

# 2014

## OFFICE OF THE VICTIM ADVOCATE ANNUAL REPORT FISCAL YEAR 2014 (FY14)



ENFORCING, PROTECTING & PROMOTING  
THE CONSTITUTIONAL & STATUTORY  
RIGHTS OF CRIME VICTIMS  
IN CONNECTICUT

*Submitted, as statutorily mandated, on this day,  
July 18, 2014, to the Governor of the State of  
Connecticut, and to the members of the Connecticut  
General Assembly.*



GARVIN G. AMBROSE, ESQ.  
*State Victim Advocate*

July 18, 2014

Governor Dannel P. Malloy  
Office of the Governor  
210 Capitol Avenue  
Hartford, CT 06106

Office of Legislative Management  
Connecticut General Assembly  
300 Capitol Avenue, Room 5100  
Hartford, CT 06106

Dear Governor Malloy, and Honorable Members of the General Assembly:

Pursuant to Section 46a-13b of the Connecticut General Statutes, herein you will find the required Annual Report for the Office of the Victim Advocate (OVA). This 2014 submission was strategically designed to account for work completed during the 2014 Fiscal Year (FY14) instead of the traditional calendar year. Furthermore, as I took office during the 4<sup>th</sup> Quarter of FY13, I have also included events stemming from March to June of 2013 so that a fuller picture of my tenure is represented.

As you will see within, FY14 was a year of firsts for the OVA and the victims of the State. Through the hard work of my staff, as well as the supportive relationships that we repaired and formed with other partners, agencies and individuals, the rights of crime victims became an integral part of the discussion in the state criminal justice arena. We are proud of this accomplishment, and look forward to continuing the necessary work of the OVA through your sustained financial support during the upcoming budget cycles.

Thank you once again for the privilege of leading this great agency.

With gratitude,

Garvin G. Ambrose, Esq.  
State Victim Advocate

# Constitution of the State of Connecticut

## Article XXIX

### Rights of Victims of Crime

In all criminal prosecutions, a victim, as the General Assembly may define by law, shall have the following rights:

- The right to be treated with fairness and respect throughout the criminal justice process;
- The right to timely disposition of the case following arrest of the accused, provided no right of the accused is abridged;
- The right to be reasonably protected from the accused throughout the criminal justice process;
- The right to notification of court proceedings;
- The right to attend the trial and all other court proceedings the accused has the right to attend, unless such person is to testify and the court determines that such person's testimony would be materially affected if such person hears other testimony;
- The right to communicate with the prosecution;
- The right to object to or support any plea agreement entered into by the accused and the prosecution and to make a statement to the court prior to the acceptance by the court of the plea of guilty or nolo contendere by the accused;
- The right to make a statement to the court at sentencing;
- The right to restitution which shall be enforceable in the same manner as any other cause of action or as otherwise provided by law;
- The right to information about the arrest, conviction, sentence, imprisonment and release of the accused.

The General Assembly ***shall provide by law for the enforcement of this subsection.*** Nothing in this subsection or in any law enacted pursuant to this subsection shall be construed as creating a basis for vacating a conviction or ground for appellate relief in any criminal case. *(Emphasis added)*

# Mission Statement

The Office of the Victim Advocate (OVA) seeks to ensure that the victims of crime become an integral part of the criminal justice system. Through public education of the rights and services available to crime victims, collaboration with law enforcement and service providers, as well as court and legislative advocacy, the OVA believes that the voices of crime victims will become a necessary component of our state.

## Overview

The Office of the Victim Advocate (OVA) was statutorily established in 1998 as an independent state agency charged with the promotion and protection of the constitutional and statutory rights of crime victims in Connecticut. Among its many responsibilities, the OVA provides oversight of state and private agencies that provide services to crime victims, and advocacy to crime victims when a violation of their state constitutional and statutory rights are at issue.

In order to fulfill its mandate, the OVA receives and reviews complaints of persons concerning the actions of any state agency or other entity that provides services to crime victims. When appropriate, the OVA may also initiate formal investigations into the circumstances of a complaint so as to remedy the concern in a systemic manner.

As part of its enforcement abilities, the Victim Advocate is statutorily authorized to file a limited special appearance in any court proceeding for the purpose of advocating for a victim when their state constitutional and statutory rights as a crime victim have been violated. In addition, as part of its advocacy efforts, the OVA conducts programs of public education on the rights of crime victims, undertakes legislative advocacy when necessary, and recommends systemic changes in state policies to ensure the proper treatment and protection of crime victims.

The Office of the Victim Advocate currently operates under the following statute when determining who is a "victim of crime" or "crime victim:"

**C.G.S. Sec. 1-1k:** *Except as otherwise provided by the general statutes, "victim of crime" or "crime victim" means an individual who suffers direct or threatened physical, emotional or financial harm as a result of a crime and includes immediate family members of a minor, incompetent individual or homicide victim and a person designated by a homicide victim in accordance with section 1-56r.*

## Vision of the Victim Advocate

In an attempt to ensure victims of crime receive the benefits that they deserve through the work of the OVA, it was my intent upon taking office to focus the work of the OVA on a track of repairing critical relationships, engaging in collaborative efforts with key criminal justice and service provider agencies, rebranding the OVA as a whole, and creating a sustainable public outreach and education program to allow the OVA to reach a wider base of victims throughout the state – including underserved minority populations that represent a high number of victims throughout the state.

## *OVA Staff – Meet our team!*



*Pictured:  
Laura J. Stefon,  
Merit Lajoie,  
Garvin G. Ambrose,  
Hakima Bey-Coon &  
Vanessa M. DeLeon*

**Garvin G. Ambrose, Esq., State Victim Advocate** --- Garvin was appointed as the State Victim Advocate on February 1, 2013, by Governor Dannel P. Malloy and assumed his responsibilities on March 15, 2013.

**Merit Lajoie, Complaint Officer** --- Merit joined the OVA in May 2000. Her wealth of knowledge and experience in the areas of victim rights and victim services has served the OVA and its clients well.

**Hakima Bey-Coon, Staff Attorney 3** --- Hakima joined the OVA in March 2006, and continues to lead the court advocacy on behalf of the OVA.

**Vanessa M. DeLeon, Secretary I** --- Vanessa joined the Office of the Victim Advocate in 2011. Her knowledge in office administration, design and business has played an essential role in executing the responsibilities of the OVA.

**Laura J. Stefon, Durational Project Manager** --- Laura joined the OVA in November of 2013, and has focused on the creation and implementation of a sustainable public outreach and education program for the office.

## *OVA Interns/Volunteers during FY14*

Despite the talent of the staff, the work of the OVA during this reporting period could not have been as successful without the enthusiastic interns and volunteers who gave so much of their time and passion. Thank you to: **Benjamin Harvey, Kelsey Barringham, Kristan Butler, Jennifer Torres, Tiffany Russ, Rebecca Trinks, Roxanne Belter, Megan Gentry, Makita Williams, Rachael Dillon, Jackson Thompson Etting, and Alexandra Maidelis.**

# Accomplishments of the OVA

Despite a robust statutory mandate, with minimal staffing to accomplish such mandate, the hard-working staff of the OVA attained many successes throughout the fiscal year – none bigger than the creation of the Governor’s Victims’ Rights Enforcement Advisory Commission (VREAC) on April 7, 2014. The creation of the VREAC assures crime victims that Connecticut is on a path to guarantee that their constitutional and statutory rights will be enforced. Although more work is required to make certain that the constitutional and statutory rights of crime victims remain part of the criminal justice vocabulary, the immediate success lies in that these rights have now become part of the discussion. We are extremely proud of this accomplishment, and thank Governor Malloy and his administration for their continued support.

To better understand the triumphs attained through application of the OVA’s vision and new approach, as well as the struggles to enforcement of these rights, below is a summary that highlights a small part of the work performed by the OVA during the reporting period (March 15, 2013 to June 30, 2014). This format is intended to simply show an overview of the work, and not a detailed description of our daily activities.

## **PUBLIC OUTREACH AND EDUCATION** ►

Understanding the necessity to enhance the visibility and productivity of the OVA through public outreach and education, it was determined early on during my tenure that the increase in staffing was a requirement for success. Thanks to the efforts of the Legislature and Governor, and their understanding of our vision, the OVA received an increase in appropriations for the FY14 and FY15 budget cycles.

With the use of these funds, the OVA successfully added a staff member to concentrate specifically on the development of a dynamic and sustainable public outreach and education program. Although this program is still in its infancy, the OVA received tremendous responses and support from the citizens and agencies of this state, and we look forward to increasing the level of awareness during this 2015 fiscal year.

During this reporting period, the OVA attempted to bring awareness regarding crime victims’ rights to 99 local police departments, 169 municipal leaders, 162 senior centers, Connecticut State Police Troops, Courthouses and law libraries in the state, the General Assembly Legislative Aides, Municipal leaders throughout the state, and the Legislative delegations of the pilot cities (Bridgeport, Hartford, Norwich, New London and Windham/Willimantic). As of July 14, 2014, we have received responses from, and sent educational materials to, approximately 125 police departments and municipalities (combined), all trooper barracks and resident state troopers, and more than 35 courthouses and law libraries in the state (combined). These materials include a bookmark that lists the state constitutional rights of crime victims, and the OVA’s most recent publication -- “A Guide for Victims of Crime – What you need to know.” This guide is intended to educate and empower crime victims while they navigate their way through the criminal justice process.

Furthermore, the OVA have begun the process of creating a series of issue-specific brochures that will be disseminated to targeted audiences throughout the state. Topics include, teen dating violence, human trafficking, elder abuse, identity theft, school bullying, U visas, T visas, civil orders of protection, and criminal orders of protection, Internet safety, and missing persons. In addition, the OVA has also offered to conduct trainings for all local police officers throughout the state

during their Roll Call in an attempt to educate them on the varying resources available to victims of crime, and about the work of the OVA.

Finally, the OVA has implemented a pilot cities initiative with 5 communities across the state, in an effort to determine what type of outreach will work best in certain areas, and to increase the demographic of victims that we service, with the hope of eventually unveiling a very proactive, statewide education and outreach effort. The communities initially being targeted are Bridgeport, Hartford, New London, Norwich and Willimantic. Meetings are ongoing with local leaders and the legislative delegations in each city to coordinate efforts with their offices for the coming months.

While the public outreach and education aspect of our work is still in its infancy, you will see the immense progress that has been made thus far to maximize the effectiveness of this great office.

## EDUCATION

- The OVA sponsored an Identity Theft Training provided by the National Victim Assistance Organization also known as NOVA.
- The OVA created a training that was presented during the annual State's Attorney training regarding restitution and plea agreements (first invite for the OVA).
- The Victim Advocate attended and spoke at the 9<sup>th</sup> Annual Missing Persons Vigil in Naugatuck to address the need for a central repository of missing persons' information.
- With the goal of **public outreach and education** in mind, the OVA staff presented to the students at the University of St. Joseph; met with the Capitol Region Chiefs of Police Association; visited various domestic violence shelters; attended a hearing of the Psychiatric Security Review Board; and presented to the Latino and Puerto Rican Affairs Commission.
- The OVA met with legislators and victim advocacy groups to provide outreach and education in targeted areas of the state.
- In an effort to unveil the new **public outreach and education** campaign of the OVA, staff provided an informational training to over 70 legislative aides regarding Victims' Rights and the role of the Office of the Victim Advocate.
- We expanded our efforts of **public outreach and education** by meeting with and presenting to the Statewide Black Clergy at the Capitol building.
- As part of the **education and outreach** efforts of the OVA, the Victim Advocate judged the CT Invention Convention at Charles H. Barrows STEM Academy; met with the Black and Puerto Rican Caucus to discuss several Privacy Bills before the legislature; and interviewed with the CT Law Tribune regarding the creation of the VREAC.



## OUTREACH

- The Victim Advocate began visiting various agencies and courthouses throughout the State to repair and develop beneficial relationships.
- The OVA participated in outreach and education efforts at the Race to End Violence event at Central CT State University.
- The Victim Advocate attended and spoke at the Domestic Violence Liaison training at the State Police Academy Training Center as part of our **education and outreach**.
- In an effort to attract a wider base of interns, and bolster the internship program at the OVA, the Victim Advocate contacted and met with University of Connecticut professors.
- In furtherance of expanding **outreach** to underserved victims in this state, the Victim Advocate met with the African American Affairs Commission to discuss ways of collaborating on **public education** matters.
- The OVA also held numerous meetings with targeted legislators to jump-start the OVA Pilot City Outreach Initiative in Bridgeport, Hartford, Norwich, New London and Windham/Willimantic.
- As part of its continuing efforts to **increase outreach and education**, the OVA published “A Guide for Victims of Crime – What you need to know.” These, along with other informational materials, were distributed to state courts, police departments, senior centers, and town halls throughout the state. They were also distributed during our promotional presence at the Willimantic Street Festival.





## COLLABORATIONS ►

- In **collaboration** with the Community Renewal Team (CRT), the OVA staff volunteered at the “Tee off With Women to End Domestic Violence” Golf Classic, where the Victim Advocate was an Honorary Chairman; staff also volunteered to read to the children at CRT during their reading program.
- In an effort to decrease spending regarding the ordering of transcripts, on 9/6/13, the OVA **collaborated** with the Office of the Court Administrator to gain access to the Judicial Branch’s JEB portal for Sentencing Transcripts. This collaboration resulted in a decrease in OVA spending for transcripts from \$1060.25 during 2012-2013 down to \$65.50 in 2013-2014.
- As part of its **efforts to collaborate** with other agencies and service providers, the OVA participated in the VOICES Program at MacDougall-Walker Correctional Institution; participated in a multi-agency discussion with DOC regarding amending their Mission/Vision; attended the “Building Bridges” conference at CCSU; and attended the Domestic Minor Sex Trafficking conference presented by the Department of Children and Families (DCF).
- As part of our continued efforts to remain educated for the betterment of the victims we serve, the OVA staff **collaborated** with the Department of Correction to tour Carl Robinson, Northern, York, Hartford jail, MacDougall-Walker, Willard-Cybulski, and Osborne correctional facilities, as well as participate in the VOICES program at Willard-Cybulski correctional facility and at Manson Youth Institution, and met with MADD to discuss court advocacy and other partnerships.
- The Victim Advocate **collaborated** with CONNSACS and the Mandell JCC as a Panelist for the “Brave Miss World” Jewish Film Festival movie Talk Back on 3/23/14.
- OVA **collaborated** with the Department of Correction to conduct a staff tour of York Correctional facility to get a better perspective of the services and detention provided to inmates so to properly educate our victims.
- As part of its **efforts to collaborate** with other agencies and service providers, the OVA participated in the VOICES Program at York Correctional Institution; presented to judges and court personnel at the Probate Court Training; and received training on the SAVIN system from the Office of Victim Services.



## APPOINTMENTS ►

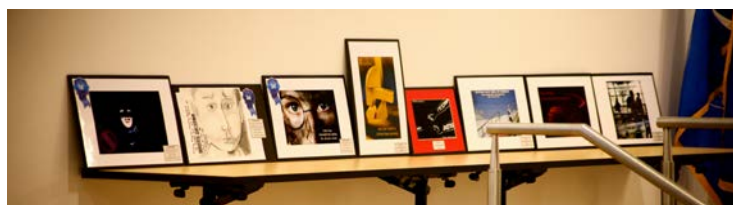
- Appointed by Governor Malloy to be a member of the Criminal Justice Policy Advisory Commission (CJPAC) on 4/10/13 – first time for OVA on this Commission.
- Appointed by Governor Malloy to be a Public Member on the Police Officers Standards and Training Council (POSTC) on 4/30/13 – first time for OVA on this Council.
- Task Force on Victim Privacy and the Public’s Right to Know – August 2013
- Victim Rights Enforcement Advisory Commission Chairperson – April 2014

## ADVOCACY ►

- The Victim Advocate visited the home of crime victims in Cheshire and Torrington.
- The OVA was requested to intervene on behalf of the victim’s family in the matter of *People v. Skipwith* out of Waterbury Judicial District (together with State’s Attorney Platt, we were able to convince the court to allow the deceased victim’s mother to speak post-sentencing as she did not have the opportunity to do so pre-sentencing).
- **Collaborated** with the Board of Pardons and Paroles to obtain a “Victim Anonymity” policy where victims would not be required to give identifying information during parole hearings.
- Accompanied victim to **court** on a Motion for Continuance in the State v. Jamaal Coltherst resentencing case (pursuant to Miller v. Alabama ruling by the U.S. Supreme Court).
- The OVA requested an Advisory Opinion from Attorney General Jepsen on the issue of Mandatory Minimum sentences and the authority of the Board of Pardons and Paroles, as well as the Department of Corrections, to circumvent that mandatory minimum by allowing inmates to parole prior to serving the minimum time imposed ([Advisory Opinion 2014](#)). A letter was sent to the Legislative Leaders in February of 2014 to make them aware of this phenomenon.
- As part of its **court advocacy**, the OVA attended an egregious Violation of Probation/Restitution hearing in Derby on 9/3/13 with the victim’s family, where the defendant was sentenced to 1yr to serve, and a Written Order of Restitution was entered for \$10,760.
- The OVA also worked tirelessly to obtain pro bono legal representation for one of its victims during the pending criminal court process.
- The OVA proposed several Practice Rule changes to the Probate Court regarding the disbursement of funds to a beneficiary arrested or convicted of a crime against the decedent; the Court has decided to move forward with voting on the proposals.
- The OVA participated in the Judicial/Media committee meeting regarding arrest warrants and the availability of information to the media.
- In support of its **court advocacy**, and to follow-up on a request for OVA assistance, the Victim Advocate attended the Frankie Resto sentencing in New Haven; the defendant received a 53yr sentence on a plea of murder and robbery.
- The OVA worked with state prosecutors to reopen several criminal matters, post disposition, for the purposes of the issuance of a Written Order of Restitution in each case, as well as the urging for the deportation of a sex offender in another case. A Written Order of Restitution was entered on behalf of the victim in each case, and for the full amount requested; the sex offender was deported this month.

## EVENTS ►

- The Victim Advocate was invited to attend, and did attend, the State’s Attorney’s Diversity Luncheon prior to beginning tenure so as to introduce the OVA and shape an ongoing partnership.
- The Victim Advocate was invited to attend, and did attend, the South Central Child Advocacy Center Accreditation Celebration in New Haven.
- Presented the OVA’s Crime Victim Assistance Award to Mr. John Duffey, Victim Services Unit; Department of Correction upon his retirement.
- The Victim Advocate was invited to attend, and attended, a vigil for a homicide victim that was coordinated by Mothers United Against Violence (M.U.A.V.).
- The OVA attended and spoke at the MADD 5<sup>th</sup> Annual Walk in West Hartford
- The OVA co-sponsored and spoke at the 17<sup>th</sup> Annual Melanie Ilene Rieger Memorial Conference Against Violence at Central Connecticut State University.
- OVA staff served as invited guests to the OVS joint Staff Meeting to discuss the relationship of the offices, and our continued joint efforts to service all crime victims.
- Our partners honored the OVA when the Victim Advocate was recognized by the CCADV as one of the “First 100 Men” working on behalf of domestic violence victims.
- In the spirit of the holiday season, the OVA continued its **public service** efforts by sponsoring a family and providing Christmas gifts for the three children through the use of donated funds.
- The OVA was an invited guest to Senator Blumenthal’s roundtable discussion at the University Of Hartford regarding Sex Assault on college campuses.
- The Victim Advocate was the Keynote Speaker at the Department Of Correction’s graduation on 3/14/14.
- The Victim Advocate appeared on the show “The Real Story” with Al Terzi on 4/6/14 to discuss **legislation** dealing with victim privacy and the public’s right to information.
- As part of the National Crime Victim’s Rights Week (NCVRW), on 4/7/14, the OVA spearheaded the creation and announcement of the Governor’s Victims’ Rights Enforcement Advisory Commission (VREAC) to develop **enforcement** mechanisms to remedy violations of a crime victim’s rights; the OVA and other service providers such as CCADV, CONNSACS, MADD, and OVS also **collaborated** during NCVRW to hold an event at the Hartford Library to honor crime victims.
- The OVA attended the Statewide Government Expo sponsored by U.S. Senator Chris Murphy and State Senator Paul Doyle.
- May 28, 2014, marked a historic day in Connecticut as the Governor’s Victims’ Rights Enforcement Advisory Commission (VREAC) held its first meeting in Hartford to discuss the actual **enforcement** of the constitutional and statutory rights of crime victims.
- The OVA co-sponsored, and spoke at, the “18<sup>th</sup> Annual Melanie Ilene Rieger Conference against Violence” that was held on June 4<sup>th</sup> and 5<sup>th</sup> at Central Connecticut State University.
- In furtherance of its efforts to bolster the **enforcement** of crime victims’ rights, the Victim Advocate and a staff member attended the 13<sup>th</sup> Annual National Crime Victim Law Institute’s (NCVLI) conference to recruit experts for presentation to the VREAC.



## ADMINISTRATIVE ►

- Began work on changing image of the office through print and electronic materials, including website, Facebook, and brochures, as well as the creation of an office seal and new logo to properly represent the mission of the OVA (dignity, respect, honor), and to enhance our professionalism.
- The OVA continued its **rebranding** efforts by enhancing the public website to make it more user friendly, visually appealing, and relevant.
- The OVA expanded its staff count with the hire of a project manager to develop a sustainable and effective **public outreach and education** program for the office.
- OVA served as Vice Chair on the Governmental Accountability Commission during the search for the new Executive Administrator at the Office of Governmental Accountability.
- The OVA **collaborated** with the company Scan-Optics and the State Library to accomplish its goal of creating a streamlined record retention and preservation system to safeguard valuable agency records and files in case of emergency, while also decreasing waste.



## LEGISLATION ►

- With anticipation of a robust **legislative** session in 2014, the OVA skillfully negotiated essential changes to the Connecticut Sentencing Commission’s destructive Juvenile resentencing bill for the benefit of all crime victims (the bill eventually failed during the legislative session).
- The OVA began its **legislative advocacy** in support of the Campus Sexual Assault, Intimate Partner, and Stalking bill by submitting testimony with amended language, and engaging in discussions with other partners.
- The Victim Advocate met with key legislators and testified before the **legislature** in support of the OVA’s proposals and the Privacy Task Force’s recommendations, and against the Juvenile resentencing bill proposed by the Connecticut Sentencing Commission.
- The OVA attained successful passage of two of its introduced pieces of **legislation** for victims: (1) inclusion of Violation of Standing Criminal Protective Orders in the persistent offender statute, and (2) requiring notice to certain victims when a defendant is seeking entry into the Alcohol Education Program (AEP).

## STAFF ►

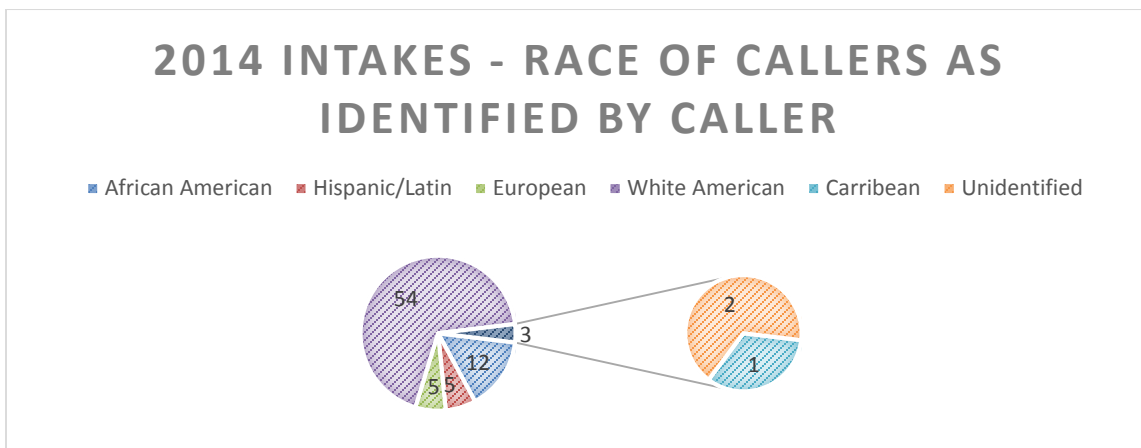
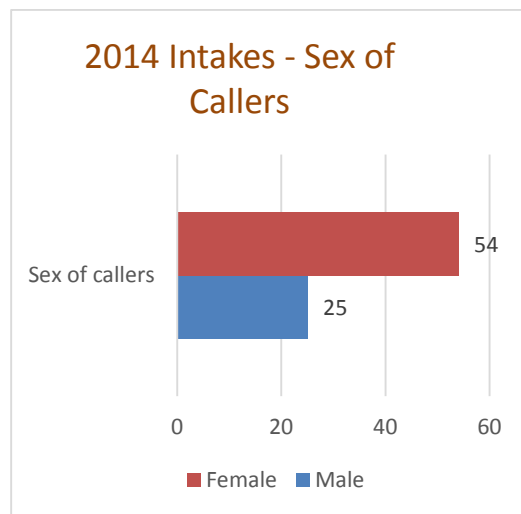
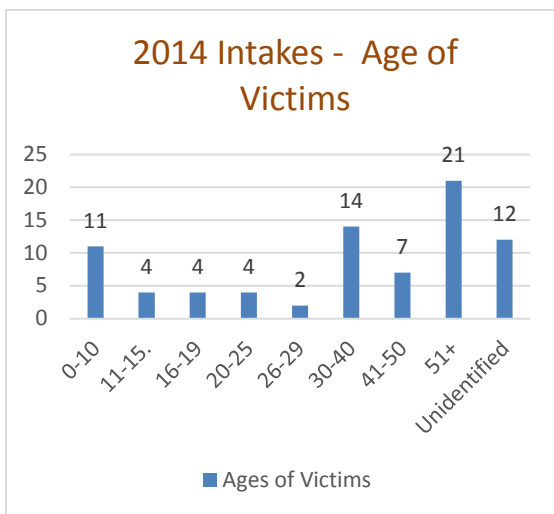
- As part of its **staff development** efforts, the OVA staff visited the 9/11 Memorial and Museum in New York City to gain insight on the development of a potential memorial in Connecticut; this visit was combined with an in-depth meeting at the Council on State Governments to discuss Justice Reinvestment and other matters relating to crime victims and the criminal justice system as a whole.
- The Victim Advocate was nominated for the Connecticut Law Tribune’s “New Leader in the Law” award.

- Throughout the year OVA staff attended various in-service trainings to help improve and broaden their skills. Some of those trainings included Communicating across Cultures, Public Speaking, Leadership, Creative Writing and Grant Writing. Staff also attended trainings hosted by CONNSACS and CCADV.

## COMPLAINT/INTAKE ACTIVITY

The OVA’s statutory mandates include receiving complaints or requests for information/assistance from crime victims, agencies and/or entities on behalf of crime victims. Historically, although the office tracked statistics regarding the numbers of calls received and cases opened, detailed statistics regarding the age, race, and sex of those callers and/or victims were not kept.

After much discussion on the proper approach to track these statistics, in February of 2014, the OVA finally began seeking information from callers regarding age, sex, and race. Not all callers shared that information, and not every caller was asked depending on the level of the call (referral, open case, wrong agency, etc.). The numbers provided in this chart below confirmed my suspicion that more outreach must be made to the Black and Hispanic communities so that more victims are made aware of our services. Furthermore, our data collection indicates that male victims, and all victims under age 30, may also be in need of more information regarding the services of the OVA.



There are several factors that may contribute to the disparity in age, sex, and race numbers that we provided above, including the lack of information and awareness, the perceived distrust of the criminal justice system, or simply a willingness to seek services elsewhere, among others. The OVA understands, based on staffing and budget alone, that it may not be able to overcome all of these factors, but it is imperative that the OVA continues to track these statistics moving forward as it also improves its public outreach and education campaign.

## MOVING FORWARD

In a year of firsts for the OVA and crime victims, the opportunities for growth become immeasurable as we move forward. While we are grateful that the OVA once again became a relevant and respected part of the criminal justice system on behalf of crime victims, it is expected that this momentum will result in crime victims themselves being made a necessary component of that system in the near future.

I believe that the work of the Victims' Rights Enforcement Advisory Commission will help to expedite that reality by providing the state with meaningful remedies to apply to the violation of a crime victims' constitutional and statutory rights. Furthermore, it is still my belief that through public education, collaboration with law enforcement and service providers, as well as court involvement and legislative advocacy, the constitutional and statutory rights of crime victims will become a priority in our state.

While public education and outreach continue to improve as part of the OVA's mandates, so much more needs to be done to properly include all crime victims in the discussion. Knowledge of one's rights is key to successful advocacy on their own behalf; however, knowledge and awareness of an agency such as the OVA is imperative to making certain that victims become a regular part of the criminal justice system. To that end, the OVA will continue to increase its reach and presence throughout the state, but most notably in those high crime areas that are not properly serviced. The need for Public Service Announcements (PSA) and other beneficial forms of marketing are now crucial to effectuate that goal.

Finally, with the development of a state of the art case management system to be completed during FY15, the OVA will have the capability of producing detailed reports on the nature of calls, the population of crime victims being served, the extent of the OVA's intervention in criminal cases, the successes and challenges of the public outreach and education program, and many other important aspects of the OVA's work on behalf of the crime victims of this state. This will bring the OVA into the 21<sup>st</sup> century as it relates to case management, and is made possible through the collaboration with the Office of Governmental Accountability and its current and former Executive Administrators, Shelby J. Brown and David Guay.

Should you need to contact the OVA, please do so by calling 860-550-6632 (within or outside of Connecticut); Toll free within Connecticut at 888-771-3126; or via email at [ova.info@ct.gov](mailto:ova.info@ct.gov).

