



**Commonwealth of Virginia**  
**Virginia Department of Criminal Justice Services**  
**VOCA Victim Services Grant Program (VSGP):**  
**QUARTERLY NARRATIVE REPORT**

**Grant Number:** 20-A4722VP18

**Program Name:** Crime Survivor Mental Health Support

**Name of Person**

**Completing Report:** Bruce Cruser

**Contact Information**

**(phone & email):** 804 267-5591 ext. 102 bruce.cruser@mhav.org

**Reporting Period: Fiscal Year** 2020

Quarter 1 (July 1 – September 30)

Quarter 2 (October 1 – December 31)

Quarter 3 (January 1 – March 31)

Quarter 4 (April 1 – June 30)

**Brief Project**

**Description:** Peer recovery support to crime victims in recovery from mental health trauma

**INFORMATION & INSTRUCTIONS:**

- This form seeks narrative information about your Victim Services Grant Program (VSGP) project during the preceding quarter.
- This form is to be completed and uploaded to the Virginia Department of Criminal Justice Services (DCJS) Grants Management Information System (GMIS).  
*This form is to be completed in addition to data submitted directly to the federal Performance Measurement Tool (PMT). A copy of your PMT data should also be uploaded to DCJS GMIS.*
- Complete this form for the quarterly reporting period marked above.
- **Report only on VSGP-funded services and activities.**

**QUARTERLY NARRATIVE QUESTIONS**

1. On an annual basis, the PMT will require that grantees provide the number of requests for services that were unmet during the year, along with a brief explanation. If available, quarterly and year-to-date data can be reported below.

Number of requests for services that were unmet because of organizational capacity issues:

Number during reporting period	12
Fiscal year-to-date total number	12

Please explain:

We had to cancel planned services due to the COVID-19 pandemic

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2. Does your organization formally survey clients for feedback on services received?

Yes     No (*proceed to Question 4*)

3. On an annual basis, the PMT will request that grantees provide the number of surveys distributed and the number of surveys completed. If available, quarterly and year-to-date data can be reported below.

Number of surveys **distributed** (*includes, but is not limited to, those distributed by hand, mail, or electronic methods*):

Number during reporting period	0
Fiscal year-to-date total number	75

Number of surveys **completed**:

Number during reporting period	0
Fiscal year-to-date total number	65

4. Discuss some of the challenges or changes to your program faced during the course of the reporting period.

As reported last quarter, beginning in March our planned services and outreach efforts had to be postponed or cancelled due to the pandemic. Our (Re)STORE service delivery for the peer support is provided in-person, overnight at a retreat center, and our outreach/education and marketing efforts are primarily conducted at professional training events/conferences and other public gatherings - all of which could not take place due to public health restrictions.

These included the (Re)STORE session in May at Airfield in Waverly, VA, and outreach at the Virginia Association of Community Services Boards training conference in Williamsburg, Virginia Psychological Association conference in Charlottesville, the May is Mental Health Month activities in Richmond, and meetings/presentations with Victims Services organizations in Fairfax, Culpeper and Richmond.

We pivoted where we could to at least provide the core message of mental health peer support to crime victims in different ways, starting with enhancing staff knowledge to better inform our work and share with others. Our VOCA funded Outreach Coordinator attended 12 webinars specifically about TRAUMA and managing mental health during trauma. She staffed our peer run Warm Line a few hours/week to provide trauma informed support to callers reacting to triggers from past victimization. She created a series of 20 Journal Prompts based on the program curriculum as a relency tool and posted them as a series on our facebook page as well as with a facebook writing group she created.

We spent many hours adapting some of the key content from (Re)STORE for our experienced CPRS facilitators to present in a webinar format. The first 1.5 hour webinar using content from the (Re)STORE curriculum is on "Trauma, Behavior and Shame." It was approved for Peer Recovery Specialists to get CEUs. It is offered free and has nearly 300 registrations for the live presentation on July 29th, and will be recorded and posted later on our website for anyone to view. We reached out to all (Re)STORE applicants about our webinar and offered them spots before posting it publicly.

5. Provide one brief case study that illustrates and describes the services provided with VSGP funding. **Do not use victim names or include any other identifying information.**

N/A
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6. Describe any emerging issues or notable trends affecting crime victim services in your service area.

As the pandemic drags on the mental health concerns are increasing. Our Warm Line calls have doubled in the past few months with people wanting support for their anxiety and someone to listen.
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7. If the program assisted victims of federally investigated or prosecuted crimes, please provide the number of **federal crime victims** below.

Number during reporting period	N/A
Fiscal year-to-date total number	N/A