

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 serve as 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

amy@integrityinstitutenc.com

ALABAMA

VS Agency Profiles – coming soon!

ALASKA

VS Agency Profiles – coming soon!

ARIZONA

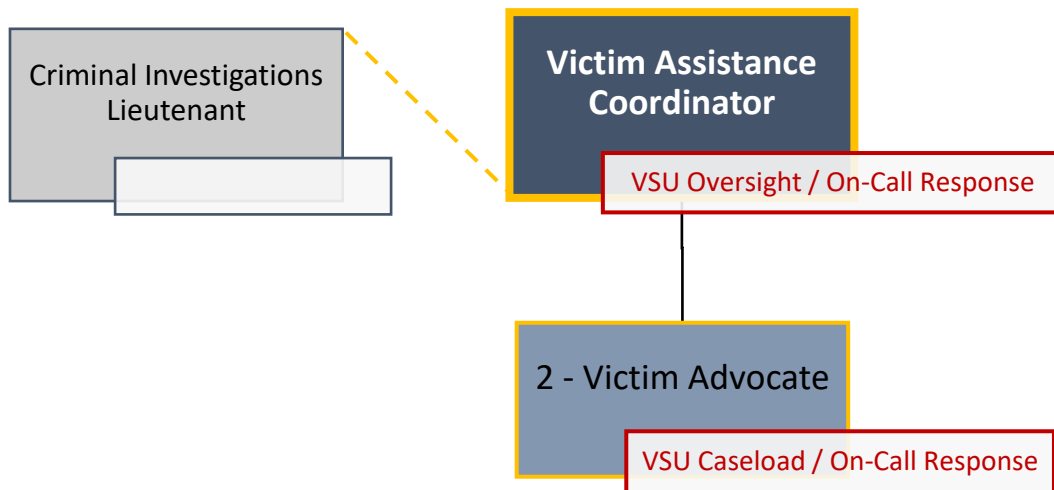
Victim Services – Agency Profile

Peoria Police Department – Arizona

Contact Information: Charise Cruz, Victim Assistance Coordinator

charise.cruz@peoriaaz.gov

The Peoria Police Department (PPD) is in Maricopa and Yavapai Counties, Arizona and is the law enforcement agency responsible for providing public safety services for approximately 203,252¹ community members. The PPD is staffed by 446 sworn and 126 professional personnel.²



VSU Responses – Crime Categories
Assault Offenses Homicide Kidnapping Sex Offenses (forcible) Family Offenses (nonviolent)
VSU Responses – Non-Criminal Incidents
<i>Not currently served by VSU</i>

¹ [Peoria, Arizona Population 2025](#), accessed October 22, 2025.

² Information provided by Peoria Police Department (AZ) personnel October 21, 2025.

Service Components

• Victim Assistance Coordinator <i>[complex cases, on-call response cases]</i> • Victim Advocates <i>[all crime categories]</i>	
☒ Phone Contact (scheduled work hours) ☒ Field Response (scheduled work hours) ☒ On-Call Response (around the clock, by phone and in person)	
☒ Review of Victim Services Role and 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 Assistance Coordinator	
☒ VSU Operational Oversight ☒ VSU Budget and Funding Management ☒ VSU Equipment Management	☒ VSU Personnel Development and Management ☒ Policy Development and Implementation ☒ Awareness Events and Outreach
☒ Training Development and Delivery (VSU personnel, agency personnel, external personnel) ☒ Multidisciplinary Team Participation (SART, CA/SA MDT, CA/SA Peer Review) ☒ Special Initiative Management (e.g., lethality assessment process, U-Visa Certifications, webpage)	
☐ VSU Intern and Volunteer Management	
• Victim Advocates	
☒ Training Development and Delivery (agency personnel, external personnel) ☒ Multidisciplinary Team Participation (SART, CA/SA MDT, CA/SA Peer Review) ☒ 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 ☐ Special Initiative Management

ARKANSAS

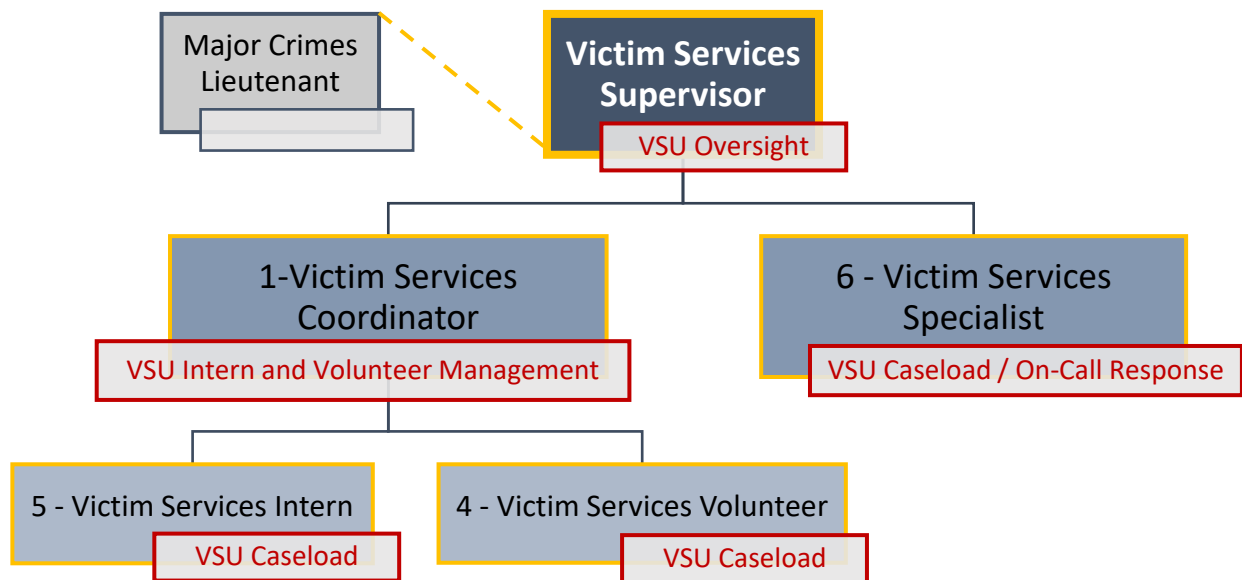
Victim Services – Agency Profile

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.³ The LRPD is staffed by 511 sworn and 89 professional personnel.⁴



VSU Responses – Crime Categories

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

VSU Responses – Non-Criminal Incidents

Overdose Deaths | Suicides

³ QuickFacts: Little Rock city, Arkansas," U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/littlerockcityarkansas,US/PST045224>.

⁴ 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

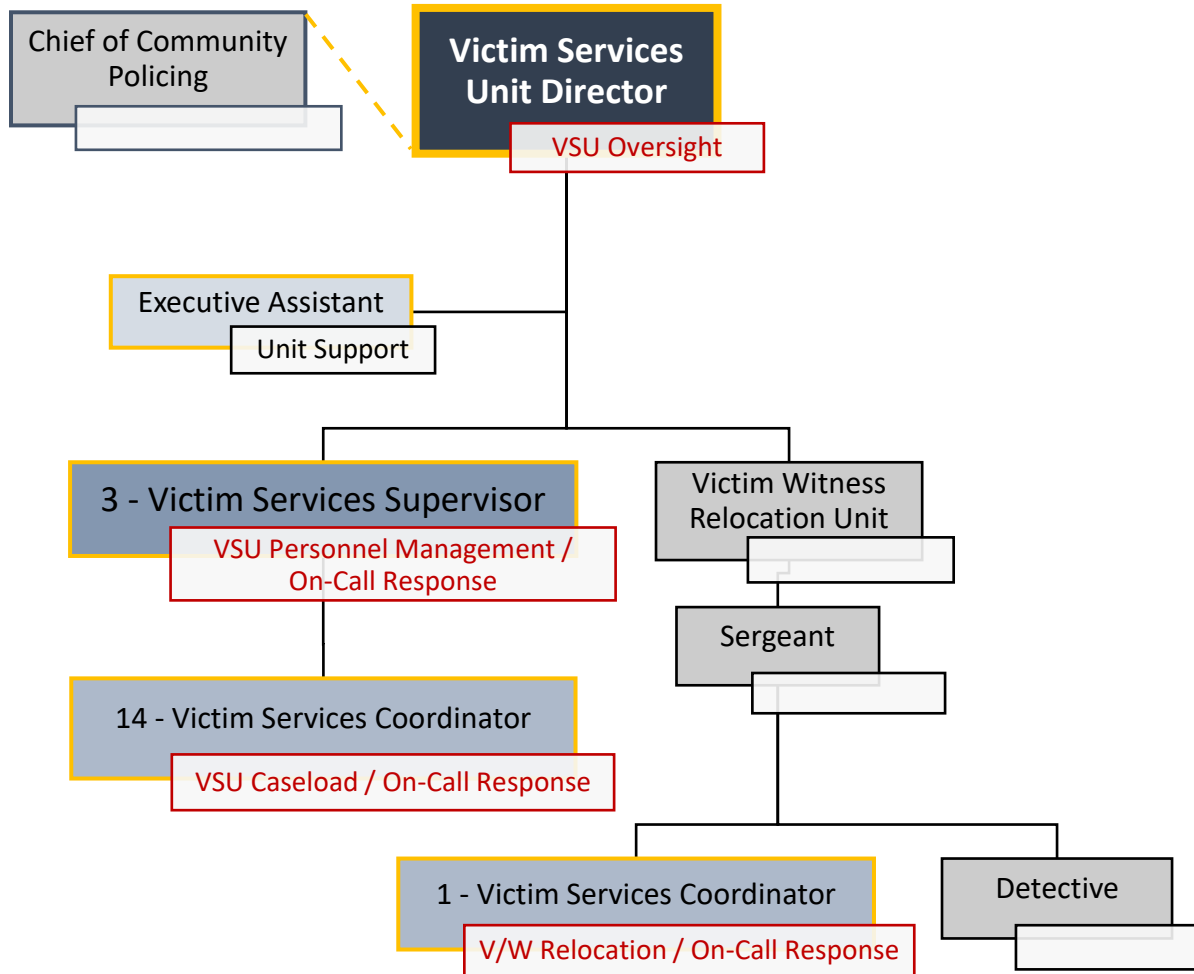
Victim Services – Agency Profile

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.⁵ The BPD is staffed by 2,515 sworn and 771 professional personnel.⁶



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

⁵ QuickFacts: Baltimore city, Maryland," U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/baltimorecitymaryland,US/PST045224>.

⁶ 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) ☒ 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

Other Assigned Responsibilities

• Victim Services Unit Director	
☒ VSU Operational Oversight ☒ VSU Budget and Funding Management ☒ VSU Equipment Management	☒ Policy Development and Implementation ☒ Awareness Events and Outreach
☒ VSU Personnel Development and Management (VS Supervisors) ☒ Training Development and Delivery (VSU personnel, agency personnel) ☒ Multidisciplinary Team Participation (DV High Risk Team) ☒ Special Initiative Management (lethality assessment process)	
☐ VSU Intern and Volunteer Management	
• Executive Assistant	
☒ VSU Equipment Management	☒ Awareness Events
☒ Special Initiative Management (victim/co-victim survey, VSU webpage)	
☐ 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	
☒ Partner Outreach	
☒ VSU Equipment Management (vehicles) ☒ VSU Personnel Development and Management (VS Coordinators) ☒ Training Development and Delivery (external personnel) ☒ Multidisciplinary Team Participation (DV High Risk Team, HT MDT) ☒ Special Initiative Management (lethality assessment process)	
☐ VSU Operational Oversight ☐ VSU Budget and Funding Management ☐ VSU Intern and Volunteer Management	☐ Policy Development and Implementation ☐ Awareness Events
• Victim Services Coordinators	
☒ Partner 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 ☐ Awareness Events ☐ Special Initiative Management

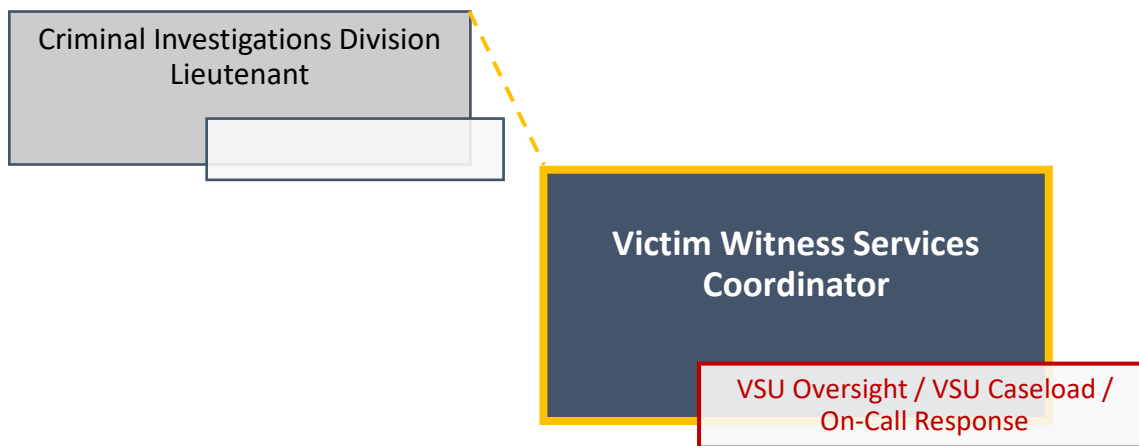
Victim Services – Agency Profile

Charles County Sheriff's Office – Maryland

Contact Information: Jessica Foster, Victim Witness Services Coordinator

fosterjl@ccso.us

The Charles County Sheriff's Office (CCSO) is in Charles County, Maryland and is the law enforcement agency responsible for providing public safety services for approximately 176,688 community members.⁷ The CCSO is staffed by 437 sworn and 221 professional personnel (including personnel in law enforcement and corrections divisions).⁸



VSU Responses – Crime Categories
Assault Offenses Homicide Kidnapping Sex Offenses (forcible)
VSU Responses – Non-Criminal Incidents
Non-Criminal Deaths (natural, overdose, suicide, traffic fatality, unattended)

⁷ [Charles County, Maryland Population 2025](#), accessed November 17, 2025.

⁸ Information provided by Charles County Sheriff's Office (MD) personnel November 17, 2025.

Service Components

• Victim Witness Services Coordinator	
☒ Phone Contact (scheduled work hours) ☒ Field Response (scheduled work hours) ☒ On-Call Response (around the clock, by phone and in person)	
☒ Review of Victim Services Role and Victims' Rights ☒ Crisis Intervention and Needs Identification ☒ Death Notification Assistance (criminal cases) ☒ Review of Justice System Processes ☒ Review of Safety Concerns and Processes	☒ Crime Victim Compensation Assistance ☒ External Process Assistance ☒ Referrals and Supportive Handoffs ☒ Tangible Needs Assistance ☒ Periodic Status Updates
☐ Internal Process Assistance	

Other Assigned Responsibilities

• Victim Witness Services Coordinator	
☒ VSU Operational Oversight ☒ VSU Equipment Management	☒ Awareness Events and Outreach
☒ Policy Development and Implementation (VSU policies) ☒ Training Development and Delivery (agency personnel) ☒ Multidisciplinary Team Participation (FV Coordinating Council, HT Coalition, Interagency Coalition of Victims of Crime)	
☐ VSU Budget and Funding Management ☐ VSU Personnel Development and Management	☐ VSU Intern and Volunteer Management ☐ Special Initiative Management

Charles County Sheriff's Office (MD) Information as of November 2025

MASSACHUSETTS

VS Agency Profiles – coming soon!

MICHIGAN

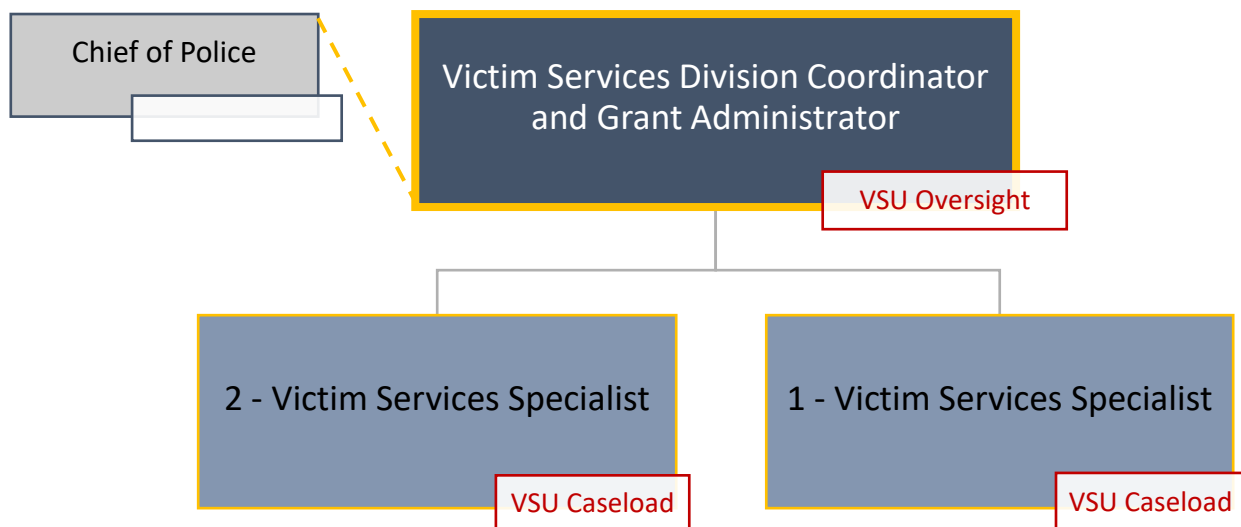
Victim Services – Agency Profile

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.⁹ The SPD is staffed by 63 sworn and 18 professional personnel.¹⁰



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](#)

⁹ [Saginaw city, Michigan - Census Bureau Search](#), accessed September 16, 2025.

¹⁰ 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

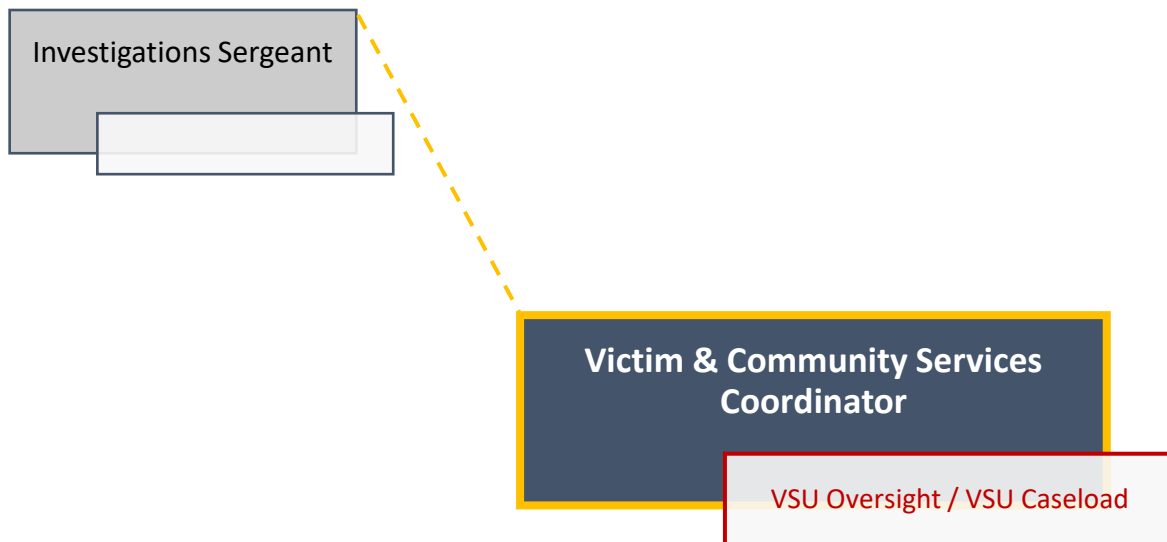
Victim Services – Agency Profile

Shakopee Police Department – Minnesota

Contact Information: Missie Boone, Victim & Community Services Coordinator

MBoone@shakopeeMN.gov

The Shakopee Police Department (SPD) is in Scott County, Minnesota and is the law enforcement agency responsible for providing public safety services for approximately 49,483 community members.¹¹ The SPD is staffed by 52 sworn and 13 professional personnel.¹²



VSU Responses – Crime Categories
Assault Offenses Burglary (residential) Driving Under the Influence (injuries) Extortion/Blackmail Fraud Homicide Kidnapping Larceny/Theft (persons) Motor Vehicle Theft Pornography Sex Offenses (forcible) Sex Offenses (non-forcible) Stolen Property (persons) Peeping Tom
VSU Responses – Non-Criminal Incidents
<i>Not currently served by VSU</i>

¹¹ [Shakopee, Minnesota Population 2025](#), accessed November 25, 2025.

¹² Information provided by Shakopee Police Department (MN) personnel November 25, 2025.

Service Components

• Victim & Community Services Coordinator	
☒ Phone Contact (scheduled work hours) ☒ Field Response (scheduled work hours)	
☐ On-Call Response (around the clock, by phone and in person)	
☒ 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 ☒ External Process Assistance ☒ Referrals and Supportive Handoffs ☒ Periodic Status Updates
☐ Death Notification Assistance ☐ Internal Process Assistance	☐ Tangible Needs Assistance

Other Assigned Responsibilities

• Victim & Community Services Coordinator	
☒ VSU Operational Oversight ☒ Policy Development and Implementation (VSU policies, agency policies) ☒ Training Development and Delivery (agency personnel, external personnel) ☒ Multidisciplinary Team Participation (Child Protection Team, SA Response Team) ☒ Awareness Events and Outreach (National Crime Victims' Rights Week)	
☐ VSU Budget and Funding Management ☐ VSU Equipment Management ☐ VSU Personnel Development and Management	☐ VSU Intern and Volunteer Management ☐ Special Initiative Management

Shakopee Police Department (MN) Information as of November 2025

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

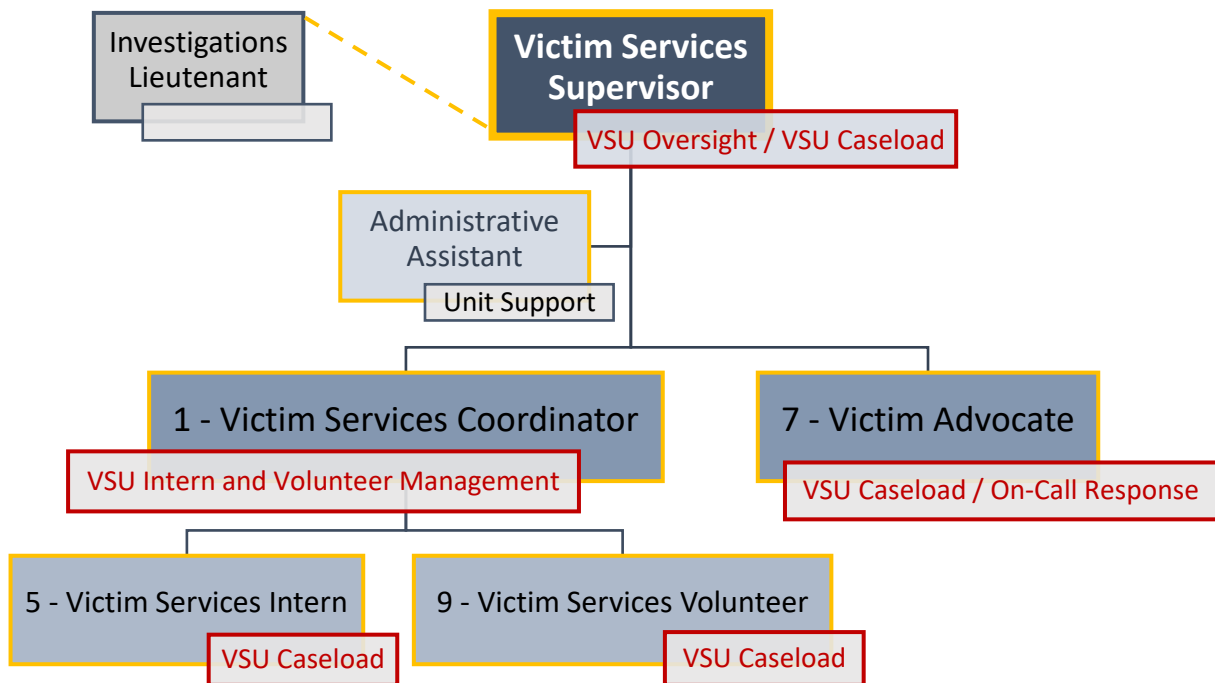
Victim Services – Agency Profile

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.¹³ The RPD is staffed by 346 sworn and 86 professional personnel.¹⁴



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

¹³ QuickFacts: Reno city, Nevada," U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/renocitynevada,US/PST045224>.

¹⁴ 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

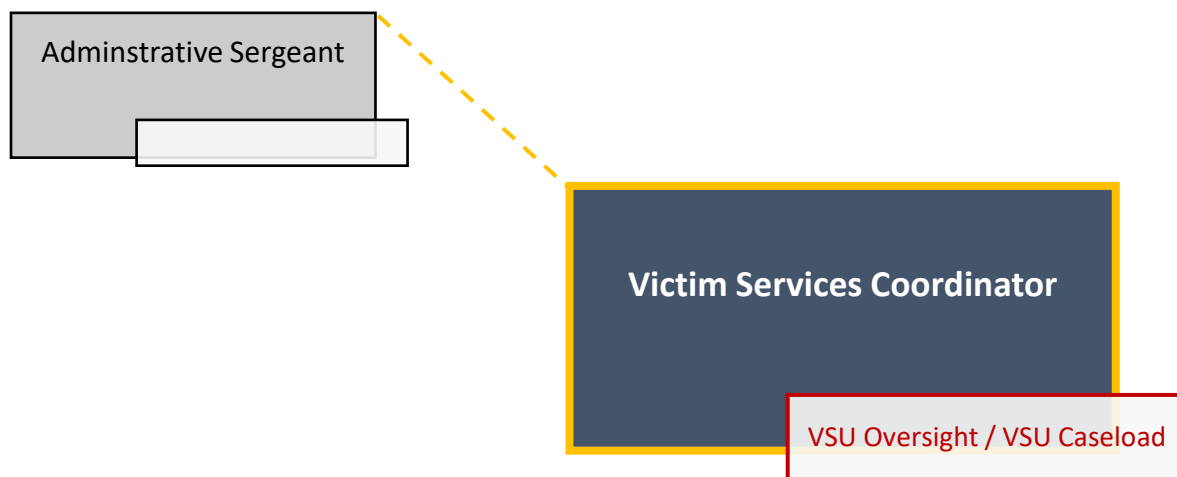
Victim Services – Agency Profile

Washoe County School District Police Department – Nevada

Contact Information: Kellan McLaughlin, Victim Services Coordinator

Kellan.Mclaughlin@WashoeSchools.net

The Washoe County School District Police Department (WCSDPD) is in Washoe County, Nevada and is the law enforcement agency responsible for providing public safety services for approximately 58,920 students.¹⁵ The WCSDPD is staffed by 41 sworn and 9 professional personnel.¹⁶



VSU Responses – Crime Categories
Assault Offenses Destruction of Property Larceny/Theft Offenses Pornography/Obscene Material Robbery Sex Offenses (Forcible Fondling) Sex Offenses (Nonforcible) Stolen Property Disorderly Conduct Driving Under The Influence Drunkenness Family Offenses (Nonviolent) Runaway Trespass
VSU Responses – Non-Criminal Incidents
<i>Not currently served by VSU</i>

¹⁵ Information provided by Washoe County School District Police Department (NV) personnel November 19, 2025.

¹⁶ Information provided by Washoe County School District Police Department (NV) personnel November 19, 2025.

Service Components

• Victim Services Coordinator	
☒ Phone Contact (scheduled work hours)	☒ Field Response (scheduled work hours)
☐ On-Call Response (around the clock, by phone and in person)	
☒ 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 ☒ Periodic Status Updates
☐ Death Notification Assistance	☐ Tangible Needs Assistance

Other Assigned Responsibilities

• Victim Services Coordinator	
☒ VSU Operational Oversight	☒ VSU Equipment Management
☒ Policy Development and Implementation (VSU policies, agency policies) ☒ Training Development and Delivery (agency personnel) ☒ Special Initiative Management (webpage)	
☐ VSU Budget and Funding Management ☐ VSU Personnel Development and Management ☐ VSU Intern and Volunteer Management	☐ Multidisciplinary Team Participation ☐ Awareness Events and Outreach

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!

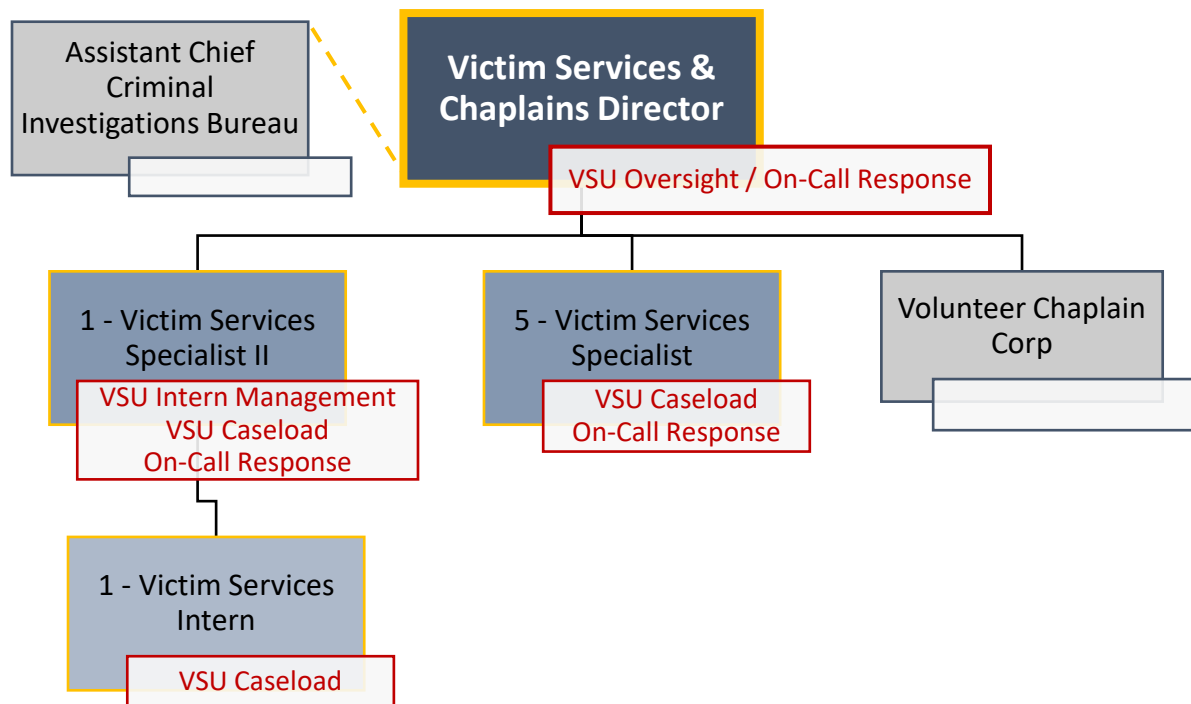
TENNESSEE

Victim Services – Agency Profile

Chattanooga Police Department – Tennessee

Contact Information: Hannah Walling, Victim Services & Chaplains Director
hwalling@chattanooga.gov

The Chattanooga Police Department (CPD) is in Hamilton County, Tennessee and is the law enforcement agency responsible for providing public safety services for approximately 193,802 community members.¹⁷ The CPD is staffed by 479 sworn and 126 professional personnel.¹⁸



VSU Responses – Crime Categories
Arson Assault Offenses Burglary (Residential, victims at home) Extortion/Blackmail Homicide Kidnapping Pornography (adult victims) Robbery Sex Offenses (forcible) Driving Under the Influence (injuries) Peeping Tom
VSU Responses – Non-Criminal Incidents
Deaths (Accidental / Infant Deaths / Suicides)

¹⁷ [Chattanooga, Tennessee Population 2025](#) accessed November 24, 2025.

¹⁸ Information provided by Chattanooga Police Department (TN) personnel November 24, 2025.

Service Components

• Victim Services & Chaplains Director [<i>complex cases</i>] • Victim Services Specialist II / Victim Services Specialists [<i>all victimization categories</i>] • Victim Services Intern [<i>misdemeanor crimes</i>]	
☒ Phone Contact (scheduled work hours) ☒ Field Response (scheduled work hours) ☒ On-Call Response (around the clock, by phone and in person) [homicide response only]	
☒ 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 & Chaplains Director	
☒ VSU Operational Oversight ☒ VSU Budget and Funding Management	☒ VSU Equipment Management
☒ VSU Personnel Development and Management (Victim Services Specialists) ☒ Policy Development and Implementation (VSU policies, agency policies) ☒ Training Development and Delivery (VSU personnel, agency personnel, external personnel) ☒ Multidisciplinary Team Participation (DV High Risk Intervention, Emergency Operations Meeting, FJC Advisory Board, HUD Housing Meeting, SA Response Team, VS Provider Meeting) ☒ Special Initiative Management (lethality assessment process, U-Visa Certifications, webpage)	
☐ VSU Intern and Volunteer Management	☐ Awareness Events and Outreach
• Victim Services Specialist II	
☒ VSU Intern Management	☒ Policy Development and Implementation
☒ VSU Personnel Development and Management (Victim Services Intern) ☒ Training Development and Delivery (agency personnel, external personnel) ☒ Multidisciplinary Team Participation (DV High Risk Intervention, Emergency Operations Meeting, FJC Advisory Board, HUD Housing Meeting, SA Response Team, VS Provider Meeting) ☒ Special Initiative Management (U-Visa Certifications)	
☐ VSU Operational Oversight ☐ VSU Budget and Funding Management ☐ VSU Equipment Management	☐ VSU Volunteer Management ☐ Awareness Events and Outreach

Other Assigned Responsibilities

• Victim Services Specialists	
☒ Training Development and Delivery (agency personnel, external personnel) ☒ Multidisciplinary Team Participation (Children Resources Meeting, DV High Risk Intervention, Latino Resources Office Hours, SA Response Team, VS Provider Meeting) ☒ Special Initiative Management (U-Visa Certifications)	
☐ 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 ☐ Awareness Events and Outreach
• Victim Services Intern – personnel in this position are not tasked with Other Assigned Responsibilities	

TEXAS

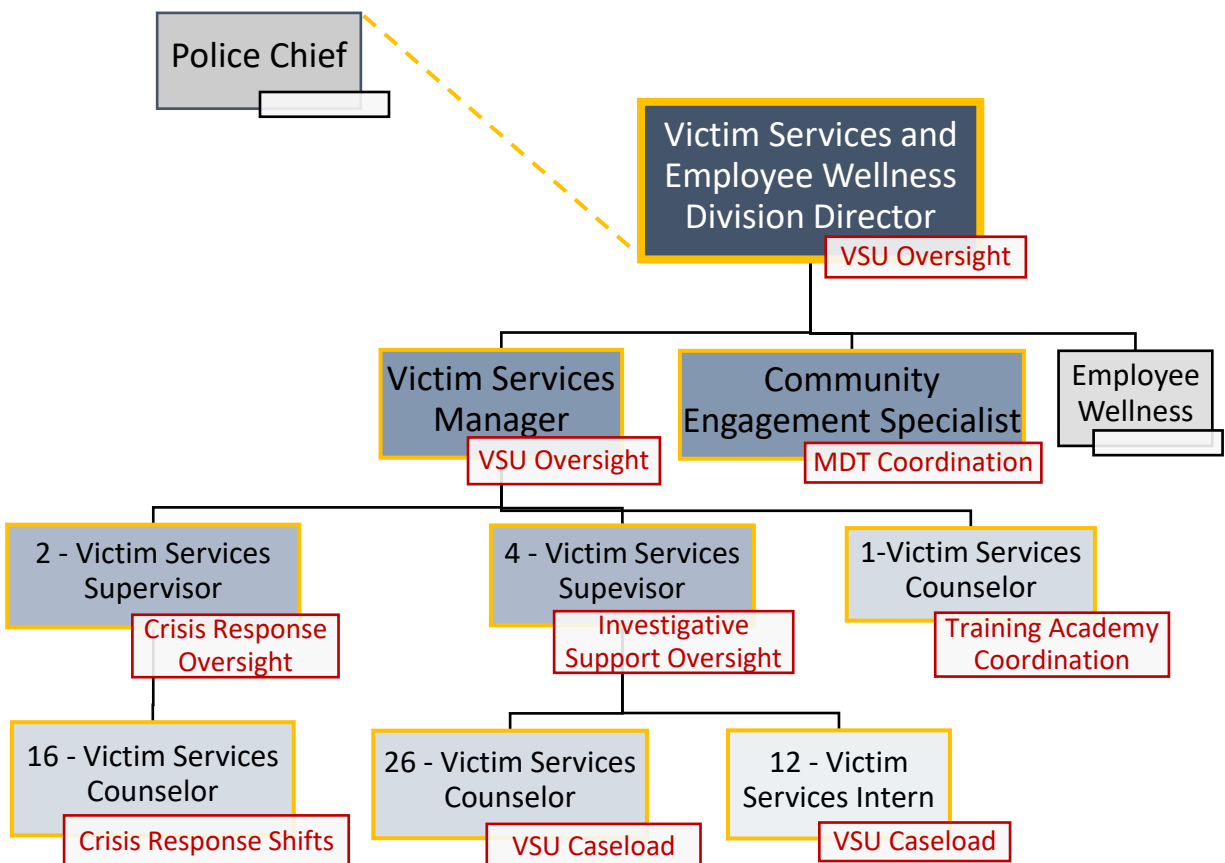
Victim Services – Agency Profile

Austin Police Department – Texas

Contact Information: Kachina Clark, Victim Services and Employee Wellness Division
Director

Kachina.Clark@austintexas.gov

The Austin Police Department (APD) is in Travis County, Texas and is the law enforcement agency responsible for providing public safety services for approximately 961,855 community members.¹⁹ The APD is staffed by 1,816 sworn and 527 professional personnel.²⁰



VSU Responses – Crime Categories

Arson | Assault Offenses | Fraud (*elder victims only*) | Homicide | Kidnapping | Robbery | Sex Offenses (forcible)

VSU Responses – Non-Criminal Incidents

Death (drowning/overdose/suicide/unattended) | Minor Accompaniment | Structure Fires | Traffic Incidents (fatalities/injuries) | Worksite Accidents

¹⁹ U.S. Census Bureau, accessed October 7, 2025, [Austin TX - Census Bureau Search](#).

²⁰ Information provided by Austin Police Department (TX) personnel October 29, 2025.

Service Components

Victim Services and Employee Wellness Division Director, Victim Services Manager, Community Engagement Specialist, Victim Services Supervisors, and Victim Services Counselor (Training Academy) – <i>personnel in these positions are not tasked with VSU Caseload Responsibilities</i>	
Victim Services Counselors (Crisis Response) – <i>around the clock assigned shifts for immediate field response in collaboration with patrol personnel</i>	
☒ Phone Contact (scheduled work hours) ☒ Field Response (scheduled work hours)	
☐ On-Call Response	
☒ Review of Victim Services Role and 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 ☒ External Process Assistance ☒ Referrals and Supportive Handoffs ☒ Tangible Needs Assistance
☐ Internal Process Assistance	☐ Periodic Status Updates
Victim Services Counselors (Investigative Support) 1 – Lead Victim Services Counselor (special projects, VSU Caseload as needed) 8 – domestic violence 6 – sex crimes (adult) 5 – violent crimes (homicide/cold case homicide, aggravated assault, robbery, missing person) 2 – child abuse 2 – human trafficking 1 – financial crimes/hate crimes 1 – vehicular homicide	
☒ Phone Contact (scheduled work hours) ☒ Field Response (scheduled work hours)	
☐ On-Call Response	
☒ Review of Victim Services Role and 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 and Employee Wellness Division Director	
☒ VSU Operational Oversight	☒ VSU Budget and Funding Management
☒ VSU Personnel Development and Management (VS Manager, Community Outreach Specialist) ☒ Policy Development and Implementation (agency policies, VSU policies) ☒ Training Development and Delivery (agency personnel, external personnel) ☒ Multidisciplinary Team Participation (child protection team, FV protection team, FV task force, hate crimes task force, human trafficking team, SA response team, VS coalition) ☒ Special Initiative Management (collective sex crimes response, lethality assessment process)	
☐ VSU Equipment Management ☐ VSU Intern and Volunteer Management	☐ Awareness Events and Outreach

Other Assigned Responsibilities

• Victim Services Manager	
☒ VSU Operational Oversight	☒ Awareness Events and Outreach
☒ VSU Budget and Funding Management	
☒ VSU Personnel Development and Management (VS Supervisors) ☒ Policy Development and Implementation (VSU policies) ☒ Training Development and Delivery (external personnel) ☒ Multidisciplinary Team Participation (child protection team, FV protection team, hate crimes task force, human trafficking team, SA response team, VS coalition) ☒ Special Initiative Management (collective sex crimes response, lethality assessment process)	
☐ VSU Equipment Management	☐ VSU Intern and Volunteer Management
• Community Engagement Specialist	
☒ Multidisciplinary Team Participation (SA response team/human trafficking team 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 ☐ Special Initiative Management
• Victim Services Supervisors	
☒ VSU Equipment Management	☒ Awareness Events and Outreach
☒ VSU Personnel Development and Management (VS Counselors) ☒ Policy Implementation (VSU policies) ☒ Training Development and Delivery (agency personnel, external personnel, VSU personnel) ☒ Multidisciplinary Team Participation (child fatality review, child protection team, DV fatality review, FV protection team, hate crimes task force, human trafficking team, SA response team, suicide prevention coalition) ☒ Special Initiative Management (U-Visa Review Committee)	
☐ VSU Operational Oversight ☐ VSU Budget and Funding Management	☐ VSU Intern and Volunteer Management

Other Assigned Responsibilities

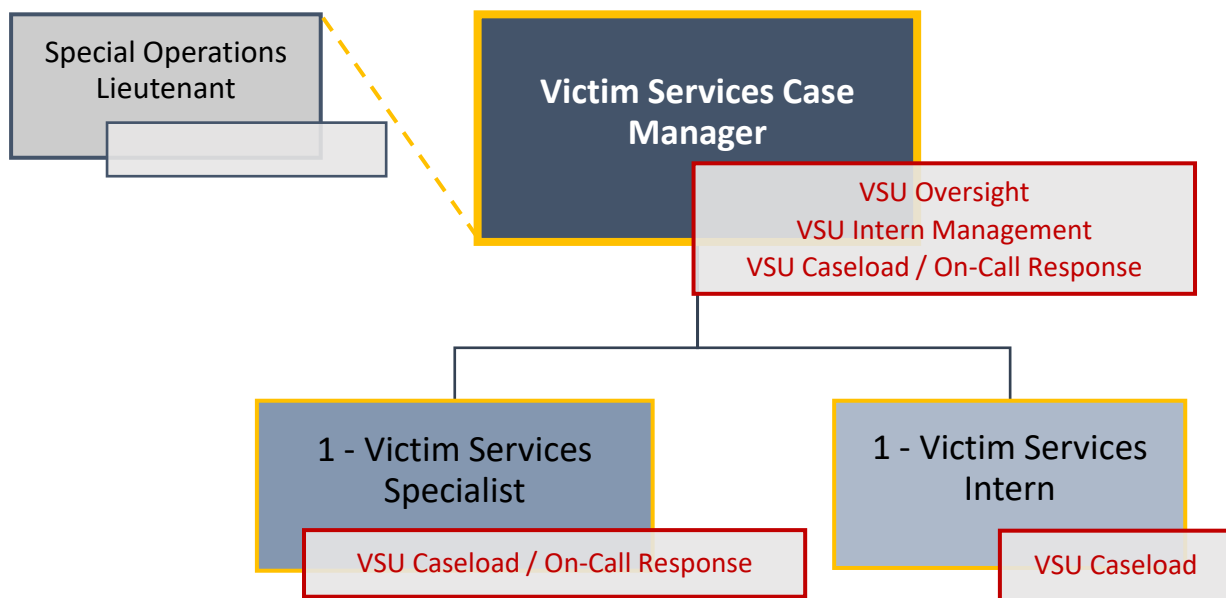
• Victim Services Counselors	
☒ VSU Intern Management	☒ Awareness Events and Outreach
☒ VSU Personnel Development and Management (VS Interns) ☒ Training Development and Delivery (agency cadets, external personnel) ☒ Multidisciplinary Team Participation (child fatality review, child protection team, DV fatality review, FV protection team, hate crimes task force, human trafficking team, SA response team, suicide prevention coalition) ☒ Special Initiative Management (Hate Crimes Review Committee)	
☐ VSU Operational Oversight ☐ VSU Budget and Funding Management ☐ VSU Equipment Management	☐ VSU Volunteer Management ☐ Policy Development and Implementation
• Victim Services Interns	
☒ Training Development and Delivery (assist)	☒ 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 ☐ Multidisciplinary Team Participation ☐ Special Initiative Management

Victim Services – Agency Profile

Manor Police Department – Texas

Contact Information: Regan Frederick, Victim Services Case Manager
rfrederick@manortx.gov

The Manor Police Department (MPD) is in Travis County, Texas and is the local police agency responsible for providing public safety services for approximately 21,500 community members.²¹ The MPD is staffed by 42 sworn and 10 professional personnel.²²



VSU Responses – Crime Categories
Assault Offenses Burglary (residential) Homicide Kidnapping Robbery Sex Offenses (forcible)
VSU Responses – Non-Criminal Incidents
Deaths (Natural/Accidental/Suicide) Structure Fires

²¹ QuickFacts: Manor city, Texas,” U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/manorcitytexas,US/PST045224>.

²² Information provided by Manor Police Department (TX) personnel June 17, 2025.

Service Components

• Victim Services Case Manager <i>[complex cases]</i> • Victim Services Specialist <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 ☒ Referrals and Supportive Handoffs
☒ Internal Process Assistance (interview accompaniment, property return, records requests) ☒ External Process Assistance (mandated reports, third-party advocacy) ☒ Periodic Status Updates (initial report through arrest/prosecution decision, court docket status)	
☐ Tangible Needs Assistance	
• Victim Services Intern <i>[all victimization categories]</i>	
☒ Phone Contact (scheduled work hours) ☒ Field Response (scheduled work hours, with Victim Services Case Manager/Specialist)	
☐ 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 ☒ Referrals and Supportive Handoffs
☒ Internal Process Assistance (interview accompaniment, property return, records requests) ☒ External Process Assistance (mandated reports, third-party advocacy) ☒ Periodic Status Updates (initial report through arrest/prosecution decision, court docket status)	
☐ Death Notification Assistance ☐ Tangible Needs Assistance	

Other Assigned Responsibilities

• Victim Services Case Manager	
☒ VSU Operational Oversight ☒ VSU Budget and Funding Management ☒ VSU Equipment Management	☒ VSU Personnel Development and Management ☒ VSU Intern Management ☒ VSU Policy Development and Implementation
☒ Training Development and Delivery (VS personnel, agency personnel) ☒ Multidisciplinary Team Participation (SA Response Team, FV Task Force) ☒ Awareness Events and Outreach (social media posts) ☒ Special Initiative Management (lethality assessment process, U-Visa coordination, VS webpage)	
☐ VSU Volunteer Management	
• Victim Services Specialist and Victim Services Intern – personnel in these positions are not currently tasked with Other Assigned Responsibilities	

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!