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Our Mission: To offer compassionate support and resources to victims, witnesses and survivors of crime and crisis.

Our Vision: For Victim Witness Services for Coconino County to be a leader in providing responsive, relevant, high-quality advocacy for victims of crime and crisis in Coconino County.

Coconino County, Arizona is comprised of a rural and diverse population. The county is larger than most continental states but it is sparsely populated with a total population of only 143,421 people in 2010. The 18,661 square miles of the county's land mass interweaves great beauty with the social issues of poverty, transportation challenges, lack of communication, and cultural barriers. Nearly 29% of Coconino County's population is Native American. Indian reservations comprise 46% of the land – the county is home to the Navajo, Hopi, Paiute, Havasupai and Hualapai tribes.

Individuals who live in metropolitan areas may not comprehend the difficulties associated with such rural living. It is not unusual for residents to travel 300 miles roundtrip to utilize necessary public services. Many who live in the smaller communities of Williams, Valle, Grand Canyon, Page and reservation lands must transport their daily living needs of water, propane and food; often averaging over a sixty mile distance. There is no local television station. Cellular and broadband services are not available in all areas of the county. The lack of media outlets, intermediate technology and cultural differences create challenges to providing service across such a large area. However, our staff works to bring services to our large and diverse population. While we are based in Flagstaff, our partnerships and county-wide presence are strong.



Our Board of Directors

Executive Committee

Kathe Shinham, Ed. D., President
Acting Deputy Chief Ken Koch, Vice Pres.
Commander Cindy Cox, Secretary
Chad McCutchen, Treasurer
Kris Stark, Executive Director

Members

Paul Bustamante
Diane Chung
Marlene DeRosa
Commander Rex Gilliland
Dave Rozema
Linda Robyn
Paula Smith

“The advocate, as always, escorted the victims through a gut-wrenching process with knowledge, skill and grace.”

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From Our Executive Director

In fiscal year 2010-2011, Victim Witness Services operated in the black during a time when many non-profit agencies struggled. Our goal is to always provide the highest level of direct service to crime victims while minimizing overhead expenses. We operate with a very small administrative staff – in fact, nine of our ten employees work directly with clients every day.

We continually measure our program performance with qualitative and quantitative measures. This year, we met or exceeded our expectations on every level. We served more than 852 new victims and 100% reported that the advocacy services were helpful - an absolutely stellar record. 100% of victims also reported that they have a better understanding of local resources and how to access them, that they have a better knowledge of techniques used to cope with trauma and victimization, and that their advocate’s services increased their ability to cope.

Our job of assisting victims as they navigate through the criminal justice process is a big one and one that we take very seriously. Each day, I am proud of the work we do, of the services that our staff provides, and of the partnerships we have built in our community. It is an honor to work with this amazing staff on behalf of victims throughout our county.

Kris Stark, Executive Director

Survivor

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Our **Criminal Justice Advocates** provide an invaluable service to victims of crime in Coconino County. Often responding to the hospital or even the scene of a crime, advocates work hand in hand with victims as they navigate the criminal justice process. Advocates are available for the initial crisis response through the investigation and the entire judicial process from initial appearance to sentencing. Advocates frequently attend court hearings with or on behalf of victims. They work to explain the victim's rights and the various and complicated steps in the criminal justice process. Advocates also provide resources for shelter, counseling and emergency services to our victims and can help transport victims to and from court.

Types of Services Provided to New and Continuing Clients

In-person Crisis Counseling	322
Follow-up Contact	747
Shelter/Safe House	36
In Person Information, Referral & Connection	540
Criminal Justice Support & Advocacy	961
Emergency Financial Assistance	5
Emergency Legal Advocacy	46
Help in Filing Compensation Claims	512
Personal Advocacy	121
Telephone Contact Information	272
Total	3562

“My advocate has been a great help. Just having someone to call and availing myself to her kindness and knowledge has been indispensable.”

Impact

New Clients Served

Major Crime Types

Domestic Violence	349
Assault	173
Child Physical or Sexual Abuse	90
ID Theft/Fraud/Exploitation	22
Adult Sexual Assault	95
Survivors of Homicide Victims	8
DUI/DUI Crashes	6
Other	109

Age

0-17 years old	146
18-44	518
46-64	170
65+	18

Ethnicity

White	515
Native American	216
Hispanic	98
Other	23

Gender

Female	585
Male	267

Volunteers for our Crisis Response Team provided an estimated 10,000 hours of service to our agency this year. Our volunteers participate in a 20 hour training which covers crisis response, protocols, and preparation for responding to specific crimes. After completion, volunteers sign up for on-call shifts, during which they may be called out by law enforcement or the hospital to respond to victims in crisis. Volunteers respond in pairs, and assist victims with crisis intervention and safety planning. They also provide information about criminal justice advocacy and Crime Victim Compensation Benefits. These generous volunteers give an average of 540 hours of service each year – they are absolutely critical to the success of our Crisis Response Team.



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Victim Witness Services provides services beyond advocacy – with immeasurable community impact. We know that victimization often occurs for a long time before the police are ever called and it doesn't always end when an offender is arrested. Our agency tries to prevent crime in our community with public awareness, education and outreach and we strive to provide services to victims to prevent further harm after they have survived dangerous and damaging circumstances.

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Student Interns from Northern Arizona University School of Social and Behavioral Sciences make up another integral part of our team. In FY 10/11 we were fortunate to work with 11 full time students majoring in such fields as Criminal Justice, Sociology, Psychology, Communication and Social Work. Student interns work hand in hand with our advocates, assisting them to provide services to victims of crime throughout our county.

Our *DUI Impact Panel* offers perspective to DUI offenders on the impact of their crime on the community. All DUI offenders in the County are required to attend and pay a nominal fee, providing a small revenue stream for VWS. Presented by our felony crimes advocate in partnership with Coconino County Adult Probation, the speakers for this panel include a judge, a trauma nurse, a law enforcement officer, a rehabilitated offender and a collision survivor.

Pets, Too! assisted eight families fleeing domestic violence this year by temporarily sheltering 12 pets at a safe, undisclosed location while victims stayed in shelters that do not accept animals. Often, the heartbreak of leaving a cherished family pet behind or the threat of harm to an animal can lead victims to choose to stay in a dangerous situation at home. *Pets, Too!* offers refuge for animals in danger of abuse while victims of domestic violence escape to shelter and make arrangements for safe housing.



Some of our clients are living with the threat of danger, even after moving away from violent home situations. [Call to Protect Phones](#) are available for victims to keep – often in secret – in order to dial 911 in an emergency, an essential component to every safety plan. This year, countless phones were donated from our community members and given to victims.

With our [Domestic Violence Impact Panel](#), we provide perspective to DV offenders on the impact of their crime and abuse. The panel is held every quarter and offered in partnership with Adult Probation. This year nearly one hundred offenders heard testimony from judges, domestic violence survivors, rehabilitated offenders, mental health professionals and attorneys. The purpose of the panel is to provide positive change without shaming or blaming. Offenders are mandated by the court to attend the impact panel in conjunction with domestic violence counseling. Not all counties offer panels locally and many surrounding counties send their offenders to ours.

Our Domestic Violence Advocate also participates in a [Fatality Review Panel](#) in order to evaluate how a victim of domestic violence whose life was taken by his/her abuser could have been better served by the system and community. All of the tools, together, are helping promote the rights of victims, prevent crime and make our community safer.

Support

“You have made us feel more at ease with everything we must go through. God bless.”



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The **Child Maltreatment Awareness Outreach Program** raises awareness for child maltreatment in under served and remote Native American communities in our county, including the Navajo, Hopi and Havasupai reservations. The campaign took off in the late fall of 2010 . Our advisory group, comprised of representatives from ten different local agencies, developed a quick resource guide and information for families experiencing maltreatment, and those who have witnessed it and want to report. Our staff and the advisory group worked with the Laboratory for Applied Social Research to design the campaign and develop measurable goals. We also partnered with the



Visual Design Lab at Northern Arizona University to develop the print materials. Outreach efforts began in June of 2011. The program will reach a minimum of four audiences per month and run through the end of 2012.

**Child Maltreatment
Awareness Program
Advisory Board**
Gwen Adakai
Susann Clinton
Catherine Esquivel
Chelsea Kuiper
Grace Marks
Sonya Montoya
Cheryl Sedillo
Tami Suchowiejko
Cathy Vandenberg

Often, victims can incur exorbitant costs related to being victimized during a crime. In FY 2010 - 2011, our **Crime Victim Compensation Program** assisted 70 victims of crime with compensation for more than \$143,312 for medical bills, mental health counseling, lost wages and funeral expenses, helping alleviate some of the expense and suffering caused by crime. The compensation program is funded completely by criminals' fines and fees. No tax payer dollars are used to compensate victims.

**Crime Victim
Compensation Board**
Alex Alvarez
Heather Coate
Alta Edison
Coral Evans
Rich Haag
Barry Levitan
Matt Pavich
Dave Rozema,
County Attorney

**“The trial is starting up and I
won’t be able to handle it
on my own.”**

Survivors

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We celebrated the 11th Annual Taste of Flagstaff during fiscal year 2010-2011. As our primary community fundraiser, Taste of Flagstaff brings community members together to sample delicious selections from the finest Flagstaff restaurants and shop an extensive silent auction. Attended by 350 people this year – the event raised more than \$28,000, one of the most successful years in its eleven year history.



As part of the global movement to stop violence against women, Flagstaff celebrates V-Day in February with a live presentation of *The Vagina Monologues*. Produced by Victim Witness and held at the Orpheum Theatre in Downtown Flagstaff, this community event is educational and fun in the same night! 2011's event raised \$8,000 from event ticket sales, raffle ticket sales and a small silent auction. Support for this event comes from Theatriko's Theatre Co. and Flagstaff Cultural partners with City of Flagstaff BBB revenue.



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Grants this Year

- Victims Of Crime Act
- United Way of Northern Az
- Arizona Community Foundation
- Arizona Criminal Justice Commission
- City of Flagstaff
- Coconino County
- METRO RICO
- Office of Victims of Crime
- Flagstaff Cultural Partners
- Flagstaff Community Foundation
- UniSource
- Flagstaff Rotary Club
- Verizon Hope Grant

Advocacy Community

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Major Donors and Supporters

1899 Bar and Grill	Cheesecake Factory	Scottsdale
Abineau Lodge	Diane Chung	Rex Gilliland
Aficianado Framing	Barbara Church	Golden Aspen Toys
Aiken, Bruce	Cliff Castle Casino	Grand Canyon Railway
Albertson's	Coco's	Greenlaw Barber Shop
Altitudes Bar & Grill	Continental Country Club	Harley-Davidson Motor Cycles
American Spring Inc.	Cottage Place Restaurant	Harrah's Laughlin
Animas Trading Co.	Courtyard Marriott, Flagstaff	Head First Hair Designs
Antelope Canyon Tours	Charmagne Cove	Heath's Paint Center
Anytime Fitness	Cindy Cox	Holistic Body Design
Arizona Cardinals	Criollo Latin Kitchen	Horsemen Lodge
Arizona Diamondbacks	Angela Cooper	JC Penny Salon
Arizona Rattlers	Cuvee 928	Jonathan Day's Indian Art
Arizona Science Center	Dara Thai Restaurant	Karma Sushi Bar Grill
Arizona Snowbowl	Deckers Outdoor Corp.	Kathryn Willis Art
Arne Pottery	Delhi Palace	KC's Auto Repair
Aspen Sports	Marlene DeRosa	KNAU
Avi Resort and Casino, Laughlin	Desert Botanical Garden	Ken Koch
Azteca Hair Design, Fran Duran	Disneyland	Lake Powel Golf Resort
Bearizona	Divine Lotus	Late for the Train
Beaver Street Brewery	Don Laughlin's Riverside	Living Well Massage
Beba Jozic-Sholdes	Resort and Casino	Los Abrigados Resort
Bed Bath & Beyond	Drury Inn and Suites	Lumberyard Brewing Co.
Biff's Bagels	Dwyer Financial	Macy's European
Big 5 Sporting Goods	Edgewater Colorado Belle	Coffeehouse
Black Barts Steakhouse	El Capitan Mexican Rest.	Marric Studios
Bookman's	Fairfield Inn by Marriott -	Massage Envy
Brix Restaurant & Wine Bar	Flagstaff	Chad McCutchen
Brookside Chocolate Co.	Fiesta Resort Tempe	Merry Maids
Buffalo Wild Wings	Fire on the Mountain	Meteor Crater
Kelly Burkhart	Flagstaff Animal Hospital	Shawna Michie
Burritos Fiesta Fresh	Flagstaff Athletic Club	Moseng Chiropractic
Mexican Grill	Flagstaff Community Hospice	Barb Mowen
Paul Bustamante	Flagstaff Face & Body	Museum Of Northern Arizona
Buster's Restaurant & Bar	Forest Highlands	Patrick Nackard
Campus Coffee Bean	Frank's Daily Bread	New Frontiers Natural
Carlos O'Brien's	Fratelli's Pizza	Market Place
Change by Design: Marty Pevel	Frederick Fisher Jewelers	NiMarco's Pizza
Cheap Clothes Shirt Co.	Gainey Suites Hotel	Oaxaca Restaurant

Service
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Old Town Creperie
Olive Garden
Omni Hotel and Resort
Orleans Hotel and Casino
P.J. Chilcottage
John Passantino
Pasto's
Phoenix Coyotes
Phoenix Zoo
Pink Jeep Tours
Pizza By George
Pointe Hilton, Tapatio Cliffs
Karen Pugliesi
Purina
R & A Import Auto
Radisson Woodlands Hotel
 Woodlands Restaurant &
 Sakura Sushi and
 Teppanyaki Restaurant
Rainbow's End
Raven's Eye
Red 115
Red Lobster
Reed, Antol & Hance, P.C.
 Attorneys at Law
River Palms Resort Tropicana
 Express
Linda Robyn
David Rozema
Sacred Rights
Sage Brush Trading Company
Salsa Brava
Sam's Club
San Felipe's Cantina
Sara Jrusenstjerna

Satchmo's
Seasoned Kitchen
Sedona Hilton
Sedona Trolley
Kathi Shinham
Shoes & Such
Simply Delicious Catering &
 Café Daily Fare
Gretchen Smith
Paula Smith
Linda Speckles
SpringHill Suites by Marriott
Stitched by Colleen
Susan Shaw
The Orpheum Theater,
 Flagstaff
The Sweet Shop & Nut House
The Yoga Experience
Theatrikos Theatre Co.
Thornager's Catering
Tinderbox Kitchen
Connie Townsend

Triple R Flooring
Twin Pines Gaser
Verde Canyon Railroad
Vertical Relief Rock Gym
Walker's Pawtery
Walmart
Walters Dogs
Weatherford Hotel & Charly's
 Pub & Grill
Westside Veterinary Clinic
Wildflower Bread Company
Wildlife World Zoo and
 Aquarium
Bonnie Wittekind
Woodland Radisson Hotel
Xanterra South Rim LLC
Zizziba Studio

**"My advocate from
Victim Witness has been
my support emotionally
and in navigating
through all these
struggles."**



A Summary of Victims' Rights in Arizona

- To be informed of rights at various stages of the process
- To be treated with fairness, respect, and dignity
- To receive notice of proceedings
- To receive notice of offender's release
- To attend proceedings
- To be heard at proceedings
- To confer with the prosecutor
- To a speedy trial and disposition
- To refuse an interview with the Defendant or defense attorney
- To prompt restitution



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