Agency Referrals

⁷ QuickFacts: Reno city, Nevada," U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/renocitynevada,US/PST045224>.

⁸ Information provided by Reno Police Department (NV) personnel June 18, 2025.

Service Components

• Victim Services Administrative Assistant and Victim Services Coordinator – <i>personnel in these positions are not tasked with VSU Caseload responsibilities</i>	
• Victim Services Supervisor <i>[complex cases]</i> • Victim Advocates ○ 1-child abuse 2-family crimes 1-sex crimes (adult) ○ 1-floater <i>[all victimization categories]</i> 1-front desk <i>[all victimization categories]</i>	
☒ Phone Contact AND ☒ Field Response (scheduled work hours) ☒ On-Call Response (around the clock, by phone and in person)	
☒ Review of Victim Services Role / Victims' Rights ☒ Crisis Intervention and Needs Identification ☒ Death Notification Assistance ☒ Review of Justice System Processes ☒ Review of Safety Concerns and Processes ☒ Crime Victim Compensation Assistance	☒ Internal Process Assistance ☒ External Process Assistance ☒ Referrals and Supportive Handoffs ☒ Tangible Needs Assistance ☒ Periodic Status Updates
• Victim Services Interns (5 interns) <i>[family crimes]</i> • Victim Services Volunteers (7-10 Volunteers) <i>[family crimes]</i>	
☒ Phone Contact (scheduled work hours)	
☐ Field Response ☐ On-Call Response	
☒ Review of Victim Services Role / Victims' Rights ☒ Crisis Intervention and Needs Identification ☒ Review of Justice System Processes ☒ Review of Safety Concerns and Processes	☒ Crime Victim Compensation Assistance ☒ Internal Process Assistance ☒ External Process Assistance ☒ Referrals and Supportive Handoffs
☐ Death Notification Assistance ☐ Tangible Needs Assistance ☐ Periodic Status Updates	

Other Assigned Responsibilities

• Victim Services Supervisor	
☒ VSU Operational Oversight ☒ VSU Budget and Funding Management ☒ VSU Equipment Management	☒ Policy Development and Implementation ☒ Peer Support Participation
☒ VSU Personnel Development and Management (VS Volunteer Coordinator, Victim Advocates) ☒ Training Development and Delivery (VSU personnel, agency personnel, Statewide VS Academy) ☒ Multidisciplinary Team Participation (DV Committee, Child Advocacy Center MDT, Homicide MDT) ☒ Special Initiative Management (lethality assessment process, U-Visa coordination)	
☐ VSU Intern and Volunteer Management ☐ Awareness Events and Outreach	

Other Assigned Responsibilities

• Victim Services Coordinator	
☒ VSU Equipment Management ☒ VSU Intern and Volunteer Management ☒ Policy Development and Implementation	☒ Awareness Events and Outreach ☒ Special Initiative Management (VS webpage) ☒ Peer Support Participation
☒ Training Development and Delivery (VS Interns/Volunteers, agency personnel, external personnel)	
☐ VSU Operational Oversight ☐ VSU Budget and Funding Management ☐ VSU Personnel Development and Management	☐ Multidisciplinary Team Participation ☐ Special Initiative Management
• Administrative Assistant and Victim Advocates – personnel in these positions are not currently tasked with <i>Other Assigned Responsibilities</i>	
• Victim Services Interns and Victim Services Volunteers	
☒ Awareness Events and Outreach	
☐ VSU Operational Oversight ☐ VSU Budget and Funding Management ☐ VSU Equipment Management ☐ VSU Personnel Development and Management ☐ VSU Intern and Volunteer Management	☐ Policy Development and Implementation ☐ Training Development and Delivery ☐ Multidisciplinary Team Participation ☐ Special Initiative Management

NEW HAMPSHIRE

VS Agency Profiles – coming soon!

NEW JERSEY

VS Agency Profiles – coming soon!

NEW MEXICO

VS Agency Profiles – coming soon!

NEW YORK

VS Agency Profiles – coming soon!

NORTH CAROLINA

VS Agency Profiles – coming soon!

NORTH DAKOTA

VS Agency Profiles – coming soon!

OHIO

VS Agency Profiles – coming soon!

OKLAHOMA

VS Agency Profiles – coming soon!

OREGON

VS Agency Profiles – coming soon!

PENNSYLVANIA

VS Agency Profiles – coming soon!

RHODE ISLAND

VS Agency Profiles – coming soon!

SOUTH CAROLINA

VS Agency Profiles – coming soon!

SOUTH DAKOTA

VS Agency Profiles – coming soon!

TENNESSEE

VS Agency Profiles – coming soon!

TEXAS

VS Agency Profiles – coming soon!

UTAH

VS Agency Profiles – coming soon!

VERMONT

VS Agency Profiles – coming soon!

VIRGINIA

VS Agency Profiles – coming soon!

WASHINGTON

VS Agency Profiles – coming soon!

WEST VIRGINIA

VS Agency Profiles – coming soon!

WISCONSIN

VS Agency Profiles – coming soon!

WYOMING

VS Agency Profiles – coming soon!

U.S. TERRITORIES

VS Agency Profiles – coming soon!