

# End of Year Report 2020



Dr. Gena Castro Rodriguez, PsyD  
The Office of District Attorney Chesa Boudin  
Victim Services Division

# Letter from the District Attorney

*A cornerstone of criminal justice reform must be supporting victims and survivors of crime. I am proud of my Victim Services Division as it has continued to provide quality services to victims and survivors in 2020, despite the additional challenges presented by Covid-19. One of the most important roles of a prosecutor's office is ensuring that victims and survivors have access to the resources and information they need to support their healing process. In 2020, our office took bold steps to expand eligibility for victims' compensation to include victims of police violence and officer involved shootings. We also worked with our nonprofit, corporate and government partners to secure additional resources to support victims and survivors of domestic violence. Advocacy, compensation, and restitution are all steps to healing and recovery.*

*We help meet the psychological and physical needs of thousands of survivors for both charged and uncharged cases, ensuring victims of crime in San Francisco have the resources they need to become survivors. We will continue to advocate for, develop and expand victim services and be here for people when they are in the worst moment of their lives.*

Sincerely,



Chesa Boudin  
District Attorney of San Francisco

# Letter from the Chief of Victim Services

*It has been a year of challenges, adaptations and resilience for the Victim Service Division (VSD). In March, San Francisco issued a shelter-in-place order requiring city employees to begin working remotely immediately. With the help of the IT Department and the ingenuity of the VSD management team, we were able to successfully transition all team members to working remotely. I am incredibly proud of the victim services team members that quickly pivoted our work, ensuring processes and resources were in place to support victims of crime in San Francisco. Staff developed creative solutions like producing multilingual videos for victims on how to use Zoom and how to apply for California Victims Compensation online. Although we spent more than three quarters of 2020 working remotely, we provided consistently high-quality service to thousands of victims and survivors of crime.*

*This report demonstrates the capacity of our team to continue important work, be innovative and creative in meeting the barriers faced by victims and survivors and rise to the challenges thrown at us. We all look forward to a new year of hope, change and ongoing support to help victims become survivors in 2021.*

*In community,*



Dr. Gena Castro Rodriguez, PsyD  
Chief, Victim Services Division  
San Francisco District Attorney's Office



# Purpose

Our goal is to help victims of crime mitigate their trauma, navigate the criminal justice system, and rebuild their lives. The Victim Services Division (VSD) has worked with victims and witnesses of violent crime for more than 40 years.

# Impact

The Division served **8,212** victims of crime (**8,773** cases) in 2020. Our Claims Unit processed **824** claims for victim compensation and paid out **\$1.14 million** to victims of crime. Our staff of **43** engaged in over **575** hours of continuing education in victim/witness services and provided community training and presentations to more than **900** participants.

## IN 2020

**\$1.14M**

Paid in Victim  
Compensation Claims

**8,212**

Victims of Crime  
Served

**\$123,233**

CalVCB Restitution  
Ordered

**\$333,693**

Grant funds distributed  
to community-based  
organizations

**44**

Sentencing Planning  
Plans Adopted

**280**

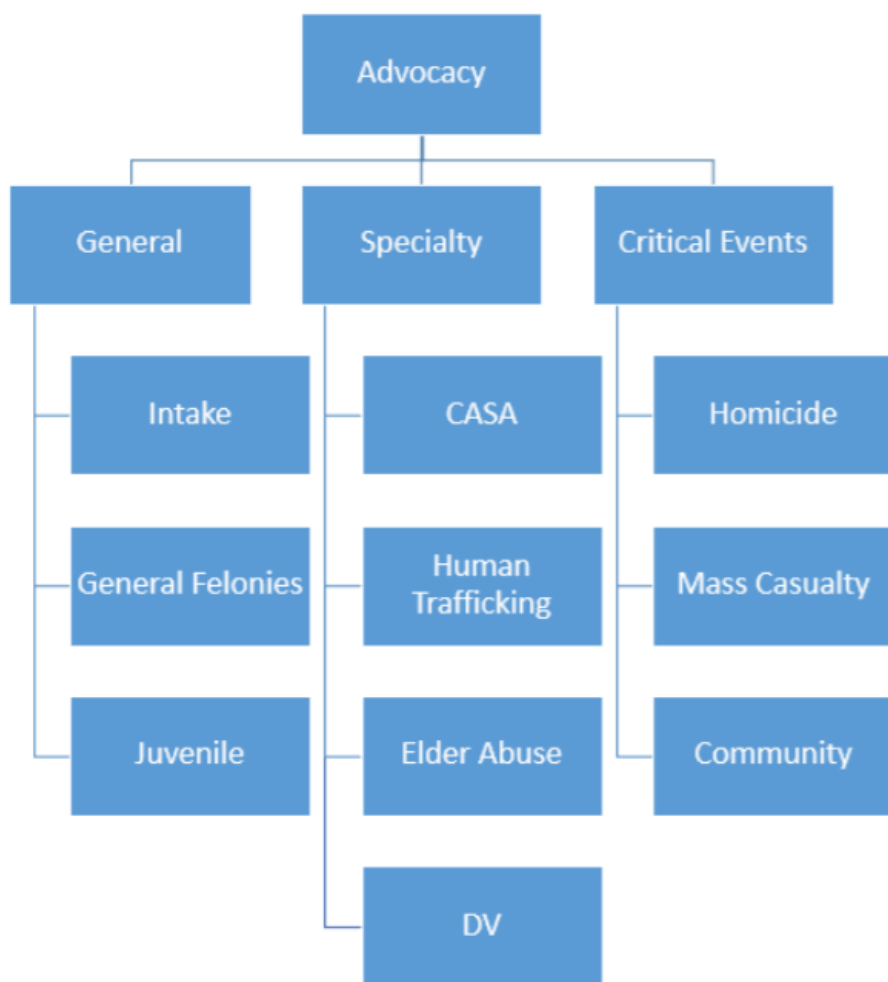
Advisory Board  
participants





# Advocacy

Advocacy represents the largest unit. The advocates are assigned to teams by crime type. This way of organizing the Unit allows the advocates to work closely with the ADAs and Inspectors, develop expertise in working on specific crime cases and gain extensive knowledge of community services and resources for different victim types. Teams include general felonies, intake, juvenile, child abuse/sexual assault (CASA), human trafficking, elder abuse, homicide, mass casualty, and community.

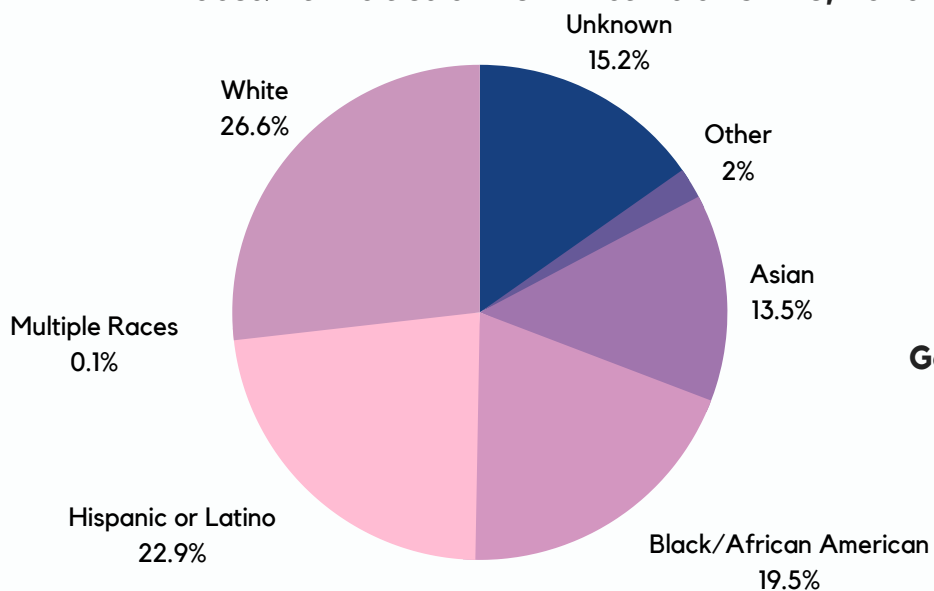




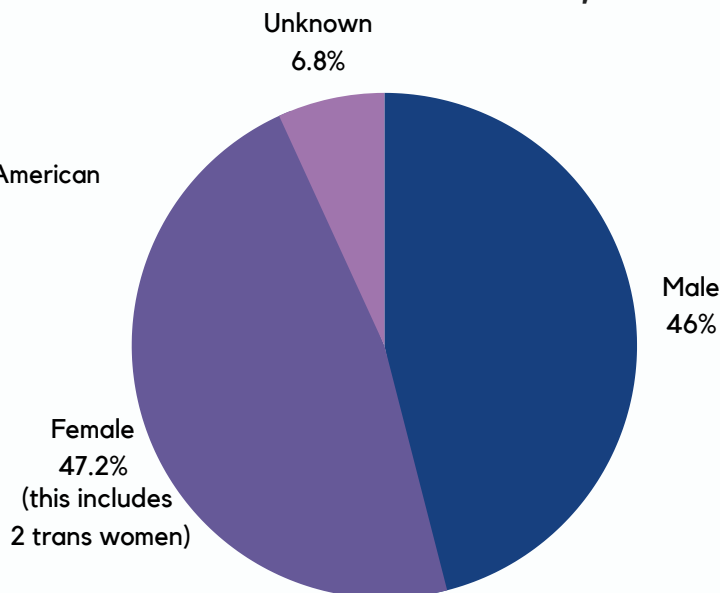
## Demographics of Victims Served

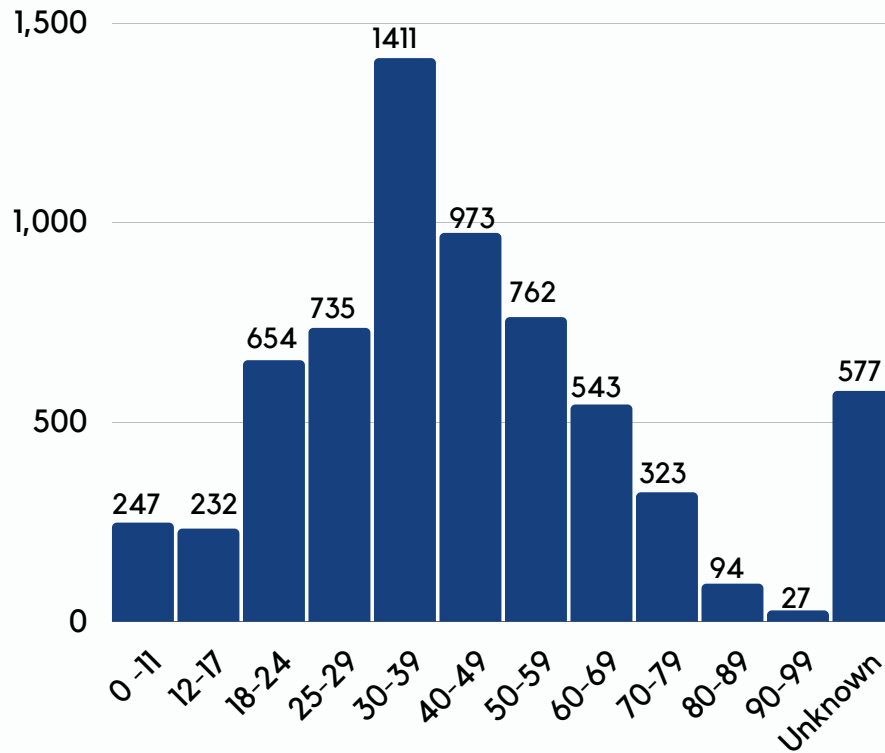
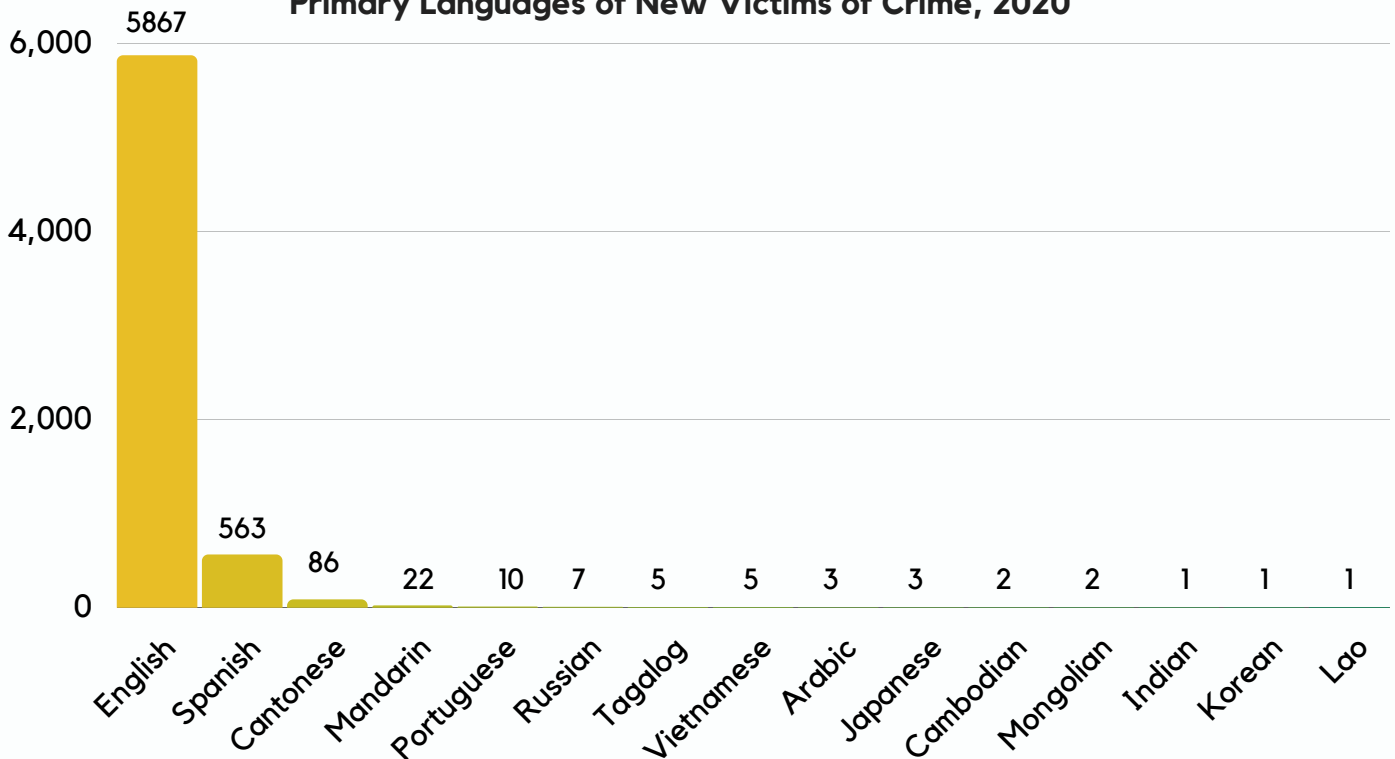
In 2020, the Victim Services Division reached out to 8,212 victims of crime, including 6,578 new victims of crime. Demographic data of the victims served is primarily based on demographic data obtained through police reports. The information presented in this report (including race, gender identity) is not self-identified by the victim but is what the responding officer documents in the report. We recognize the need for self-reported demographic data and are working on implementing better data collection mechanisms when it is safe to resume more in-person services.

**Races/Ethnicities of New Victims of Crime, 2020**



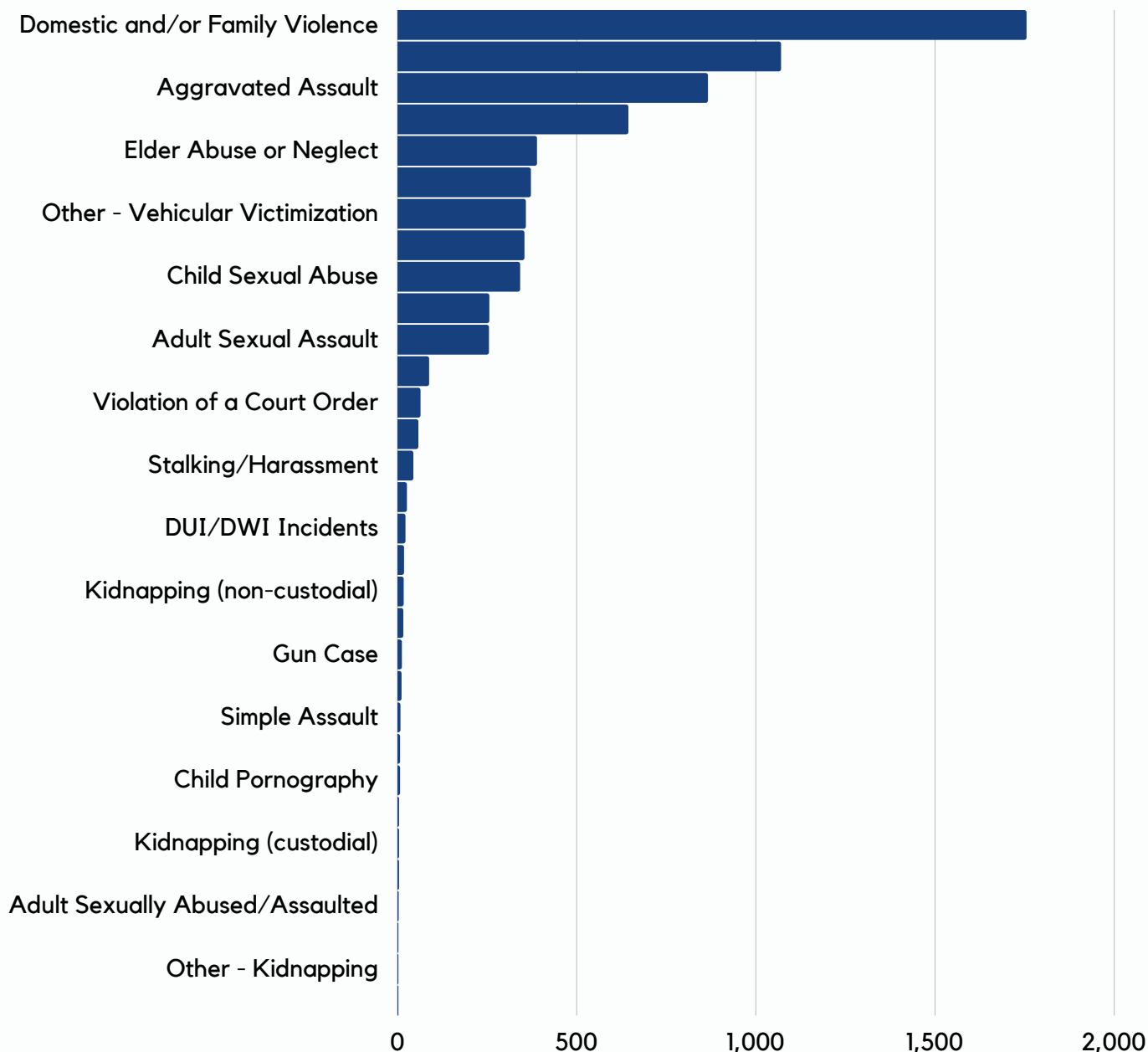
**Gender of New Victims of Crime, 2020**



**Ages of New Victims of Crime, 2020****Primary Languages of New Victims of Crime, 2020**



### Crime Types of New Victims of Crime, 2020\*



\*362 victims had two or more new cases during 2020. There were 7048 new cases during 2020.



## *Vision Zero: Pedestrian Fatalities*

In 2017, the Victim Services Division began a partnership with the San Francisco Vision Zero Initiative with a goal of ending traffic-related deaths by 2024. We work collaboratively with other city agencies to help provide pedestrian safety information and education and provide direct services to victims and family members of pedestrian fatalities.

In 2020:

- VSD responded to 22\* direct victims of pedestrian fatalities.
- Our Division worked with 30 friends & family members of these fatalities.
- We paid \$5,550 in funeral expenses for these victims in addition to the resources offered through the California Victim Compensation Board (CalVCB).

In 2020, victims and derivative victims spoke three languages: English, Spanish & Cantonese.

Location of the incidents:

- Noe Valley - 3
- N I-101 - 2
- Mission - 2
- Tenderloin - 2
- Japantown - 2
- Sunset - 2
- Richmond - 2
- N I-280 - 1
- Bernal Heights - 1
- Castro - 1
- Portola - 1
- Bayview - 1
- Treasure Island - 1
- Twin Peaks - 1



\*There were 29 traffic fatalities according to the city's official count; however, 7 of these were not criminal. The Victim Services Division cannot provide services for non-criminal traffic fatalities.

END OF YEAR REPORT 2020



## *Specialized Teams*

Below is a snapshot of the services provided by each of the Victim Services Division's Specialized Teams in 2020.

### Child Abuse/Sex Assault (CASA)

- Sexual Assault-- **365 victims** of sexual assault (adult)
  - 254 new victims in 2020
- Child Abuse-- **399 victims** of physical and sexual abuse (child under the age of 18)
  - 347 new victims in 2020
- Attended 88 multi-disciplinary interviews

### Human Trafficking

The Human Trafficking Advocate worked with **65 victims** (72 cases) of human trafficking in 2020.

- 5 victims (7 cases) were victims age under 18
- 3 cases of labor trafficking
- 61 cases of sex trafficking
- 1 case of unspecified human trafficking

### Domestic Violence

#### Domestic Violence: High Lethality

- There were 252 high lethality cases referred in 2020. Advocates successfully contacted **136** of those victims.

#### Domestic and Family Violence

- Advocates worked with **1,838 victims** (2,131 cases)
  - 1,754 new victims in 2020
- Referred **115** survivors to the Cooperative Restraining Order Clinic (CROC) for assistance applying for a civil protective order.



## Elder Abuse

Advocates worked with **475 victims** of elder abuse (517 cases)

- 438 victims of elder abuse or neglect
  - 388 new victims in 2020
- 37 victims of elder physical abuse
  - 15 new victims in 2020

## Community

Advocates worked on 52 new homicide cases in 2020.

- 48 investigated by the San Francisco Police Department
- 2 investigated by the California Highway Patrol
- 1 investigated by the University of California San Francisco Police Department
- 1 other

Advocates supported **352 survivors** of homicide victims in 2020.

- 255 survivors were new clients in 2020





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## *New Case Types, 2020*

Legislative changes, the Covid-19 response and gaps in services led the Victim Services Division to expand into serving new types of crime victims in 2020. Below is a snapshot of the new service areas for VSD in 2020.

### 1170(d) Cases

AB 2942 took effect on January 1, 2020 which amended 1170(d) to allow District Attorneys to review old cases and recommend a reduced sentence if they think that the sentence was excessively harsh and no longer serves the interests of justice.

Once an 1170(d) case is flagged by our office for review, numerous factors are taken into consideration including the perspective of the victim. The victim experience in the aftermath of the crime and conviction is of central importance to our division in 1170(d) cases as we seek to further exercise victims' right to be heard and to be updated in a timely manner of court proceedings.

In 2020, the VSD worked on contacting victims from 19 cases that were being considered for resentencing under California Penal Code 1170(d).



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## Expedited Releases

In response to Covid-19, the California Department of Corrections and Rehabilitation (CDCR) took a series of emergency measures to decompress the prison population to allow for physical distancing, isolation, and quarantine needs. These measures included identifying eligible cases for expedited release based on a variety of factors. To learn more about the actions taken by CDCR to reduce the prison population in response to Covid-19, [please visit their website.](#)

In 2020, VSD attempted to make contact with victims of 73 inmates released to inform them of the release of the inmate, connect them to the assigned Parole agent, and to provide any services or support to the victim upon release of the inmate.

## Victims of Police Violence and Officer Involved Shootings

In June 2020, our office issued the *Victims of Police Violence and Officer Involved Shootings* policy directive. With the the killings of Breonna Taylor, Tony McDade, and George Floyd, we were reminded that there are victims and witnesses who are injured, killed, and traumatized by police violence and are not legally considered victims of crime unless the officer is charged with a crime. If the officer is not charged, these victims and witnesses do not qualify for California Victims of Crime Compensation.

California Code 13956 allows victims to be excluded from accessing crime victims' compensation if they are assumed to have contributed to their victimization.



Additionally, the code requires that their victimization status is determined and certified by the very law enforcement agencies that may be responsible for the harm, making it nearly impossible to qualify for resources like medical, mental health, funeral and burial and relocations resources.

Starting in June 2020, we began offering victim of crime compensation for direct victims of police violence, witness of police violence, loved ones of police violence victims and peaceful protestors of police violence who are residents of San Francisco or who were harmed in San Francisco.

Since implementing this policy, our office has worked with the survivors of one person who was killed by law enforcement, providing funeral and burial payment assistance.

## San Francisco Municipal Transportation Agency Cases

The Victim Services Division has created a collaboration with San Francisco Municipal Transportation Agency (SFMTA) to better serve victims of crime who are MTA members. Victim Services has assigned a victim advocate for crimes involving MTA (Muni, DPT) personnel.

In addition, the SFDA Intake Unit has designated a point person for crimes involving MTA staff. This will allow us to better align our criminal justice approach, to serving these victims and providing them the most up-to-date information about the status of the case along with immediate access to resources and referrals needed to address their victimization.

The goal of working together is key in the hopes of making our essential transportation system even safer. In 2020, the victim advocate assigned worked on 5 SFMTA cases.



# Claims

The California Victim Compensation Board (CalVCB) provides financial resources to victims of crime in California funded by court fines and fees. CalVCB covers out-of-pocket medical, dental, mental health, relocation, home security improvement and funeral/burial services. The SFDA office has a Joint Powers (JP) contract to accept, process, and determine eligibility for compensation claims.

In 2020:

- 627 applications received
- 824 applications processed
- 93% of applications allowed
- 6.9% of applications denied compared to the State denial rate of 12%
- 72 days is the average processing time for a claim
- 2,039 bills received
- 3 unusual, dire, and exceptional relocation payments were approved. This allowed victims to access more than the typical \$2,000 maximum benefit.
- \$1,143,193 in total payments for victims

The screenshot displays the CalVCB Online website. The header features the CalVCB logo and a 'Quick Escape' button. The main content area is titled 'Welcome to CalVCB Online' and includes a section for victims of crime, a login form, and links to 'Apply for Compensation' and 'Service Provider Access'. The login form has fields for Username and Password, and buttons for 'Log In' and 'Create a New Account'. The footer provides contact information for CalVCB Customer Service.

**CalVCB Online**  
VICTIM COMPENSATION BOARD

**Welcome to CalVCB Online**

**Were you a victim of crime?**

The California Victim Compensation Board (CalVCB) can help. We can help pay bills and expenses that result from crime. Crime survivors who have been injured or have been threatened with injury may be eligible.

**CalVCB Online allows you to:**

- Apply for compensation
- Upload and submit documents
- Communicate with CalVCB

[What is CalVCB Online? ►](#)

**Login**

Username

Password \*

[Log In](#) [Create a New Account](#)

[Forgot your password?](#)  
[Forgot your username?](#)

**Apply for Compensation**

**Service Provider Access**

**CalVCB Customer Service**

CalVCB Customer Service  
 1-800-777-9229 (Phone)  
 1-866-902-8669 (Fax)



## *Victim Services Division Emergency Funds*

In addition to the state funds for victims provided by the California Victim Compensation Board (CalVCB), our office has internal financial resources to pay for expenses that are not covered by CalVCB. In 2020, these funds paid for things such as funeral and burial services that were denied by CalVCB, rental assistance, emergency hotel stays, and gift cards for groceries and medical supplies.

In 2020, we distributed **\$146,699** to help victims address immediate needs related to their victimization.





# Restitution

The CalVCB Restitution Specialist researches the restitution status of criminal cases and helps ensure that California Victim Compensation Board (CalVCB) restitution is properly ordered. CalVCB restitution is ordered when a victim in a criminal case had services paid for by CalVCB. CalVCB restitution orders serve to replenish funds that CalVCB can then use aid victims of crime in other cases.

To coordinate CalVCB restitution orders, the Specialist accesses the CalVCB database, which contains every bill submitted by the victim to CalVCB as well as the total amount of assistance paid to the victim by CalVCB. Using that information, the Specialist researches the related SFDA criminal cases, and determines whether restitution was ordered to CalVCB. If CalVCB restitution was not ordered, the Specialist adds those cases to calendar (notifying the prosecution and defense) so that restitution can be resolved in restitution court. The Specialist then follows the progress of those cases until restitution is ordered. The Specialist then uploads those restitution orders to CalVCB so that they can collect on those orders, then closes the restitution case.

In 2020:

- **\$123,233**: CalVCB restitution ordered in 2020
- Actively tracking **65** ongoing CalVCB restitution cases, totaling **\$448,521**



# District 5 Broken Window Reimbursement Project

The District 5 Broken Window Reimbursement Project sponsored by District 5 Supervisor Dean Preston was developed late summer of 2020 in response to property damage, particularly broken windows, in his district during the shelter-in-place. As businesses closed or drastically decreased their capacity, they found themselves carrying the additional burden of expenses related to property damage and broken windows.

The Project was launched to provide assistance to businesses in District 5 that could request reimbursement for broken window expenses beginning March 17, 2020 up to \$1,000. These expenses could include the cost of repair, replacement, or insurance deductible.

In 2020, **\$16,562** of eligible expenses from 21 businesses were processed through our District 5 Broken Window Reimbursement program.

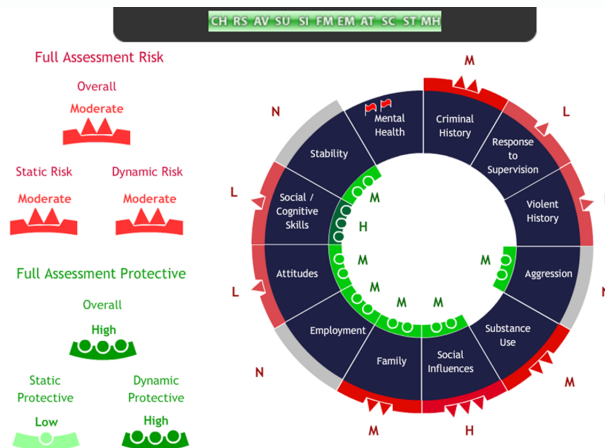
- 29 applications received
  - 21 eligible businesses located in District 5
  - 8 ineligible businesses outside of District 5
- 13 Cases completed in 2020
- 8 Cases pending at end of 2020
- \$10,777 in reimbursements granted
- \$5,785 in reimbursements pending at the end of 2020





# Sentencing Planning (SP)

The SP model includes two Sentencing Planners with expertise in evidence-based programs that address criminogenic factors, recidivism risk, and protective factors. They focus on two types of cases—young adults ages 18-25 and those with mental health needs. Cases that fit the criteria for non-sex, domestic violence and homicide or attempted homicide in the two categories of cases described are assigned by the case management system to a SP. The SP conducts a review of the case file, police report, meets with the Assistant District Attorney on the case and interviews the justice-involved subject in person in their attorney's presence, in custody or out in the community. The program fundamentally transforms the way that prosecutors approach cases by developing individualized sentences that address the needs and risks of justice-involved individuals. It redefines success from the traditional metrics of conviction rates and prison terms to recidivism and public safety.



To break the cycle of crime and victimization, the Sentencing Planning model focuses on people who have caused harm and their readiness for services and rehabilitation that address their criminogenic factors. Utilizing an evidence-based risk, needs and protective factor tool SPIn™ (Orbis), Sentencing Planners can understand the individual's history and presenting situation which is used to develop a plan that builds on the defendant's static and dynamic strengths and challenges.



Along with face-to-face interviews, review of case files, input from service providers and system partners, Sentencing Planners then employ their expertise in local resources and services to develop a plan that provides options for the prosecutors to use in the disposition of their cases. Recommendations include vocational training, mental health services, substance abuse treatment, housing and volunteer recommendations, and when requested, length and type of supervision. The prosecutor then decides whether to incorporate the Sentencing Planner's recommendation.

The Sentencing Planning program reduces costs across all stages of the criminal justice system; cases resolve faster and there are fewer incarcerated people. When people are incarcerated, it's for shorter periods of time. Police are called to respond fewer times since people who are at risk for continued justice system involvement are diverted to services and resources, which provides increased safety for everyone in the community. An independent evaluation of the Sentencing Planning program conducted by UC Berkeley in 2014 found compelling evidence that it reduces recidivism and prosecutor reliance on incarceration. The program is currently involved in a second evaluation process in 2021.

- 132 cases assigned
- 75 interviews
- 60 plans submitted
- 44 plans adopted
- 7 plans not adopted
- 20 plans pending
- 91 cases closed
- 19 cases still open
- Of the cases that were closed
  - 9 pled out
  - 6 closed due to bench warrant
  - 10 ADA declined
  - 6 defense declined
  - 3 cases were dismissed
  - 2 Federal indictment





# Community Engagement

The work of responding to and supporting victims and survivors takes partnership and collaboration between the criminal justice system, Victim Services Division and community-based services and resources. We are grateful and honored to work with dozens of private industry, government and non-profit organizations that serve the diverse community of San Francisco. We are committed to partner, fund and advocate for varied resources and entry points for services to ensure anyone who needs help can get it in their neighborhood, in their language, in a culturally responsive way and when they are ready.

## *Victim of Crime Survivor Services Grantees*

In 2020, the San Francisco District Attorney's Office Victim Services Division (VSD) provided **\$333,693** in grant funds to six to community-based organizations to serve victims of crime in San Francisco: Community United Against Violence, the UCSF Trauma Recovery Center, 3rd Street Youth Center & Clinic, SF Safehouse, Mujeres Unidas Y Activas & Huckleberry Youth Programs.

Below are brief descriptions of each grantee's scope of work that's funded through our Division:

- **Community United Against Violence (CUAV):** Supports the healing of Lesbian, Gay, Bisexual, Transgender, and Queer people that have experienced violence and abuse through providing support groups and advocacy-based peer counseling.



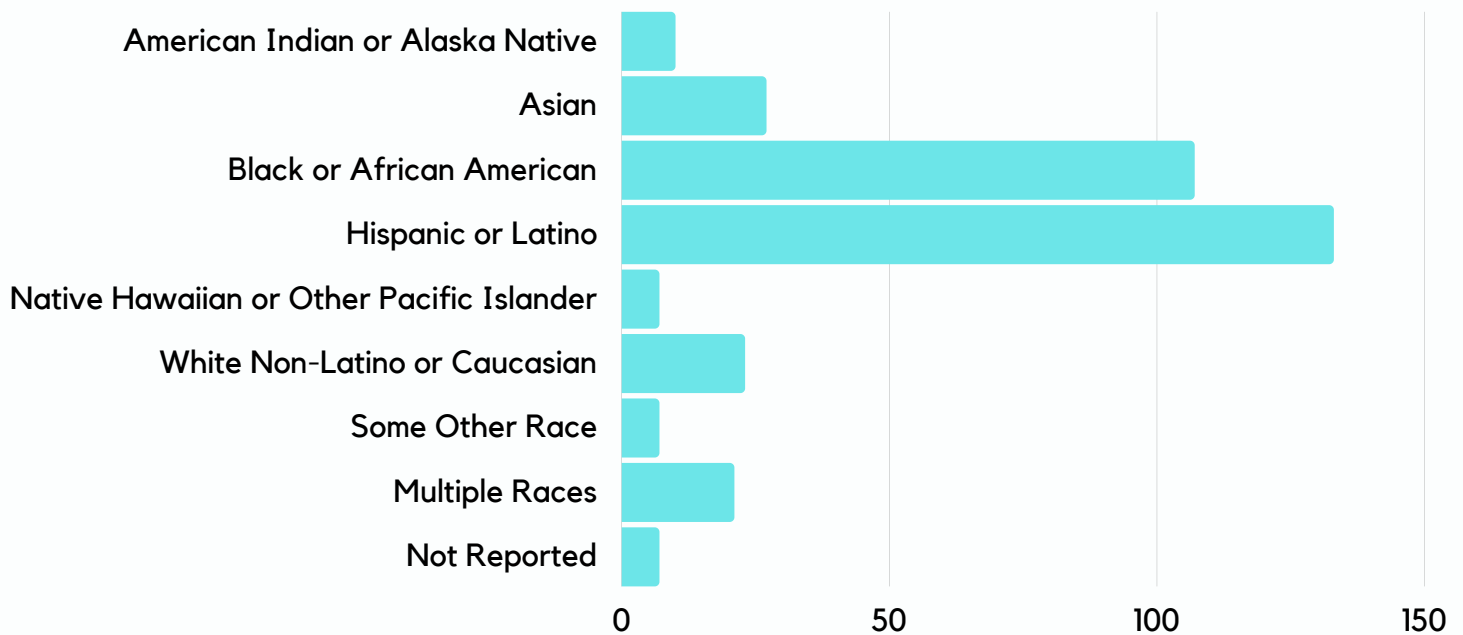
- **UCSF Trauma Recovery Center:** Translated manuals and workbooks into Spanish and Portuguese. Serves victims of violent crime, including case management/mental health services using the newly translated trauma-informed intervention manuals and workbooks.
- **3rd Street Youth Center & Clinic:** Links youth impacted by violence to a clinical social worker who provides psycho-social assessments, individual and group therapy, crisis support and mental health and wellness checks.
- **SF Safehouse:** Provides intensive case management, therapy, support groups, mobile advocacy, group exercise, and assistance finding permanent housing through the Safehouse Hope Center.
- **Mujeres Unidas Y Activas:** Provide individualized peer counseling and referrals to supportive services and/or criminal justice agencies to immigrant victims of crime and their families.
- **Huckleberry Youth Programs:** Provides crisis intervention, case management, and psycho-educational support to youth experiencing commercial sexual exploitation.

## *Demographics of Victims Served*

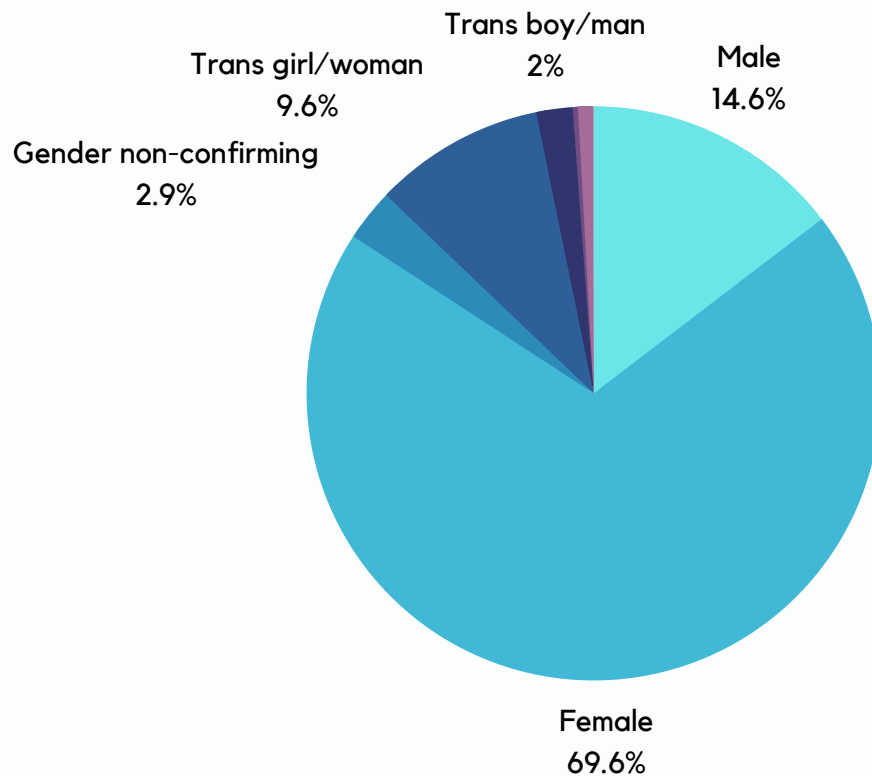
Using funds distributed by VSD, the Victim of Crime Survivor Services Grantees served **640** victims in 2020. Three hundred and forty two of the victims served during the year were new.



### Race/Ethnicity of New Victims Served, 2020

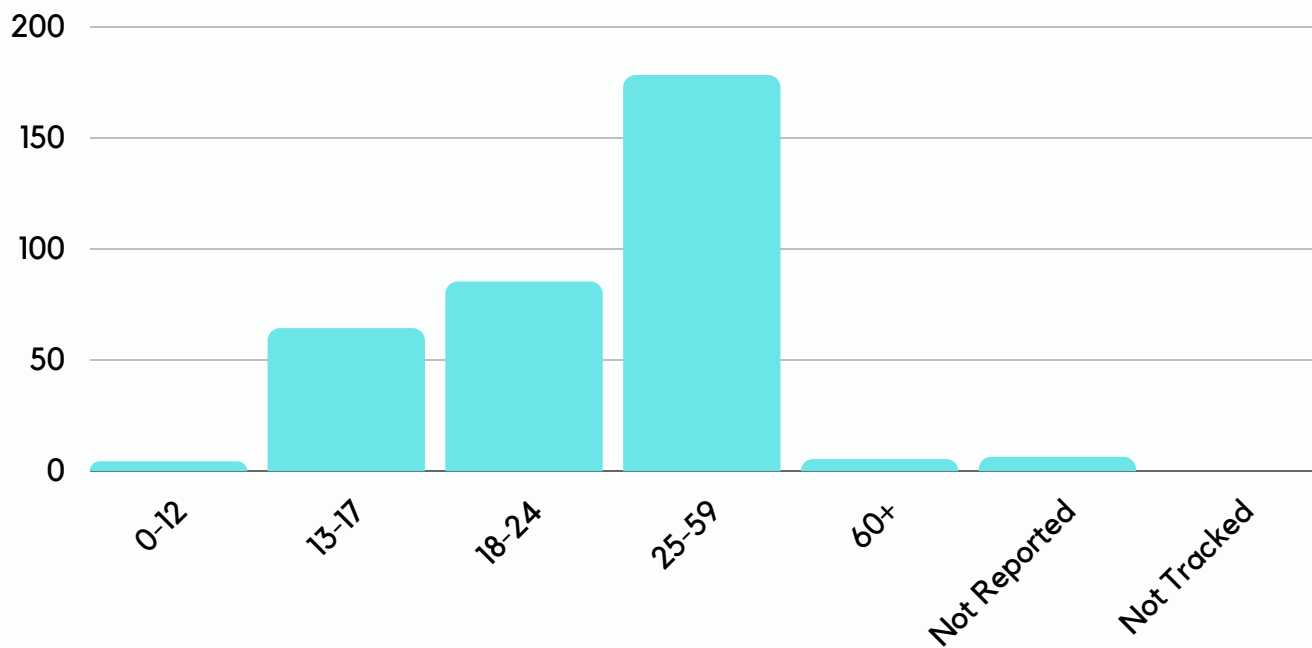


### Gender of New Victims Served, 2020

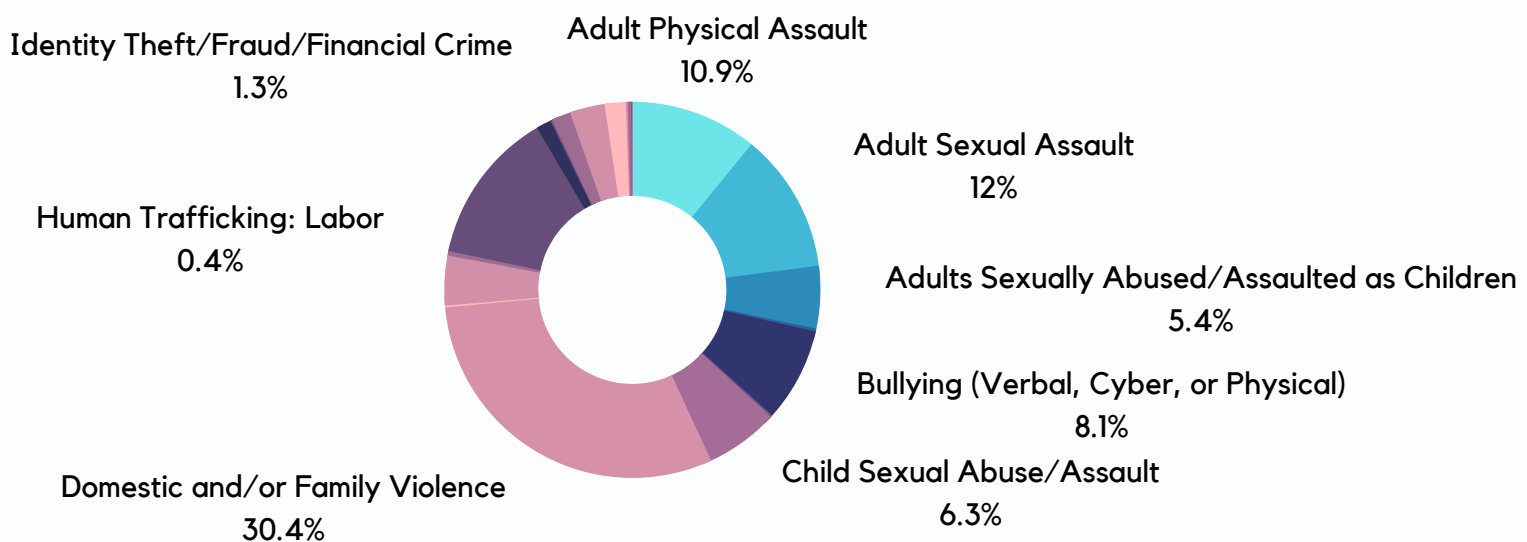




### Ages of New Victims Served, 2020



### Crime Types Served by Grantees, 2020

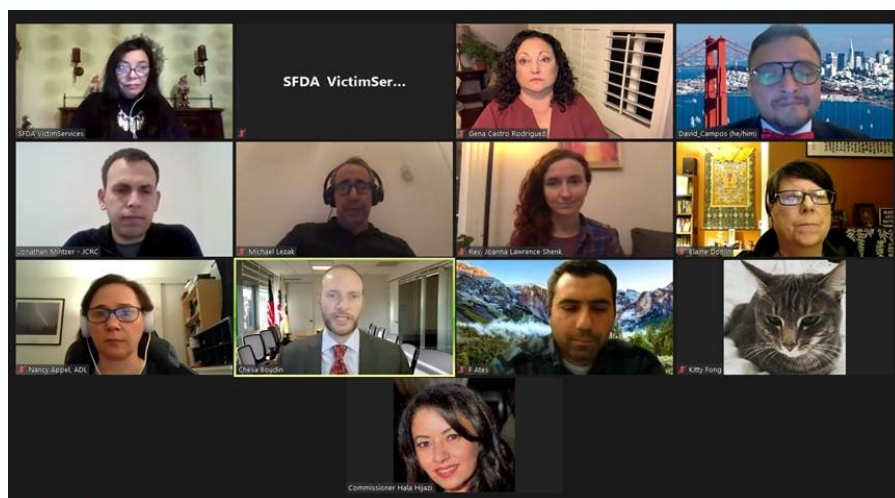




## Advisory Boards

In 2020, the San Francisco District Attorney's Office established 10 Advisory Boards: Asian/Pacific Islander, Victim of Crime, Community Health, LGBTQ+, Latinx, Justice Impacted, African American, West Asian/North African, Women & Interfaith.

The SFDA Advisory Boards are designed to facilitate direct communication between the San Francisco community and the District Attorney's Office. Our office values the input, feedback, and engagement of community members in San Francisco. The ability to share policy, services, and reform efforts in the District Attorney's Office with committed community volunteers allows us to incorporate valuable information and perspectives into our work. The boards also provide the community with in-depth information about efforts that they can assist us with communicating to the broader constituents. Our advisory boards serve as a sounding board, source of accountability and stewards of our message, work, and values.



In 2020:

- 18 board meetings were held
- 280 community members participated in the advisory boards
- 114 SFDA staff participated in the advisory boards
- 9 advisory board tasks/projects were completed





## Training & Presentations

SFDA Victim Services Division conducted 43 trainings during 2020, training **973 participants**. This includes 11 trainings where we reached 382 seniors conducted by our elder abuse team on pedestrian safety and fraud scams.

To expand our community outreach given the restrictions due to Covid-19, the Victim Services Division created a series of YouTube videos during 2020 to share resources and information with the San Francisco community. In 2020, the videos got **951 views**.



Video topics included:

- Information on the San Francisco Sexual Assault Response Team (SF SART)
- A Domestic Violence Awareness Month Video
  - The videos are in English & ASL, Spanish, Cantonese, Mandarin & Punjabi
- An overview of common Covid-19 Fraud and Scams
  - The videos are in English, Spanish, Cantonese and Tagalog
- A video tutorial for using the online California Victim Compensation Board application
  - The videos are in English & Spanish



## *Expanded Resources: Covid-19 Response*

Early in the Covid-19 pandemic, it became apparent that additional resources needed to be directed to agencies that serve victim survivors of domestic violence, child abuse and sexual violence. Concerns arose that shelter-in-place orders meant that people experiencing abuse in the home were required to remain at home with their abusers. In response to these concerns, our office began working with partners in the community to secure additional resources to expand services available to these victim survivors.

Expanded resources secured by our office in 2020 include:

- Veritas, a San Francisco-based real estate management company, donated 20 furnished apartment units for temporary use by domestic violence survivors as part of their Safe Home Program. These new housing units supplemented the existing domestic violence shelters in San Francisco.
- Lyft provided community agencies with ride credits to use on Lyft's platform. The agencies used the credits to coordinate free rides for victims and survivors to be transported to emergency shelter providers or safe housing, to the hospital for sexual assault exams, and to CASARC for child abuse forensic interviews.
- Airbnb, in partnership with Governor Newsom's Office, the California Partnership to End Domestic Violence and the San Francisco District Attorney's Office donated funds to support residents fleeing domestic violence amidst the Covid-19 pandemic. The funds were used to provide nine 28-day emergency stays for survivors in San Francisco.





## Housing Outcomes for Clients Placed in Veritas Units (n=19)\*

Seven community agencies provided ongoing case management for the victim survivors placed in the Veritas units for 90-day safe housing stays.

### Housing Outcomes:

- 6 moved into a new housing unit
- 3 clients moved into a shelter
- 3 other outcomes (unspecified)
- 2 moved in with friends/family on a temporary basis
- 2 unknown
- 1 client refused to disclose where they went at the conclusion of their stay
- 1 client moved into transitional housing program
- 1 client exited into homelessness

### Victim Survivors Placed in Units:

- 8 single adults
- 11 families
- 19 adults; 16 minor children

## Feedback from Community Agencies

"The 90-day program allowed us time to get the survivor into a 90-day DV shelter where she will receive additional case management support and possibly get into a transitional housing program. The DV shelters have been full for a very long time which made it impossible to get in earlier."--Domestic violence agency staff member

"Client shared that having a safe place to be even if temporary gave her a chance re-energize and to focus her energy on healing and self-care. She was thankful for the 3 months at the Veritas apartment. However, she wished that she could have stayed longer and not have to struggle finding housing again."--Domestic violence agency staff member

\*One unit was filled directly by Veritas, not a domestic violence agency that participated in this partnership. We do not have data for the housing outcome from this participant.



## Events

Each year the VSD plans and organizes events to raise awareness about victims of crime. 2020 posed unique challenges for us in continuing our work to provide event and education opportunities about crime survivors and violence prevention. Like everyone else, when the shelter-in-place was ordered we had to move all of our outreach and training work to a virtual space beginning with April's National Crime Victims' Rights Week events. Our team provided over a dozen online events and campaigns this year, helping to reach, inform and engage thousands of people.

- January: Anti-Human Trafficking Awareness Day Event
- February: Wear orange for Teen Dating Violence Awareness
- March: Elder Abuse Training at the SF LGBT Center
- April: Sexual Assault Awareness Month: Denim Day Video, National Crime Victims' Rights Week: Covid-19 Scams Video series released & we partnered with SFPD by creating Hate Crime Awareness video in English, Spanish, & Cantonese.
- May: National Asian Pacific Heritage Celebration Awards
- June: SF Pride Celebration 50th Anniversary
- September: SFDA RedZone Training
- October: National Latinx Heritage Month Celebration Awards; Domestic Violence Awareness Month Outreach Videos released
- November: SFDA Coat Drive benefitting Hamilton Families (90 winter coats for children donated by SFDA)
- December: SFDA Toy Drive (300 toys and gift cards donated to three orgs: Bayview YMCA Family Resource Center, Mujeres Unidas & Wu Yee Organization)





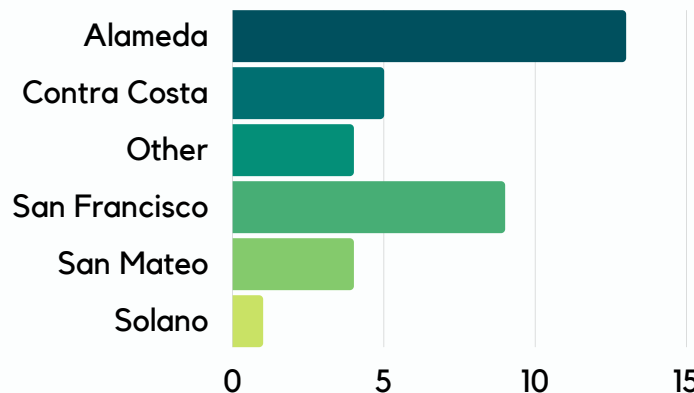
# Victim Services Division

## Division Profile

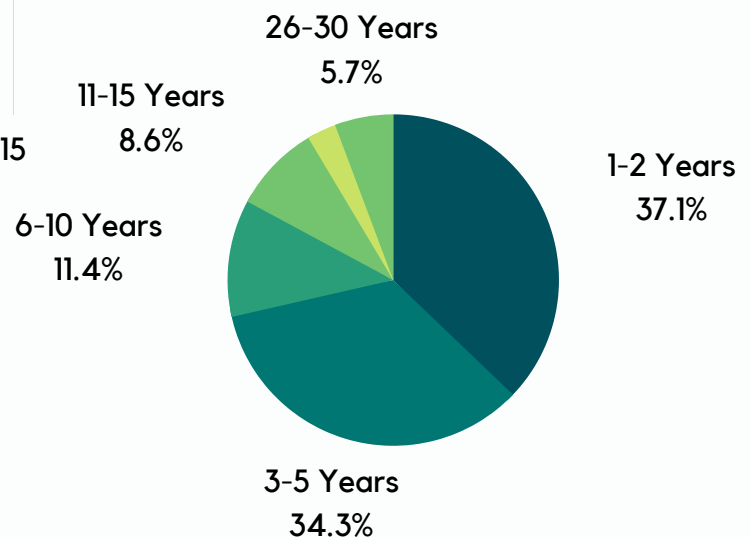
Of the 43 team members in the Victim Services Division, 36 completed the Division Profile survey.

- 25% (n=9) of staff were interns before joining the SFDA as staff
- 62.8% (n=22) of staff identified as crime survivors
- Languages spoken by VSD staff: Spanish (n=17), Cantonese (n=2), American Sign Language (n=1), Mandarin (n=1), Khmu (n=1), Punjabi (n=1), Hindi (n=1), Urdu (n=1), French (n=1), Tagalog (n=1), Vietnamese (n=1)
- 80.5% of staff are women; 19.5% are men

### County of Residence

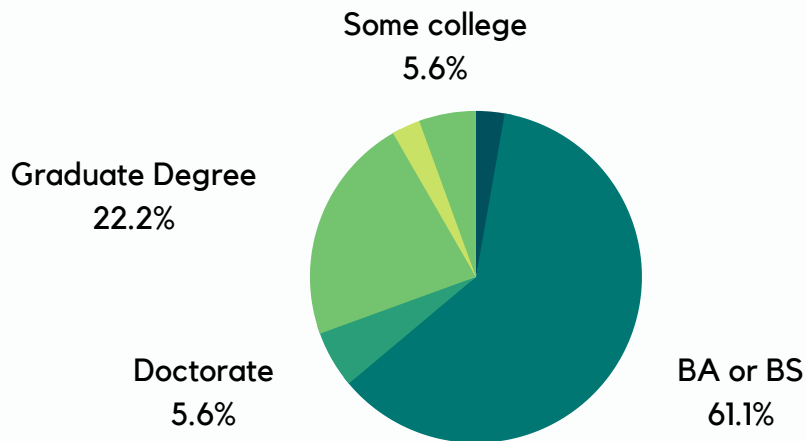


### How long have you been a SFDA employee?





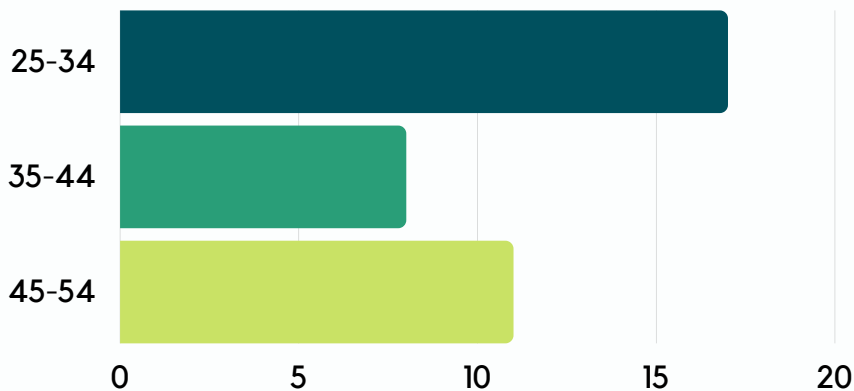
### Education Level of VSD Staff



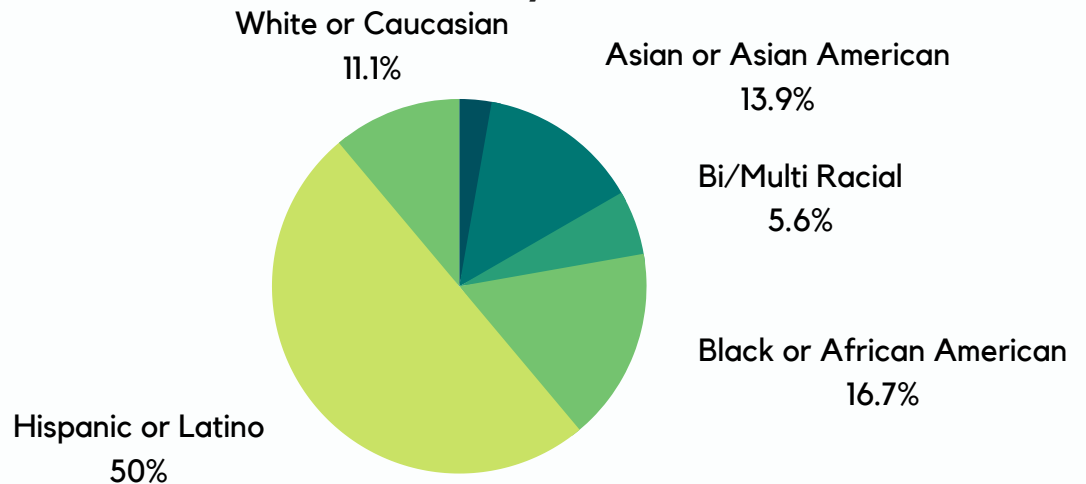
#### Areas of Study:

- Psychology (n=9)
- Criminal Justice (n=8)
- Latinx/Chicanx Studies (n=4)
- Sociology (n=3)
- Social Work (n=2)
- Law/Legal Studies (n=2)
- Women/Gender Studies (n=2)
- Political Science (n=2)
- International Studies (n=2)
- Counseling & Education (n=1)
- Journalism/Business Marketing (n=1)
- Mass Communications (n=1)
- Spanish (n=1)

### Age of VSD Staff



### Race/Ethnicity of VSD Staff







## *Work From Home: Environmental Impact*

Remote work implemented by VSD in response to the Covid-19 health crisis not only changed how we do our work day-to-day, but it had an unintentional impact of dramatically decreasing our Division's carbon footprint.

In an effort to quantify the impact of work from home on our Division's carbon output, 37 staff members completed a survey that asked them about how they commuted to work, how many days they commuted prior to the shelter-in-place order issued in March, and how many days they've commuted since we began primarily working remotely.

Prior to working remotely, staff commuted via:

- 23 staff drove personal vehicle
- 7 staff took BART
- 4 staff took the bus
- 1 staff took Amtrak
- 1 staff took Caltrain
- 1 staff carpooled



In addition to a dramatic decrease in commuting, our Division transitioned to almost completely paperless processes.

In an attempt to quantify the carbon emissions saved through these changes, VSD intern Rayna Bryan conducted research on emissions and calculated that in 2020, the Victim Services Division decreased our:

- total paper [CO<sub>2</sub> (g) emissions] saved via paperless efforts: 7803 pieces of paper [32562.30759 CO<sub>2</sub> emission (g)] &
- estimated total of CO<sub>2</sub> (g) saved since March 2020 due to commuting changes: 76,107,796.52 CO<sub>2</sub> emission (g)



**San Francisco District Attorney's Office**  
**Victim Services Division**



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