



## Section II: Victim Services

Kentucky has established many successful programs to provide services and aid to victims of crime, an important element of the criminal justice system. Data selected for this section was provided by V.I.N.E., the Crime Victims Compensation Board, the Cabinet for Health and Family Services, the Office of the Attorney General, Kentucky Association of Sexual Assault Programs, and Kentucky Domestic Violence Association.

## V.I.N.E.

The Office of Victim Services is the arm of the Kentucky Department of Corrections that provides victims with an automatic notification system to alert them about a change in the custody status of their offender. The system is known as Victim Information and Notification Everyday (V.I.N.E.).

The nation's first automated victim notification system was created in Jefferson County, Kentucky, in December, 1994. Like many progressive acts, a tragedy was the impetus for the establishment of the V.I.N.E. system. In 1993, Mary Byron was murdered by her estranged boyfriend after he was released from the Jefferson County Jail. Byron was not notified of his release. Byron's parents, Pat and John Byron, led a crusade to ensure that their daughter's death would not be in vain. As a result of their efforts, software engineers developed the V.I.N.E. system and implemented it at the Jefferson County Jail. In 1996, Kentucky again led the way, becoming the first state in the nation to provide victim notification on a statewide basis. Today more than 2,100 communities have implemented the V.I.N.E. system. More than two-thirds of the states have established statewide notification through V.I.N.E. The federal government also offers a victim notification service and funds supportive grants (e.g. Statewide Automated Victim Information and Notification (SAVIN)). Nationally, V.I.N.E. generates approximately 700,000 notification calls each month.

The V.I.N.E. system receives booking and release data from all county jails and Kentucky Department of Corrections institutions. Victims can obtain information about an offender's location, custody status, sentence expiration date, and scheduled parole-hearing date. The victim can also register to be notified of changes in an offender's custody status. Information can be obtained by calling a toll free number, by calling the Office of Victim Services, via e-mail, or via the Internet through VINELink. The service is available 24 hours a day. Whenever possible, the system provides notification of an offender's release 72 hours prior to the release. In order to ensure that victims receive notification in a timely manner, V.I.N.E. will call the registered telephone number every 30 minutes during a 24 hour time period of until the call is acknowledged by the registered person.

The following information was obtained from the Kentucky Department of Corrections' Office of Victim Services:

- ✓ Of the searches for offenders through the V.I.N.E. program in 2011, 5.5% were conducted via VINEwatch, about 26.2% were conducted via telephone, and 68.4% were conducted via VINELink.
- ✓ In 2011, V.I.N.E. reported a total of 314,767 victim information and registration calls into the call center and 925,455 notification calls issued by the call center.
- ✓ There were 53,167 new V.I.N.E. registrations in 2011, up from 45,073 in 2010 and 45,477 in 2009.

**Table 2.1: Number of Searches for Offenders through V.I.N.E., 2011**

<i>Month</i>	<i>Number of Searches</i>			<i>Total</i>
	<i>Phone</i>	<i>V.I.N.E. Watch</i>	<i>V.I.N.E. Link</i>	
January	38,342	7,208	86,819	132,369
February	32,813	5,891	77,275	115,979
March	33,944	7,074	89,012	130,030
April	34,177	7,598	78,030	119,805
May	31,355	7,040	80,154	118,529
June	32,702	7,942	81,154	122,208
July	34,078	7,682	84,016	125,776
August	32,956	6,868	93,211	133,035
September	30,485	6,646	87,309	124,440
October	28,258	6,347	88,753	123,358
November	29,569	5,050	86,454	121,073
December	30,228	5,801	84,413	120,442
<b>TOTAL</b>	<b>388,887</b>	<b>81,147</b>	<b>1,017,010</b>	<b>1,487,044</b>

Source: Department of Corrections, Office of Victim Services

**Table 2.2: Number of Calls Processed through V.I.N.E., 2011**

<i>Month</i>	<i>Victim Information and Registration Calls into Call Center</i>	<i>Notification Calls Issued by Call Center</i>	<i>Total</i>
January	29,514	71,505	101,019
February	24,685	58,726	83,411
March	28,588	66,980	95,568
April	27,186	68,199	95,385
May	26,312	63,951	90,263
June	28,026	88,751	116,777
July	29,547	99,655	129,202
August	27,031	77,494	104,525
September	24,895	77,562	102,457
October	23,378	81,931	105,309
November	22,321	80,956	103,277
December	23,284	89,745	113,029
TOTAL	314,767	925,455	1,240,222

Source: Department of Corrections, Office of Victim Services

**Table 2.3: Number of New V.I.N.E. Registrations, 2008-2011**

<i>Month</i>	<i>2008</i>	<i>2009</i>	<i>2010</i>	<i>2011</i>
January	2,809	3,080	3,905	3,964
February	2,672	2,902	3,273	3,693
March	2,523	3,902	3,804	4,307
April	2,584	5,223	3,863	4,432
May	2,606	3,994	3,758	4,492
June	2,585	3,932	3,892	4,461
July	2,779	3,978	3,425	4,866
August	2,881	4,049	3,705	4,604
September	2,718	3,645	3,756	4,632
October	2,934	3,577	3,790	4,854
November	2,300	3,735	4,451	4,371
December	2,679	3,430	3,451	4,491
TOTAL	32,070	45,447	45,073	53,167

Source: Department of Corrections, Office of Victim Services

## Crime Victim's Compensation Board

The Crime Victims Compensation Board, assisting more than 1,000 victims of violent crime per year, was enacted in 1974 and established by the Kentucky General Assembly in 1976, the 14th state to do so. The office opened in 1978 with the purpose of compensating victims for whom violent crime has resulted in financial hardship due to physical or psychological injury or death. In situations where there is no other source of payment, the board determines claimant eligibility and award amounts for qualifying expenses incurred as a result of violent crime, including medical, funeral, mental health counseling, dental, and corrective lens expenses resulting from the crime, as well as lost wages or loss of support for someone dependent on the victim. When qualifying claimants are awarded, payments are made directly to service providers or can be reimbursements to the claimant. State law caps the awards at \$25,000 for each claim. The CVCB also administers a program which pays for sexual assault forensic/medical exams (SAEs) for both adults and children. These claims are applied for and paid directly to the service providers. CVCB Funds are provided through federal grants, offender-paid court fees, donations, and a \$200,000 General Fund allotment for SAE's. The governor-appointed, five-member board operates under Kentucky Revised Statutes (KRS) 346 and 216B, and Kentucky Administrative Regulations (KAR) Title 107. Each board member's term is four years. The Board, which must include a victim, is intended to include representation from throughout the state.

The following information was received from the Crime Victim's Compensation Board:

- ✓ The CVCB granted awards on 1,088 claims in fiscal year 2011, resulting in almost \$1.3 million being distributed to victims of violent crime. 276 claims were for compensation, and 812 were for sexual assault forensic/medical exams.



**Table 2.4: Crime Victim's Compensation Board Awards by Expense Type, FY 2008-2011**

<i>Type of Expense</i>	<i>FY 2008</i>		<i>FY 2009</i>		<i>FY 2010</i>		<i>FY 2011</i>	
	<i>Amount Awarded</i>	<i>Total Claims Paid</i>						
Attorney Fees	\$5,592.50		\$2,437.50		\$0		\$1,246.81	
Mental Health	\$21,732.21		\$6,375.23		\$19,641.52		\$727,108.71	
Economic Support (Lost Wages/Loss of Support)	\$120,281.70		\$73,284.32		\$65,437.45		\$22,516.04	
Funeral/Burial Expenses	\$221,360.68		\$48,784.44		\$174,273.41		\$57,226.82	
Medical/Dental Expenses	\$1,234,432.17		\$922,051.85		\$1,182,995.81		\$102,762.97	
Sexual Assault Exams	\$538,999.38		\$389,102.20		\$445,061.42		\$359,472.00	
<b>TOTAL</b>	<b>\$2,142,398.64</b>	<b>1,329</b>	<b>\$1,442,035.54</b>	<b>978</b>	<b>\$1,887,409.61</b>	<b>1,213</b>	<b>\$1,270,333.35</b>	<b>1,088</b>

Source: Kentucky Crime Victim's Compensation Board

## Other Victim Services

The Kentucky Cabinet for Health and Family Services (CHFS) oversees several programs that provide services to victims of crimes including rape crisis centers, domestic violence services, and children's advocacy centers. The information provided here details the types of services provided through these programs and the number of victims served by each. The Office of the Attorney General also provides services and advocates for victims throughout the Commonwealth.

- ✓ In FY 2011, Kentucky's Rape Crisis Centers provided services to 4,736 victims, 1,133 friends and family members, and 14,373 sessions of education services for 138,467 participants. Rape Crisis Centers reported 153,848 hours of volunteer services, a decrease of 34.1% from FY 2010 figures. Crisis calls increased 15.7% from 3,854 in FY 2010 to 4,459 in 2011.
- ✓ Domestic Violence Shelters throughout the state served 4,407 residential program participants and 76,010 non-residential clients in FY 2011. Domestic Violence Service Providers reported 73,423 volunteer hours during FY 2011, a decrease of 7.8% from 2010.
- ✓ Children's Advocacy Centers served 5,035 child victims in FY 2011, an increase of 4.4% from the 4,826 child victims served the previous year. 2,612 crisis calls were received, and CAC staff was present during 3,630 forensic interviews and 1,053 medical exams.
- ✓ In 2010, the Kentucky Office of the Attorney General's Office of Victim's Advocacy provided resource or referral assistance to 4,477 people, a decrease of 34.4% from FY 2010. The Office also provided Notification of Appeals to 539 victims, down from 1,547 last year.
- ✓ The Office of the Attorney General's Medicaid Fraud and Abuse Control Division addressed 2,781 complaints and collected over \$31.5 million from settlements in FY 2011, primarily stemming from fraudulently billed Medicaid claims and other abuses of the Medicaid system.
- ✓ The Office of the Attorney General's Department of Criminal Investigations (DCI) reported the following for FY 2011:
  - DCI's Cyber Crimes Branch opened 72 cases, closed 50 cases, and obtained 46 Search Warrants.
  - DCI's Drug Investigations Branch opened 34 cases and closed 11 cases.
  - DCI's Public Integrity/Special Investigations Branch opened 43 cases and closed 36 cases. The Branch obtained 2 arrests, and addressed 474 constituent complaints.

**Table 2.5: Data From the Kentucky Cabinet For Health and Family Services, FY 2008-2011**

		<i>FY 2008</i>	<i>FY 2009</i>	<i>FY 2010</i>	<i>FY 2011</i>
<b>Domestic Violence Shelter Programs<sup>1</sup></b>	Shelter Capacity	485	478	477	466
	Transitional Housing Capacity	160	149	189	144
	Total Residents Served (Emergency Shelter)	4,273	4,428	4,111	4,407
	Total New Residents (Emergency Shelter)	3,905	3,986	3,716	3,962
	Residents From Other States	308	217	275	291
	Volunteer Hours	77,113	74,601	79,606	73,423
	Non-Residential Participants	48,367	42,599	76,104	76,010
<b>Rape Crisis Centers<sup>2</sup></b>	Unduplicated Victims	4,822	4,639	4,841	4,736
	Unduplicated Family and Friends	1,802	1,916	1,431	1,133
	Crisis Calls	3,896	4,158	3,854	4,459
	Advocacy Services*	5,324	4,975	5,204	5,153
	Education Services	5,623	5,852	4,963	14,373
	Education Participants	173,997	175,410	152,503	138,467
	Volunteer Hours	263,074	294,483	233,709	153,848
<b>Children's Advocacy Centers<sup>3</sup></b>	Unduplicated Child Victims	4,479	4,519	4,826	5,035
	Unduplicated Care Takers	4,327	4,775	5,675	5,539
	Advocacy Services	13,415	17,585	24,324	24,442
	Crisis Calls	1,243	1,230	1,557	2,612
	Medical Exams	1,376	1,305	1,141	1,053
	Forensic Interviews	2,825	3,092	3,616	3,630
	Volunteer Hours	11,694	12,911	17,552	39,302

\*Includes Medical Advocacy, Accompaniment for Rape Exams, and Legal Advocacy Services

Source- <sup>1</sup>Kentucky Domestic Violence Association (KDVA), <sup>2</sup>Kentucky Association of Sexual Assault Programs, <sup>3</sup>Cabinet for Health and Family Services, Family Violence Prevention Branch

**Table 2.6:  
Activities of the Office of Victim's Advocacy  
During CY 2011**

Resource and/or Referral Assistance	4,477
Notification of Appeals to Crime Victims	539

Source: Kentucky Office of the Attorney General

**Table 2.8: Activities of the  
Department of Criminal  
Investigations- Drug Investigations  
Branch During CY 2011**

Cases Opened	34
Cases Closed	11
Indictments	6
Arrests	3
KASPER Reports Requested	75
Search Warrants	7

Source: Kentucky Office of the Attorney General

**Table 2.7: Activities of the Department of  
Criminal Investigations- Cyber Crimes  
Branch During CY 2011**

Cases Opened	72
Cases Closed	50
Computer Forensics	86
Hard Drives Examined	234
Removable Devices Examined	2,744
Audio Forensics	3
Video Forensics	0
Assistance to Other Agencies	65
Search Warrants Obtained	46
Child Pornography Images Seized	105,983
Child Pornography Videos Seized	7,165

Source: Kentucky Office of the Attorney General

**Table 2.9: Activities of the Department of Criminal  
Investigations- Public Integrity/Special Investigations  
Branch During CY 2011**

Cases Opened	43
Cases Closed	36
Arrests	2
Indictments	2
Search Warrants Obtained	7
KASPER Reports Requested	0
Constituents Complaints	474

Source: Kentucky Office of the Attorney General

**Table 2.10: Activities of the Medicaid Fraud and Abuse Control Division During CY 2011**

Cases Opened	Fraud	24	
	Patient Abuse	2	
	Caretaker Neglect	8	
	Global Requests	13	
	<b>Total</b>	<b>47</b>	
Cases Closed	Fraud	18	
	Patient Abuse	2	
	Patient Abuse/Neglect*	25	
	Caretaker Neglect	9	
	Global Requests	15	
	Average Wholesale Price Litigation	1	
	<b>Total</b>	<b>70</b>	
Cases Pending	Fraud	75	
	Patient Abuse	5	
	Patient Abuse/Neglect*	31	
	Caretaker Neglect	11	
	Patient Funds/Exploitation	1	
	Global Requests	27	
	Average Wholesale Price Litigation	2	
	Other	2	
	<b>Total</b>	<b>154</b>	
	Number of Indictments	Fraud	5
		Patient Abuse	1
<b>Total</b>		<b>6</b>	
Number of Convictions	Fraud	3	
	Patient Abuse	1	
	Caretaker Neglect	2	
	Patient Abuse/Neglect	6	
	<b>Total</b>	<b>12</b>	

\*This case status was changed in 2011 to separate abuse and neglect incidents.

Source: Kentucky Office of the Attorney General

**Table 2.11: Complaints and Settlements of the Medicaid Fraud and Abuse Control Division During CY 2011**

Number of Complaints Received	Fraud	115
	Global Fraud	14
	Patient Abuse	723
	Caretaker Neglect	1,640
	Patient Funds	220
	Recipient	2
	Other Offenses	67
	<b>Total</b>	<b>2,781</b>
Number of Settlements	Global Settlements	13
	Civil/Administrative Settlements	16
	<b>Total</b>	<b>29</b>
Amount Recovered-Ordered	Criminal Cases	\$52,887.42
	Civil Cases	\$74,253,034.30
	<b>Total</b>	<b>\$74,305,921.72</b>
Amount Collected	Criminal Cases	\$38,823.38
	Civil Cases	\$31,448,475.77
	<b>Total</b>	<b>\$31,527,299.15</b>

Source: Kentucky Office of the Attorney General

**Table 2.12: Activities of the Child Enforcement Commission During CY 2011**

<b>Office of Criminal Appeals</b>	Number of Briefs Filed	659
	Number of Issues Addressed	2,019
	Number of Oral Arguments	36
<b>Administrative Hearings Division</b>	Number of Hearing Requests	344
	Number of Mediation Requests	15

Source: Kentucky Office of the Attorney General

**Table 2.13: Activities of the Office of Consumer Protection During CY 2011**

Number of Consumer Complaints Received	3,085
Amount Recovered	\$2,398,493.81
Civil Penalties	\$8,500.00
Restitution	\$398,254.79
Investigative Costs	\$870,525.91
General Fund	\$1,121,213.11

Source: Kentucky Office of the Attorney General

