

# Victim Services Unit – Caseload Considerations

## Overview

Determining Victim Services Unit (VSU) caseloads within law enforcement agencies is an important but challenging endeavor that is directly related to establishing clear expectations for the role of victim services personnel. Agencies must decide what victimization categories to serve (e.g., crimes, non-criminal incidents), how services are provided (e.g., by phone, in-person), locations for service provision (e.g., office, field locations, scene responses), time frames for initial contact (e.g., on-call response, within 7 days), and expected actions during agency processes (e.g., initial reports, death notifications, investigations, media relations, property returns, status updates).<sup>1</sup> Agencies must also factor in expectations for victim services personnel that extend beyond direct contact with victims and co-victims.

There is a lack of research to document current and recommended practices for VSU caseloads within law enforcement agencies. A recent eight-agency case study focused on police investigative practices found that, in addition to other factors, high-performing agencies assign serious crimes for preliminary review and ensure standard operating procedures are in place to manage cases.<sup>2</sup> These findings can provide context for discussions around expected VSU roles and responsibilities. To determine VSU caseloads, agencies are encouraged to consider the following:

- Community Resource Mapping
- Agency Information and Triage Criteria
- Service Components
- Other Assigned Responsibilities

## Intention of Victim Services Unit Caseload Considerations

This resource provides guidance for law enforcement agency use when determining VSU caseloads. Agency personnel should engage in active discussions with partners – internal and external – to ensure VSU caseloads and other assigned responsibilities are appropriate, manageable, and in alignment with staffing levels and agency policies, procedures, and practices.

# September 2025

<sup>1</sup> International Association of Chiefs of Police, *Advocacy Parameters*, Law Enforcement-Based Victim Services, rev. ed. (Alexandria, VA: 2023).

<sup>2</sup> Lum, C., Wellford, C., Scott, T., Vovak, H., Scherer, J., & Goodier, M. (2024). *Differences Between High and Low Performing Police Agencies in Clearing Robberies, Aggravated Assaults, and Burglaries: Findings From an Eight-Agency Case Study*. *Police Quarterly*, 27(2), 135-157.

## Step 1: Community Resource Mapping

Victims and co-victims have unique and varied needs that extend beyond the capacity of any single agency or organization. Community resource mapping is a process of learning about available assets and services; gaps and limitations; and opportunities for collaboration among government agencies and community organizations.

- **Agreements** – Have roles and responsibilities for agencies and organizations related to victim response efforts been established? Are those expectations formalized and current?
- **Funding** – What sources are being used to support victim response efforts in the jurisdiction and by whom? How will existing funding be sustained and additional sources developed?
- **Physical Buildings** – What buildings are accessible for victim response efforts? What are the parameters for use?
- **Services and Supplies** – What services and supplies are provided for victim response efforts and by whom? What are the eligibility requirements?
- **Stakeholders** – What personnel are involved in victim response efforts and is their contact information current? Who is not represented?

Community resource mapping can be regularly updated to include all the known and potential intersections with victims and co-victims. Knowing what victimization categories are being served in the community can inform law enforcement agencies' decisions related to VSU caseloads. For example, community resource mapping may show comprehensive responses around domestic violence or homicide, but gaps related to robberies or non-intimate partner assaults.

## Step 2: Agency Information and Triage Criteria

VSU caseloads can include various blends of victimization categories – crimes and non-criminal incidents (e.g., drownings, missing adults, overdoses, structure fires, suicides, traffic fatalities). As of May 2024, all 50 U.S. states and the District of Columbia are certified to report crime information to the National Incident-Based Reporting System (NIBRS).<sup>3</sup> Some agencies alternatively use internal sources to gather crime information. Non-criminal victimization information is also often collected from internal sources (e.g., calls for service).

Triage concepts are rooted in medical systems and were originally developed to sort patient needs into immediate, urgent, and non-urgent categories. These concepts have evolved, but continue to create a specific system to coordinate care and use of resources.<sup>4</sup> Triage concepts can be adapted for use in other fields and can contribute to effective use of VSU resources.

<sup>3</sup> Bureau of Justice Statistics. 2022. **National Incident-Based Reporting System (NIBRS)**. Washington D.C: U.S. Department of Justice. <https://bjs.ojp.gov/national-incident-based-reporting-system-nibrs>

<sup>4</sup> Robertson-Steel I. **Evolution of triage systems**. Emerg Med J. 2006 Feb;23(2):154-5. doi: 10.1136/emj.2005.030270. PMID: 16439754; PMCID: PMC2564046.

Law enforcement agencies should review agency victimization information and triage criteria to help clarify the potential scope of VSU caseloads (See **Table 1** for additional details).

**Table 1. Select NIBRS Group A Offense Definitions<sup>5</sup> and Triage Criteria**

<p>There are multiple NIBRS Group A offenses and those listed below are often included in VSU caseloads. The triage criteria below can help prioritize responses within VSU caseloads.</p> <p><b>Assault Offenses</b> – unlawful attack by one person upon another.</p> <ul style="list-style-type: none"> <li>• <i>Aggravated Assault, Simple Assault, Intimidation</i></li> </ul> <p><b>Burglary / Breaking and Entering</b> – unlawful entry into a building or other structure with the intent to commit a felony or a theft.</p> <p><b>Homicide Offenses</b> – killing of one human being by another.</p> <ul style="list-style-type: none"> <li>• <i>Murder, Manslaughter</i></li> </ul> <p><b>Human Trafficking</b> – inducement of a person to perform a commercial sex act, or labor, or services through force, fraud, or coercion or if a person under 18 years of age has been induced, or enticed, regardless of force, fraud, or coercion to perform a commercial sex act.</p> <ul style="list-style-type: none"> <li>• <i>Commercial Sex Acts, Involuntary Servitude</i></li> </ul> <p><b>Kidnapping / Abduction</b> – unlawful seizure, transportation, or detention of a person against their will, or of a minor without custodial parent(s)/legal guardian(s) consent.</p> <p><b>Robbery</b> – taking/attempting to take, anything of value from the control, custody, or care of another person by force or threat of force or violence and/or by putting the victim in fear of immediate harm.</p> <p><b>Sex Offenses, Forcible</b> – any sexual act directed against another person, without the consent of the victim, including instances where the victim is incapable of giving consent.</p> <ul style="list-style-type: none"> <li>• <i>Forcible Rape, Forcible Sodomy, Sexual Assault with an Object, Forcible Fondling</i></li> </ul>
<ol style="list-style-type: none"> <li>1. Were physical injuries sustained? / Did a strangulation occur?</li> <li>2. Was there a threat or use of a weapon(s)?</li> <li>3. Are there children or vulnerable adults affected by the incident?</li> <li>4. Would the victim(s) benefit from crisis intervention, safety planning, safe housing, or accessing resources?</li> <li>5. Are there additional connected reports involving allegations of violent crime or conduct?</li> <li>6. Do next of kin need to be notified? (<b>Homicide Offenses</b>)</li> <li>7. Would the co-victim(s) benefit from crisis intervention, grief support, safety planning, safe housing, help with afterlife arrangements, or accessing resources? (<b>Homicide Offenses</b>)</li> <li>8. Was the victim(s) (<b>Burglary / Breaking and Entering</b>) / co-victim(s) (<b>Homicide Offenses</b>) present when the incident occurred?</li> <li>9. Did the incident occur within the established timeframe for forensic medical evidence collection? (<b>Human Trafficking, Commercial Sex Act / Sex Offenses, Forcible</b>)</li> </ol>

Definitions and triage criteria can also be developed for non-criminal incidents and complex responses (e.g., multiple deaths, incidents involving agency personnel).

<sup>5</sup> Federal Bureau of Investigation Criminal Justice Information Services Division. 2023. *National Incident-Based Reporting System User Manual*. Washington D.C: U.S. Department of Justice. <https://le.fbi.gov/file-repository/nibrs-user-manual-063023.pdf/view>.

### Step 3: Service Components

Quantifying the amount of time that VSU personnel spend on direct services for victims and co-victims is challenging but essential. Multiple factors contribute to variations in this area to include: 1) service delivery mode, 2) victimization dynamics, 3) number of victims and co-victims per incident, 4) amount of participation of each victim and co-victim, 5) level of need for each victim and co-victim, 6) service complexity, and 7) agency expectations for VSU role and responsibilities.

The following examples illustrate some variations in service components:

❖ **Burglary** – *VSU personnel contact victims by phone during traditional work hours*

- Incident A (one victim) – review of: VSU role, investigation and prosecution processes, records requests processes // *call and documentation: 2 hours of time*
- Incident B (one victim) – crisis intervention due to victim being home at the time of incident; review of: VSU role, investigation and prosecution processes, and other reported incidents of property damage; insurance claim assistance; external organization referrals; periodic status updates // *multiple calls and documentation: 15 hours*

❖ **Aggravated Assault** – *VSU personnel contact victims by phone and via field response to hospitals during traditional work hours*

- Incident A (one victim) – phone contact / review of: VSU role, victims' rights, crime victim compensation process, investigation and prosecution processes; status update call // *calls and documentation: 4 hours*
- Incident B (one victim) – hospital response / review of: VSU role, victims' rights, crime victim compensation process, investigation and prosecution processes; external organization referrals; crime victim compensation application and U-Visa Certification process assistance; periodic status update calls; supportive handoff to prosecution victim witness personnel // *multiple calls and documentation: 55 hours*

❖ **Death Investigation** – *VSU personnel contact co-victims via on-call response*

- Incident A (one co-victim) – phone contact (next-of-kin who resides out of state) / review of: investigation and medical examiner processes; grief support and indigent burial referrals; status update call // *calls and documentation: 7 hours*
- Incident B (five co-victims, two VSU personnel) – field response (death notifications to next of kin and multiple co-victims) / review of: VSU role, victims' rights, crime victim compensation process, investigation and medical examiner processes, prosecution and media relations processes; coordination of separate case update meetings for acrimonious co-victims; afterlife arrangement assistance; press conference accompaniment; property return coordination; crime victim compensation application assistance; external organization referrals; supportive handoffs to prosecution victim witness personnel;

periodic status update calls to multiple co-victims // *calls, meetings, and documentation by two VSU personnel: 160 hours*

Law enforcement agencies should establish expectations for VSU role and responsibilities for each victimization category (See **Table 2** for additional details).

**Table 2. Service Components**

For each victimization category, identify applicable Services Components. Additional resources below:	
<ul style="list-style-type: none"> <li>• <a href="#">IACP   Law Enforcement-Based Victim Services: Template Package II - Next Steps</a></li> <li>• <a href="#">Integrity Institute   Victim Services Unit - Practical Tools: VSU Response Checklists</a></li> </ul>	
<input type="checkbox"/> Phone Contact (scheduled work hours)	<input type="checkbox"/> Field Response (scheduled work hours)
<input type="checkbox"/> On-Call Response (Phone Contact and Field Response, beyond scheduled work hours)	
<input type="checkbox"/> Review of Victim Services Role and Victims' Rights <input type="checkbox"/> Crisis Intervention and Needs Identification <input type="checkbox"/> Death Notification Assistance <input type="checkbox"/> Review of Justice System Processes (e.g., investigation, prosecution, incarceration, probation, parole) <input type="checkbox"/> Review of Safety Concerns and Processes <input type="checkbox"/> Crime Victim Compensation Assistance <input type="checkbox"/> Internal Process Assistance (e.g., interview/press conference accompaniment, property return, records requests) <input type="checkbox"/> External Process Assistance (e.g., mandated reports, third-party advocacy, afterlife arrangements) <input type="checkbox"/> Referrals and Supportive Handoffs <input type="checkbox"/> Tangible Needs Assistance (e.g., cell phones, clothing, food, safe housing, safety items) <input type="checkbox"/> Periodic Status Updates (e.g., initial report through arrest/prosecution decision, unsolved cases)	

Reviewing service components can help agencies identify realistic expectations that influence decisions about VSU caseloads.

#### Step 4: Other Assigned Responsibilities

Quantifying the amount of time that VSU personnel spend on responsibilities beyond direct services for victims and co-victims is also challenging but essential. Multiple factors contribute to variations in this area to include: 1) number of VSU personnel 2) presence of VSU volunteer and intern components, 3) activity levels of multidisciplinary teams, 4) special initiative complexity, and 5) agency expectations for VSU role and responsibilities.

The following examples illustrate some variations in other assigned responsibilities:

##### ❖ Agency A – One VSU Personnel

- Contact with adult victims of sexual assault, participation in quarterly sexual assault response team meetings, coordination of annual sexual assault awareness event, management of grant funding for position

❖ **Agency B** – *VSU Manager, two VSU Personnel, one VSU Intern*

- VSU Manager – oversight of agency VSU budget, VSU personnel development and management, VSU policy development and implementation, VSU training development, coordination of university internship agreement, VSU Intern supervision
- VSU Personnel – contact with victims of aggravated assault and robbery, delivery of VSU Intern training, delivery of VSU role training to agency personnel
- VSU Intern – contact with victims of burglary

❖ **Agency C** – *VSU Director, three VSU Managers, 15 VSU Personnel 10 VSU Volunteers*

- VSU Director – VSU operational oversight, VSU budget and funding management, VSU personnel development and management, VSU policy development and implementation, Policy Review Committee participation, U-Visa Certification coordination
- VSU Managers – VSU personnel development and management, VSU Volunteer management, training development and delivery (VSU Personnel, VSU Volunteers, agency personnel), multidisciplinary team participation, lethality assessment coordination, coordination of annual VSU Volunteer Appreciation events, backup on-call responsibilities
- VSU Personnel – contact with victims and co-victims of multiple crime types and non-criminal incidents, rotating on-call responsibilities, multidisciplinary team participation
- VSU Volunteers – on-call response for victim and co-victim contacts during scheduled shifts

Review of other assigned responsibilities can contribute to informed decisions for VSU caseloads (See **Table 3** for additional details).

**Table 3. Other Assigned Responsibilities**

For each VSU personnel, identify Other Assigned Responsibilities.
<input type="checkbox"/> VSU Operational Oversight <input type="checkbox"/> VSU Budget and Funding Management (e.g., agency budget, grant funding, donations) <input type="checkbox"/> VSU Equipment Management (e.g., vehicles, computers, phones, uniforms, safety items) <input type="checkbox"/> VSU Personnel Development and Management <input type="checkbox"/> VSU Intern and Volunteer Management <input type="checkbox"/> Policy Development and Implementation (e.g., VSU policies, agency policies) <input type="checkbox"/> Training Development and Delivery (e.g., VSU personnel, agency personnel, external personnel) <input type="checkbox"/> Multidisciplinary Team Participation <input type="checkbox"/> Awareness Events and Outreach <input type="checkbox"/> Special Initiative Management (e.g., lethality assessment process, U-Visa Certifications, webpage)

Through engagement in 1) community resource mapping, 2) review of agency information [NIBRS/non-criminal incidents/complex responses, triage criteria], 3) clarification of service components, and 4) identification of other assigned responsibilities, law enforcement agencies can establish VSU caseloads that are appropriate, manageable, and in alignment with staffing levels. This process can also contribute to VSU strategic planning by identifying areas of possible expansion and staffing needs.

### **Agency Profiles**

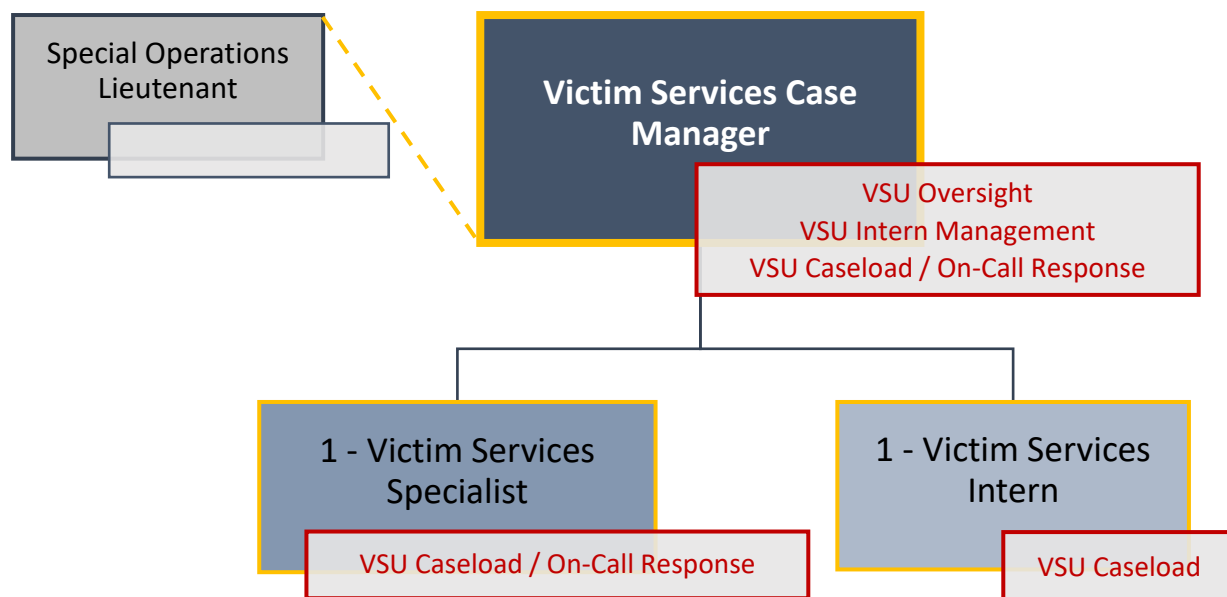
To illustrate field examples of VSU caseloads, profiles of the following agencies were developed through information provided by agency personnel:

- Manor Police Department – Texas
- Little Rock Police Department – Arkansas
- Reno Police Department – Nevada
- Baltimore Police Department – Maryland

These agency profiles are intended to provide snapshots of information related to VSU caseloads and represent agency factors as of the date of this publication. All law enforcement agencies are encouraged to provide consistent and ethical victim services by fluidly responding to the changing needs of agency personnel and the communities they serve.

### Small Agency (up to 50 officers): Manor Police Department – Texas

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.<sup>6</sup> The MPD is staffed by 42 sworn and 10 professional personnel.<sup>7</sup>



#### 2024 NIBRS Group A Reported Offenses (cases) and 2024 VSU Responses (cases):

Assault Offenses: 125 – 90 | Burglary (residential): 39 – 17 | Homicide: 1 – 1 | Human Trafficking: 0 – 0 | Kidnapping: 1 – 1 | Robbery: 3 – 1 | Sex Offenses (forcible): 8 – 8

#### 2024 Non-Criminal Reported Incidents (cases) and 2024 VSU Responses (cases):

Death: *unavailable* – 10 | Structure Fire: *unavailable* – 1

<sup>6</sup> QuickFacts: Manor city, Texas," U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/manorcitytexas,US/PST045224>.

<sup>7</sup> Information provided by Manor Police Department (TX) personnel June 17, 2025.



**Service Components**

- **Victim Services Case Manager** [*complex cases*]
- **Victim Services Specialist** [*all victimization categories*]

☒ 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

☒ Review of Safety Concerns and Processes

☒ Crisis Intervention and Needs Identification

☒ Crime Victim Compensation Assistance

☒ Death Notification Assistance

☒ Referrals and Supportive Handoffs

☒ Review of Justice System Processes

☒ 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
**Service Components**

- **Victim Services Intern (1 placement opportunity – currently vacant)** [*all victimization categories*]

☒ 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

☒ Review of Safety Concerns and Processes

☒ Crisis Intervention and Needs Identification

☒ Crime Victim Compensation Assistance

☒ Review of Justice System Processes

☒ 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 Personnel Development and Management

☒ VSU Budget and Funding Management

☒ VSU Intern Management

☒ VSU Equipment 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)

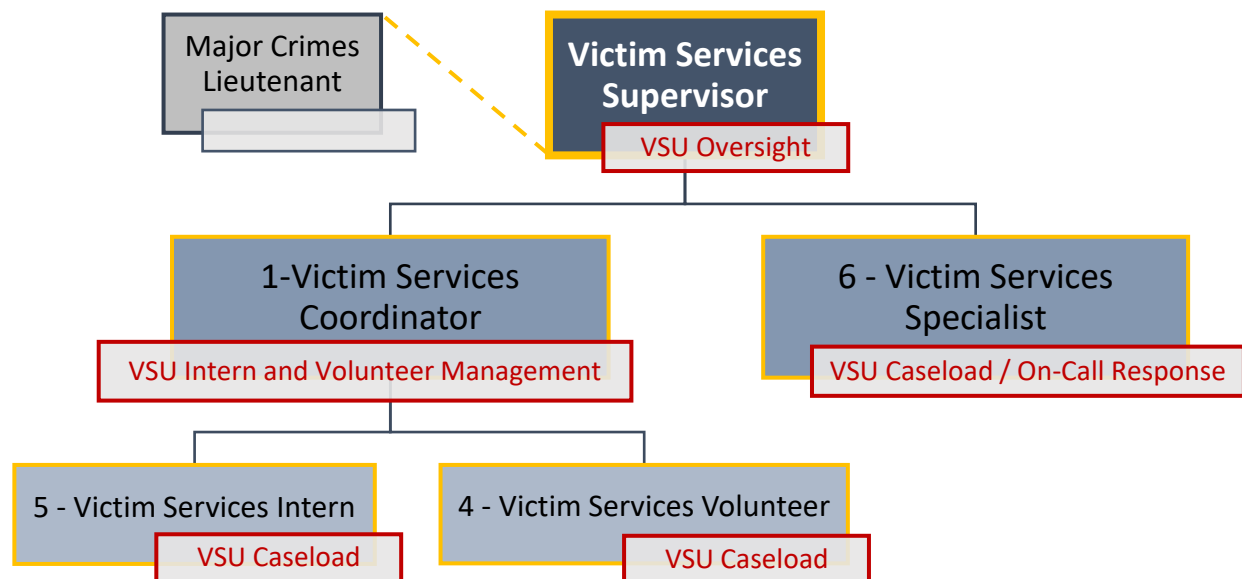
☒ Special Initiative Management (lethality assessment process, U-Visa coordination, VS webpage)

☐ VSU Volunteer Management
**Other Assigned Responsibilities – Victim Services Specialist and Victim Services Intern**

Personnel in these positions are not currently tasked with **Other Assigned Responsibilities**.

### Mid-Size Agency (50-999 officers): Little Rock Police Department – Arkansas

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.<sup>8</sup> The LRPD is staffed by 511 sworn and 89 professional personnel.<sup>9</sup>



#### 2024 NIBRS Group A Reported Offenses (cases) and 2024 VSU Responses (persons served):

Assault Offenses: 2,748 (felony cases) – 6,033 (persons served from felony/misdemeanor cases) | Burglary: 1811 – 0 | Homicide: 37 – 53 | Human Trafficking: *not available* – 1 | Kidnapping: 27 – 39 | Robbery: 434 – 75 | Sex Offenses (forcible): 189 – 205

#### 2024 Non-Criminal Reported Incidents (cases) and 2024 VSU Responses (persons served):

Overdose Death: 24 – 20 | Suicide: 40 – 19

<sup>8</sup> QuickFacts: Little Rock city, Arkansas,” U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/littlerockcityarkansas,US/PST045224>.

<sup>9</sup> Information provided by Little Rock Police Department (AR) personnel June 3, 2025.

**Service Components – Victim Services Supervisor and Victim Services Coordinator**

Personnel in these positions are not currently tasked with **VSU Caseload** Responsibilities.

**Service Components – Victim Services Specialists**

- 1-domestic violence | 1-homeless/veterans/disabled | 1-homicide/aggravated assault
- 1-LGBTQ/elderly/adult sexual assault | 1-overdose/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

**Service Components**

- **Victim Services Interns (5 placement opportunities – currently vacant)** *[domestic violence]*
- **Victim Services Volunteers (4 Volunteers)** *[domestic violence]*

☒ 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)

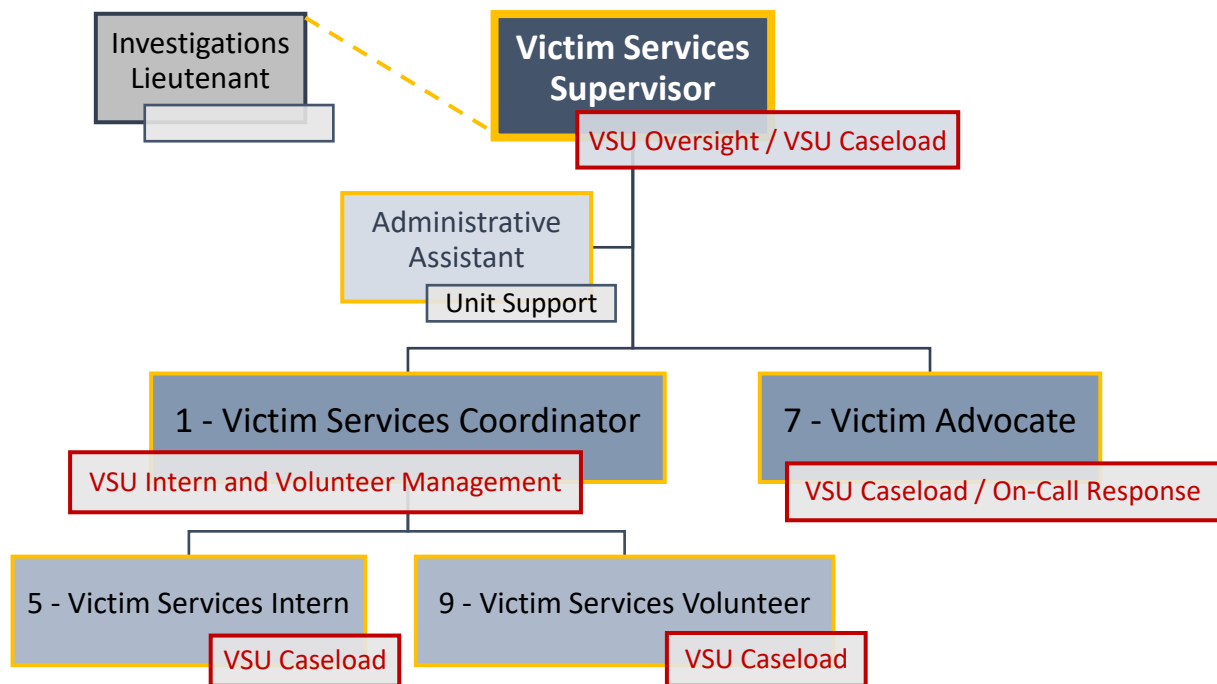
☒ Special Initiative Management (lethality assessment process, U-Visa coordination, VS webpage)

☐ VSU Intern and Volunteer Management    ☐ Awareness Events and Outreach

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

### Mid-Size Agency (50-999 officers): Reno Police Department – Nevada

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.<sup>10</sup> The RPD is staffed by 346 sworn and 86 professional personnel.<sup>11</sup>



#### 2024 NIBRS Group A Reported Offenses (cases) and 2024 VSU Responses (cases):

Assault Offenses: 4,315 – 2,018 | Burglary (residential): 408 – 16 | Homicide: 23 – 22 | Human Trafficking: 25 – 9 | Kidnapping: 152 – 12 | Robbery: 264 – 43 | Sex Offenses (forcible): 193 – 122

#### 2024 Non-Criminal Reported Incidents (cases) and 2024 VSU Responses (cases):

Death: *unavailable* – 0 | Traffic Incidents: *unavailable* – 5 | External Referrals: *unavailable* – 33

<sup>10</sup> QuickFacts: Reno city, Nevada," U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/renocitynevada,US/PST045224>.

<sup>11</sup> Information provided by Reno Police Department (NV) personnel June 18, 2025.

**Service Components – Victim Services Supervisor [complex cases]**☒ Phone Contact AND ☒ Field Response (scheduled work hours)☐ On-Call Response

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Review of Victim Services Role / Victims' Rights | <input checked="" type="checkbox"/> Internal Process Assistance       |
| <input checked="" type="checkbox"/> Crisis Intervention and Needs Identification     | <input checked="" type="checkbox"/> External Process Assistance       |
| <input checked="" type="checkbox"/> Death Notification Assistance                    | <input checked="" type="checkbox"/> Referrals and Supportive Handoffs |
| <input checked="" type="checkbox"/> Review of Justice System Processes               | <input checked="" type="checkbox"/> Tangible Needs Assistance         |
| <input checked="" type="checkbox"/> Review of Safety Concerns and Processes          | <input checked="" type="checkbox"/> Periodic Status Updates           |
| <input checked="" type="checkbox"/> Crime Victim Compensation Assistance             |   |

**Service Components – Victim Services Administrative Assistant and Victim Services Coordinator**Personnel in this position are not currently tasked with **VSU Caseload** responsibilities.**Service Components – Victim Advocates**

- 1-child abuse | 2-family crimes | 1-sex crimes (adult)
- 1-floater [all victimization categories] | 1-front desk [all victimization categories]

☒ Phone Contact AND ☒ Field Response (scheduled work hours)☒ On-Call Response (around the clock, by phone and in person)

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Review of Victim Services Role / Victims' Rights | <input checked="" type="checkbox"/> Internal Process Assistance       |
| <input checked="" type="checkbox"/> Crisis Intervention and Needs Identification     | <input checked="" type="checkbox"/> External Process Assistance       |
| <input checked="" type="checkbox"/> Death Notification Assistance                    | <input checked="" type="checkbox"/> Referrals and Supportive Handoffs |
| <input checked="" type="checkbox"/> Review of Justice System Processes               | <input checked="" type="checkbox"/> Tangible Needs Assistance         |
| <input checked="" type="checkbox"/> Review of Safety Concerns and Processes          | <input checked="" type="checkbox"/> Periodic Status Updates           |
| <input checked="" type="checkbox"/> Crime Victim Compensation Assistance             |   |

**Service Components**

- **Victim Services Interns (5 interns)** [family crimes]
- **Victim Services Volunteers (7-10 Volunteers)** [family crimes]
  - No independent building access
  - Abbreviated backgrounds and limited records management system access

☒ Phone Contact (scheduled work hours)☐ Field Response    ☐ On-Call Response

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Review of Victim Services Role / Victims' Rights | <input checked="" type="checkbox"/> Crime Victim Compensation Assistance |
| <input checked="" type="checkbox"/> Crisis Intervention and Needs Identification     | <input checked="" type="checkbox"/> Internal Process Assistance          |
| <input checked="" type="checkbox"/> Review of Justice System Processes               | <input checked="" type="checkbox"/> External Process Assistance          |
| <input checked="" type="checkbox"/> Review of Safety Concerns and Processes          | <input checked="" type="checkbox"/> Referrals and Supportive Handoffs    |

☐ Death Notification Assistance    ☐ Tangible Needs Assistance    ☐ Periodic Status Updates

**Other Assigned Responsibilities – Victim Services Supervisor**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> VSU Operational Oversight  | <input checked="" type="checkbox"/> Policy Development and Implementation |
| <input checked="" type="checkbox"/> VSU Budget and Funding Management  | <input checked="" type="checkbox"/> Peer Support Participation            |
| <input checked="" type="checkbox"/> VSU Equipment Management   |   |
| <input checked="" type="checkbox"/> VSU Personnel Development and Management (VS Volunteer Coordinator, Victim Advocates)        |   |
| <input checked="" type="checkbox"/> Training Development and Delivery (VSU personnel, agency personnel, Statewide VS Academy)    |   |
| <input checked="" type="checkbox"/> Multidisciplinary Team Participation (DV Committee, Child Advocacy Center MDT, Homicide MDT) |   |
| <input checked="" type="checkbox"/> Special Initiative Management (lethality assessment process, U-Visa coordination)            |   |
| <input type="checkbox"/> VSU Intern and Volunteer Management   |   |
| <input type="checkbox"/> Awareness Events and Outreach   |   |

**Other Assigned Responsibilities – Victim Services Coordinator**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> VSU Equipment Management  | <input checked="" type="checkbox"/> Awareness Events and Outreach              |
| <input checked="" type="checkbox"/> VSU Intern and Volunteer Management   | <input checked="" type="checkbox"/> Special Initiative Management (VS webpage) |
| <input checked="" type="checkbox"/> Policy Development and Implementation   | <input checked="" type="checkbox"/> Peer Support Participation                 |
| <input checked="" type="checkbox"/> Training Development and Delivery (VS Interns/Volunteers, agency personnel, external personnel) |  |
| <input type="checkbox"/> VSU Operational Oversight  | <input type="checkbox"/> Multidisciplinary Team Participation                  |
| <input type="checkbox"/> VSU Budget and Funding Management  | <input type="checkbox"/> Special Initiative Management                         |
| <input type="checkbox"/> VSU Personnel Development and Management   |  |

**Other Assigned Responsibilities – Administrative Assistant and Victim Advocates**

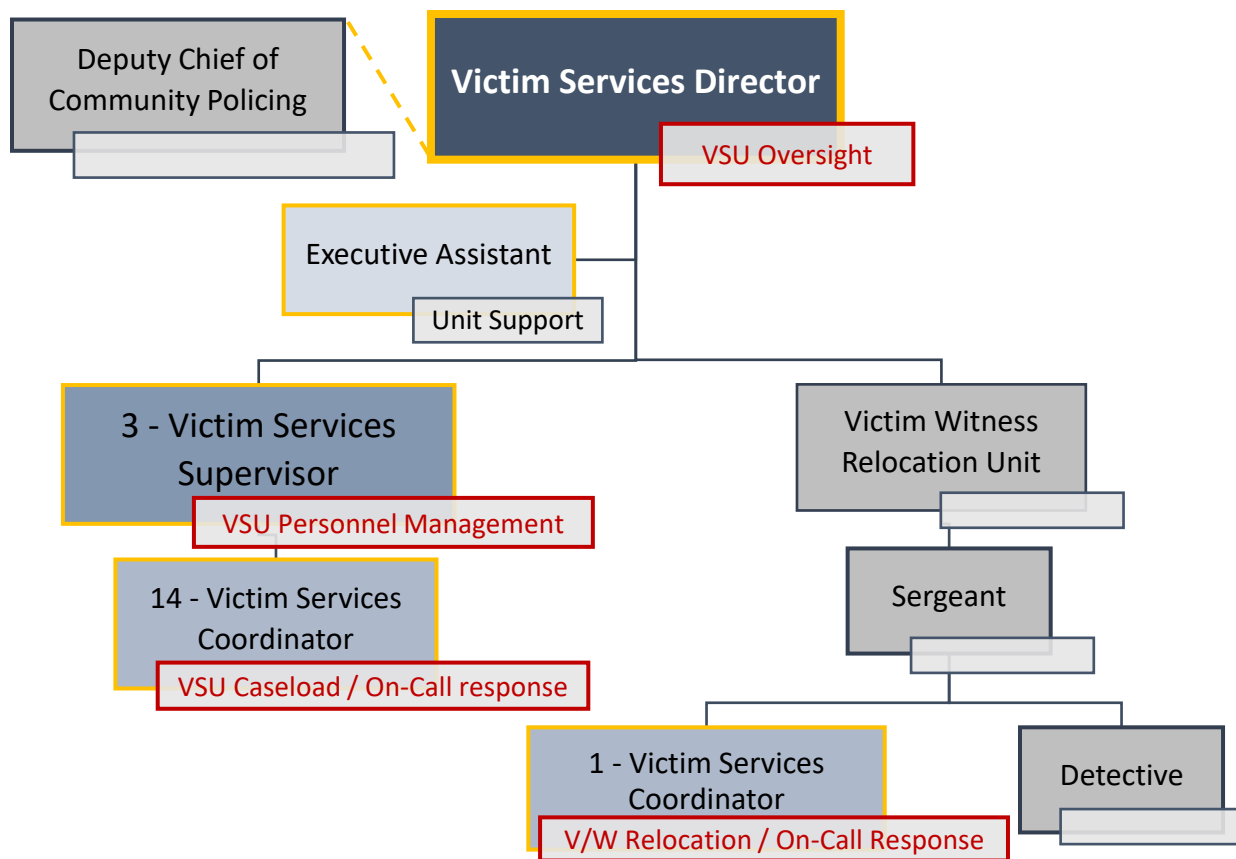
Personnel in these positions are not currently tasked with **Other Assigned Responsibilities**.

**Other Assigned Responsibilities – Victim Services Interns and Victim Services Volunteers**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Awareness Events and Outreach |  |
| <input type="checkbox"/> VSU Operational Oversight                | <input type="checkbox"/> Policy Development and Implementation |
| <input type="checkbox"/> VSU Budget and Funding Management        | <input type="checkbox"/> Training Development and Delivery     |
| <input type="checkbox"/> VSU Equipment Management                 | <input type="checkbox"/> Multidisciplinary Team Participation  |
| <input type="checkbox"/> VSU Personnel Development and Management | <input type="checkbox"/> Special Initiative Management         |
| <input type="checkbox"/> VSU Intern and Volunteer Management      |  |

## Large Agency (1000+ officers): Baltimore Police Department – Maryland

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.<sup>12</sup> The BPD is staffed by 2,515 sworn and 771 professional personnel.<sup>13</sup>



### 2024 NIBRS Group A Reported Offenses (cases) and 2024 VSU Responses (cases):

**Assault Offenses: 15,389 – 983 | Burglary (residential): 2,272 – 0 | Homicide: 201 – 201 | Human Trafficking: 9 – 5 | Kidnapping: 54 – 1 | Robbery: 3,254 – 13 (VSU Responses are by sworn personnel request only) | Sex Offenses (forcible): 353 – 111 (VSU Responses started July 2024)**

**2024 Non-Criminal Reported Incidents: not currently served by VSU**

<sup>12</sup> QuickFacts: Baltimore city, Maryland," U.S. Census Bureau, accessed May 15, 2025, <https://www.census.gov/quickfacts/fact/table/baltimorecitymaryland,US/PST045224>.

<sup>13</sup> Information provided by Baltimore Police Department (MD) personnel June 30, 2025.



**Service Components – Victim Services Director, Executive Assistant, and Victim Services Supervisors**

Personnel in this position are not currently tasked with **VSU Caseload** responsibilities.

**Service Components – Victim Services Coordinators**

- 2-bilingual victims/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 IPV
- 6-violent crimes (homicide, non-fatal shooting, aggravated assault)
- 1-victim/witness relocation support

☒ 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

**Other Assigned Responsibilities – Victim Services Director**

☒ VSU Operational Oversight

☒ VSU Budget and Funding Management

☒ VSU Equipment Management

☒ Policy Development and Implementation

☒ Partner 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

☐ Awareness Events

**Other Assigned Responsibilities – Executive Assistant**

☒ Special Initiative Management (lethality assessment process, webpage)

☐ 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

Other Assigned Responsibilities – Victim Services Supervisors	
<input checked="" type="checkbox"/> VSU Equipment Management (vehicles)	<input checked="" type="checkbox"/> Partner Outreach
<input checked="" type="checkbox"/> VSU Personnel Development and Management (VS Coordinators) <input checked="" type="checkbox"/> Training Development and Delivery (external personnel) <input checked="" type="checkbox"/> Multidisciplinary Team Participation (DV High Risk Team, HT MDT) <input checked="" type="checkbox"/> Special Initiative Management (lethality assessment process)	
<input type="checkbox"/> VSU Operational Oversight <input type="checkbox"/> VSU Budget and Funding Management <input type="checkbox"/> VSU Intern and Volunteer Management	<input type="checkbox"/> Policy Development and Implementation <input type="checkbox"/> Awareness Events
Other Assigned Responsibilities – Victim Services Coordinators	
<input checked="" type="checkbox"/> Partner Outreach	
<input type="checkbox"/> VSU Operational Oversight <input type="checkbox"/> VSU Budget and Funding Management <input type="checkbox"/> VSU Equipment Management <input type="checkbox"/> VSU Personnel Development and Management <input type="checkbox"/> VSU Intern and Volunteer Management	<input type="checkbox"/> Policy Development and Implementation <input type="checkbox"/> Training Development and Delivery <input type="checkbox"/> Multidisciplinary Team Participation <input type="checkbox"/> Awareness Events <input type="checkbox"/> Special Initiative Management