



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 2012, 4.9% were conducted via VINEwatch, about 19.8% were conducted via telephone, and the remaining 75.3% were conducted via VINELink.
- ✓ In 2012, V.I.N.E. reported a total of 250,977 victim information and registration calls into the call center and 1,186,272 notification calls issued by the call center.
- ✓ There were 60,634 new V.I.N.E. registrations in 2012, up from 53,167 in 2011.

Table 2.1: Number of Searches for Offenders through V.I.N.E., 2012

<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	29,491	7,698	102,378	139,567
February	22,802	6,340	94,462	123,604
March	27,384	6,051	97,724	131,159
April	25,000	6,629	92,936	124,565
May	24,131	7,063	89,926	121,120
June	23,381	6,497	88,666	118,544
July	24,811	5,763	93,168	123,742
August	23,968	6,630	100,733	131,371
September	23,987	5,858	89,513	119,358
October	24,404	5,157	96,036	125,597
November	22,137	4,278	85,934	112,349
December	22,770	4,555	85,261	112,586
TOTAL	294,266	72,519	1,116,777	1,483,562

Source: Department of Corrections, Office of Victim Services

Table 2.2: Number of Calls Processed through V.I.N.E., 2012

<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	25,134	108,432	133,566
February	19,579	80,433	100,012
March	21,789	101,267	123,056
April	21,500	96,726	118,226
May	21,725	98,853	120,578
June	21,389	113,067	134,456
July	21,246	100,793	122,039
August	20,747	104,267	125,014
September	19,975	94,756	114,731
October	19,834	92,632	112,466
November	18,552	96,950	115,502
December	19,507	98,096	117,603
TOTAL	250,977	1,186,272	1,437,249

Source: Department of Corrections, Office of Victim Services

Table 2.3: Number of New V.I.N.E. Registrations, 2008-2012

<i>Month</i>	<i>2008</i>	<i>2009</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>
January	2,809	3,080	3,905	3,964	5,311
February	2,672	2,902	3,273	3,693	5,032
March	2,523	3,902	3,804	4,307	5,139
April	2,584	5,223	3,863	4,432	4,785
May	2,606	3,994	3,758	4,492	4,930
June	2,585	3,932	3,892	4,461	4,804
July	2,779	3,978	3,425	4,866	5,356
August	2,881	4,049	3,705	4,604	5,710
September	2,718	3,645	3,756	4,632	5,224
October	2,934	3,577	3,790	4,854	5,213
November	2,300	3,735	4,451	4,371	4,682
December	2,679	3,430	3,451	4,491	4,448
TOTAL	32,070	45,447	45,073	53,167	60,634

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 884 claims in fiscal year 2012, resulting in over \$1.1 million being distributed to victims of violent crime.



Table 2.4: Crime Victim's Compensation Board Awards by Expense Type, FY 2009-2012

<i>Type of Expense</i>	<i>FY 2009</i>		<i>FY 2010</i>		<i>FY 2011</i>		<i>FY 2012</i>	
	<i>Amount Awarded</i>	<i>Total Claims Paid</i>						
Attorney Fees	\$2,437.50		\$0		\$1,246.81		\$0	
Mental Health	\$6,375.23		\$19,641.52		\$727,108.71		\$37,606.72	
Economic Support (Lost Wages/Loss of Support)	\$73,284.32		\$65,437.45		\$22,516.04		\$594,915.39	
Funeral/Burial Expenses	\$48,784.44		\$174,273.41		\$57,226.82		\$85,881.15	
Medical/Dental Expenses	\$922,051.85		\$1,182,995.81		\$102,762.97		\$110,094.70	
Sexual Assault Exams	\$389,102.20		\$445,061.42		\$359,472.00		\$297,976.17	
TOTAL	\$1,442,035.54	978	\$1,887,409.61	1,213	\$1,270,333.35	1,088	\$1,119,474.13	884

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 2012, Kentucky's Rape Crisis Centers provided services to 4,650 victims, 1,100 friends and family members, and 3,939 sessions of education services for 114,847 participants. Rape Crisis Centers reported 159,974 hours of volunteer services, an increase of 4.0% from FY 2011 figures. Crisis calls increased 4.5% from 4,459 in 2011 to 4,660 in 2012.
- ✓ Domestic Violence Shelters throughout the state served 4,244 residential program participants and 57,652 non-residential clients in FY 2012. Domestic Violence Service Providers reported 61,711 volunteer hours during FY 2012, a decrease of almost 16% from the 73,423 reported in 2011.
- ✓ Children's Advocacy Centers served 6,133 child victims in FY 2012, an increase of 19.1% from the 5,152 child victims served the previous year. 1,981 crisis calls were received, and CAC staff was present during 3,940 forensic interviews and 960 medical exams.
- ✓ In 2012, the Kentucky Office of the Attorney General's Office of Victim's Advocacy provided resource or referral assistance to 3,506 people.
- ✓ The Office of the Attorney General's Medicaid Fraud and Abuse Control Division addressed 2,993 complaints and collected over \$38 million from settlements in FY 2012, 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 2012:
 - DCI's Cyber Crimes Branch opened 61 cases, closed 52 cases, and obtained 26 Search Warrants.
 - DCI's Drug Investigations Branch opened 20 cases and closed 112 cases.
 - DCI's Public Integrity/Special Investigations Branch opened 36 cases and closed 31 cases. The Branch obtained 11 arrests, and addressed 507 constituent complaints.

Table 2.5: Data From the Kentucky Cabinet For Health and Family Services, FY 2008-2012

		<i>FY 2008</i>	<i>FY 2009</i>	<i>FY 2010</i>	<i>FY 2011</i>	<i>FY 2012</i>
Domestic Violence Shelter Programs¹	Shelter Capacity	485	478	477	466	465
	Transitional Housing Capacity	160	149	189	144	152
	Total Residents Served (Emergency Shelter)	4,273	4,428	4,111	4,407	4,244
	Total New Residents (Emergency Shelter)	3,905	3,986	3,716	3,962	3,700
	Residents From Other States	308	217	275	291	220
	Volunteer Hours	77,113	74,601	79,606	73,423	61,711
	Non-Residential Participants	48,367	42,599	76,104	76,010	57,652
Rape Crisis Centers²	Unduplicated Victims	4,822	4,639	4,841	4,736	4,650
	Unduplicated Family and Friends	1,802	1,916	1,431	1,133	1,100
	Crisis Calls	3,896	4,158	3,854	4,459	4,660
	Advocacy Services*	5,324	4,975	5,204	5,153	4,799
	Education Services	5,623	5,852	4,963	14,373	3,939
	Education Participants	173,997	175,410	152,503	138,467	114,847
	Volunteer Hours	263,074	294,483	233,709	153,848	159,974
	Counseling Sessions	Not Collected	Not Collected	Not Collected	Not Collected	14,594
Children's Advocacy Centers³	Unduplicated Child Victims	4,479	4,519	4,889	5,152	6,133
	Unduplicated Care Takers	4,327	4,775	5,635	5,439	6,124
	Advocacy Services	13,415	17,585	24,324	24,442	30,827
	Crisis Calls	1,243	1,230	1,557	2,612	1,981
	Medical Exams	1,376	1,305	1,141	1,053	960
	Forensic Interviews	2,825	3,092	3,616	3,630	3,940
	Volunteer Hours	11,694	12,911	17,552	39,302	35,375

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

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



**Table 2.6:
Activities of the Office of Victim's Advocacy
During CY 2012**

<i>Total Resource and/or Referral Assistance</i>	<i>3,506</i>
Violence Against Women Cases	205
Interpersonal/Domestic Violence Cases	138
Sexual Assault Cases	97
Stalking Cases	15
Human Trafficking Cases	40
Child Sexual Abuse Cases	350
Child Physical Abuse Cases	88
Vulnerable Adult/Elder Abuse Cases	45
Assault Cases	98
Homicide Cases	42
Other Crimes	92
Victim Rights Cases	480
Technical Assistance	1,286
Other Resources and Referrals	530

Source: Kentucky Office of the Attorney General

Table 2.8: Activities of the Department of Criminal Investigations- Drug Investigations Branch During CY 2012

Cases Opened	20
Cases Closed	112
Indictments	6
Arrests	4
KASPER Reports Requested	85
Search Warrants	1

Source: Kentucky Office of the Attorney General

Table 2.7: Activities of the Department of Criminal Investigations- Cyber Crimes Branch During CY 2012

Cases Opened	61
Cases Closed	52
Computer Forensics	53
Hard Drives Examined	142
Removable Devices Examined	129
Audio Forensics	1
Video Forensics	2
Assistance to Other Agencies	29
Search Warrants Obtained	26
Child Pornography Images Seized	52,999
Child Pornography Videos Seized	5,849

Source: Kentucky Office of the Attorney General

Table 2.9: Activities of the Department of Criminal Investigations- Public Integrity/Special Investigations Branch During CY 2012

Cases Opened	36
Cases Closed	31
Arrests	11
Indictments	9
Search Warrants Obtained	10
KASPER Reports Requested	0
Constituents Complaints	507

Source: Kentucky Office of the Attorney General



Table 2.10: Activities of the Medicaid Fraud and Abuse Control Division During CY 2012

Cases Opened	Fraud	32
	Patient Abuse	3
	Caretaker Neglect	1
	Exploitation/Patient Funds	2
	Total	38
Cases Closed	Fraud	27
	Patient Abuse	5
	Patient Abuse/Neglect*	9
	Caretaker Neglect	5
	Exploitation/Patient Funds	2
Total	48	
Cases Pending	Fraud	107
	Patient Abuse	3
	Patient Abuse/Neglect*	22
	Caretaker Neglect	7
	Exploitation/Patient Funds	1
	Average Wholesale Price	
	Civil Litigation	2
	Other	2
	Total	144
Number of Indictments	Fraud	3
	Patient Abuse	3
	Exploitation/Patient Funds	1
	Caretaker Neglect	1
	Total	8
Number of Convictions	Fraud	2
	Patient Abuse	4
	Caretaker Neglect	1
	Exploitation/Patient Funds	1
	Total	8

Source: Kentucky Office of the Attorney General

*This classification is being phased out and was documented as Patient Abuse/Caretaker Neglect after 2011

Table 2.11: Complaints and Settlements of the Medicaid Fraud and Abuse Control Division During CY 2012

Number of Complaints Received	Provider Fraud	157	
	Global Fraud	8	
	Patient Abuse	833	
	Caretaker Neglect	1,671	
	Exploitation/Patient Funds	254	
	Recipient Fraud	3	
	Other Offenses	67	
	Total	2,993	
	Number of Settlements	Global Settlements	9
		Civil/Administrative Settlements	14
Total		23	
Amount Recovered-Ordered	Criminal Recoveries	\$87,235.03	
	Civil Recoveries	\$71,009,319.93	
	Overpayment Identified	\$17,845.84	
	Total	\$71,114,400.80	
Amount Collected	Criminal Collections	\$78,764.90	
	Civil Collections	\$38,410,833.63	
	Total	\$38,489,598.53	

Source: Kentucky Office of the Attorney General



Table 2.12: Activities of the Child Enforcement Commission During CY 2012

Office of Criminal Appeals	Number of Briefs Filed	601
	Number of Issues Addressed	2,061
	Number of Oral Arguments	36
Administrative Hearings Division	Number of Hearing Requests	440
	Number of Mediation Requests	16

Source: Kentucky Office of the Attorney General

Table 2.13: Activities of the Office of Consumer Protection During CY 2012

Number of Consumer Complaints Received	2,865
Amount Recovered	\$62,061,566.00
Civil Penalties	\$17,500.00
Restitution	\$39,402,543.00
Investigative Costs	5,709,577.00
General Fund	\$5,392,409.00
Other	\$11,124,970.00*

Source: Kentucky Office of the Attorney General

*Includes \$11,000,000.00 in National Mortgage Settlement Funds designated for non-profit and governmental homeownership protection and blight remediation programs and \$124,970.00 recovery of fees related to cemetery preneed/funeral preneed/mausoleum preconstruction administrative fees and consumer security account fees.

