

APD VICTIM SERVICES

Providing support, trauma education, advocacy, and resource empowerment for victims and survivors throughout Austin since 1981.

VICTIM SERVICES

ORGANIZATION CHART

Stephanie Burgess
VS Supervisor

Liliana Eguia Lead Counselor

Cody Mitchell
Victim Services Counselor

Juliet Ludlow
Victim Services Counselor

Alyssa Koelemay
Victim Services Counselor

Bianca Martinez
Victim Services Counselor

Courtney Kobold Victim Services Counselor

Savannah Kay Victim Services Counselor

VACANCIES: 2
Victim Services Counselor

Vacant

VS Supervisor

Makeeba Kadri Lead Counselor

Madi Jones
Victim Services Counselor

Melby Huerta
Victim Services Counselor

Connie Geerhart Victim Services Counselor

Kayla Feher Victim Services Counselor

Michael Jackson
Victim Services Counselor

Ciara Early
Victim Services Counselor

Lindsay Martin
Victim Services Counselor

Victim Services Manager

Kachina Clark
Victim Services & Wellness

Manager

Tracy Morris

Roxana Ortega-Hart

VS Supervisor

Jacquie Berrelleza
Victim Services Counselor

Anna Lisa Girouard Victim Services Counselor

Diana Leal
Victim Services Counselor

Lisa Ralston
Victim Services Counselor

Susan Villagomez
Victim Services Counselor

VACANCIES: 1
Victim Services Counselor

Silvana Giono VS Supervisor

Marcy Alonzo

Community Engagement Specialist

Agustin Aragon
Victim Services Counselor

Sandra Barrera Victim Services Counselor

Adriana Duarte
Victim Services Counselor

Krista Ellison
Victim Services Counselor

Latorria Green
Victim Services Counselor

Cristma Garcia Victim Services Counselor

Terri O-Brien-Cross Victim Services Counselor

Gloria Salazar
Victim Services Counselor

Kathryn HerbersVS Supervisor

Jeannie Tomanetz Lead Counselor

Marlisha Brown
Victim Services Counselor

Skye Dettenheim Victim Services Counselor

Jessica Webster
Victim Services Counselor

Emily Westerhof Victim Services Counselor

Veronic Kozaczka Victim Services Counselor

Rachel Mayorga Victim Services Counselor

VACANCIES: 4
Victim Services Counselor

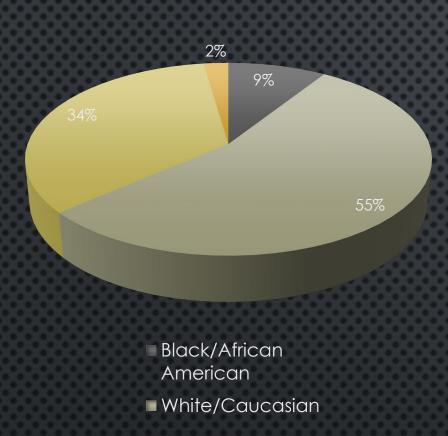
VICTIM SERVICES

CRISIS RESPONSE TEAM (CRT)	INVESTIGATIVE SUPPORT TEAM (IST)
24/7 Mobile Response Units	Counseling Support
On-Scene Crisis Counseling	Education Related to Judicial Process
Dispatched with Officers	Psychoeducation
Address Immediate Needs	Advocacy
Resource Provision	Longer-Term Safety Planning
Advocacy within Law Enforcement	Short-Term Needs Assistance
Short-Term Safety Planning	Resource Collaboration

EMERGENCY COMMUNICATIONS	TRAINING ACADEMY
Provide short-term counseling to dispatchers & call takers	Oversee and review cadet training curriculum at the Police Training Academy to advocate for trauma-informed training

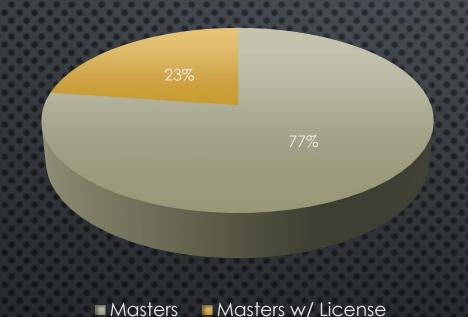
VICTIM SERVICES TEAM FACTS

Race/Ethnicity



Austin Police Department has the largest Victim Services unit in the nation co-located within law enforcement. With 52 full-time masters-level counselors, the unit has grown since 1981 through utilization of grant funding and city support of position permanence.

Education







CRISIS RESPONSE TEAM

Crisis Response Team Counselors respond to the following call types to provide crisis counseling to survivors on-scene:

Rape **Sexual Assault** Sexual Assault of a Child Homicide **Vehicular Homicide Child Endangerment** Death (Nature Unknown) **Family Violence Assault with Injury Human Trafficking** Overdose Death **Robbery** Other

INVESTIGATIVE SUPPORT TEAMS

Investigative Support Team Counselors provide follow-up services with victims of crime by providing assistance with:

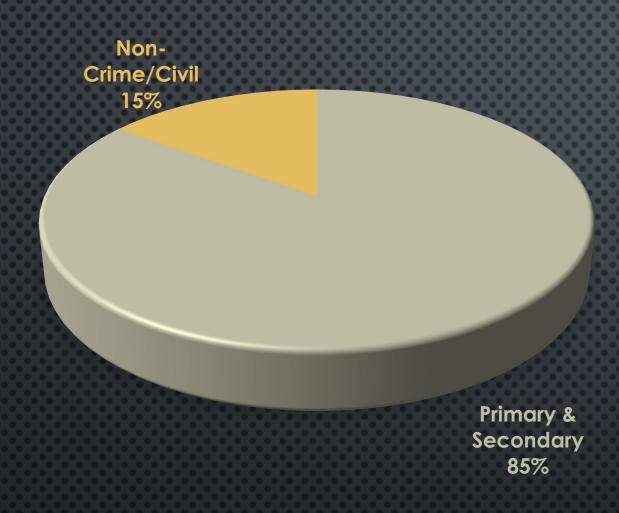
Survivor Interview Process Crime Victims Compensation Education of Judicial Process Collaboration with Detectives Advocacy with Housing and Leasing Communication with Medical Examiner's Office **Understanding Investigative Process Education Related to Abuse Resource Navigation Long-term Safety Planning Court Testimony Trauma Symptom Education Connecting with Community Partners**



FISCAL YEAR 2022-2023

(OCT. 1, 2022-SEPT. 30, 2023)

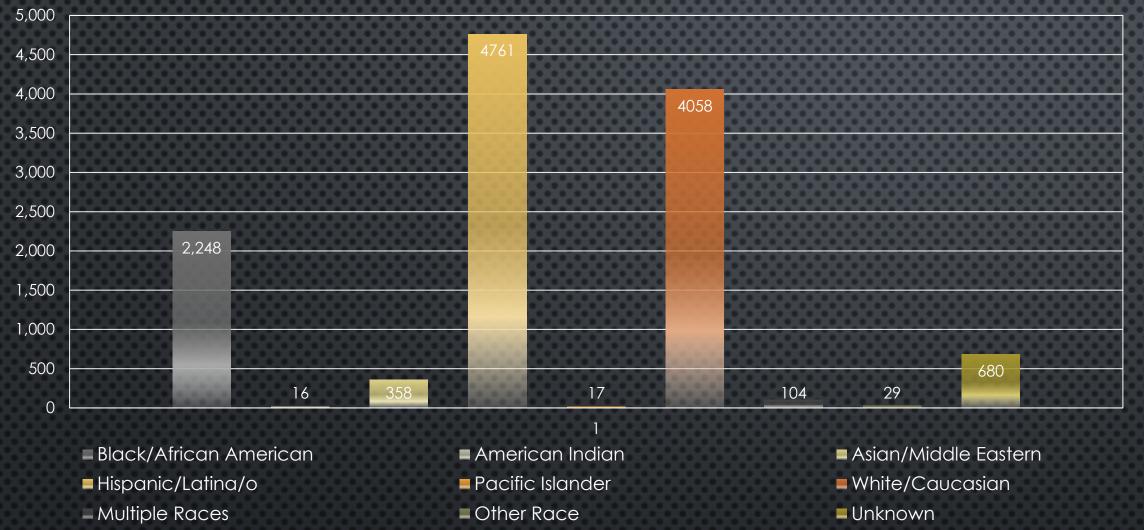
TOTAL SURVIVORS SERVED: 12,271



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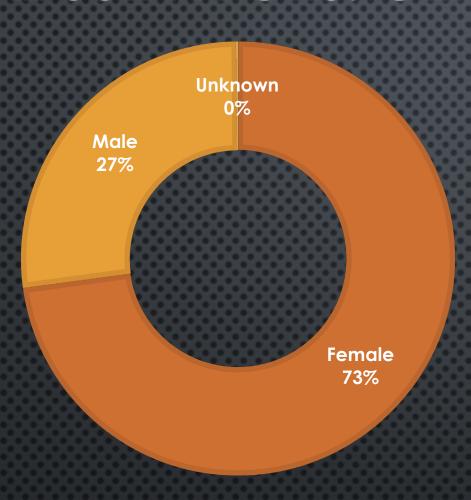
TOTAL SURVIVORS: RACE/ETHNICITY



FISCAL YEAR 2022-2023

(OCT. 1, 2022-SEPT. 30, 2023)

TOTAL SURVIVORS: GENDER



PROTOCOL OF NOTE

In addition to standard dispatch and response to the Calls Mentioned prior, APD Victim Services has additional protocol related to:

- AUTOMATIC DISPATCH TO ALL SEXUAL ASSAULT-RELATED CALLS FOR SERVICE
- SUPERVISOR/MANAGER NOTIFICATION OF ALL CITY OF AUSTIN EMPLOYEE DEATHS
- IMMEDIATE MANAGER NOTIFICATION OF OFFICER-INVOLVED SHOOTINGS (OIS)
 - CRISIS RESPONSE TEAM ASSIGNMENT TO OIS WHEN WITNESS AND/OR FAMILY IS PRESENT ON-SCENE
 - ASSIGNMENT AND FOLLOW-UP OF INVESTIGATIVE SUPPORT TEAM COUNSELOR
 - ADVOCACY FOR FAMILIES RELATED TO INTERNAL COMMUNICATION WITH DETECTIVES
- LARGE-SCALE INCIDENT RESPONSE PLAN INCLUSION
- DEATH NOTIFICATIONS FOR TRAVIS COUNTY MEDICAL EXAMINER

COLLABORATIONS & COMMUNITY PARTNERS

- Austin-Central Texas Suicide Prevention Coalition
- Austin Travis County Family Violence Task Force
- Austin Travis County Hate Crimes Task Force
- Austin Travis County Sexual Assault Response and Resource Team
- CENTRAL TEXAS COALITION AGAINST HUMAN TRAFFICKING
- CHILD PROTECTION TEAM
- COLLECTIVE SEX CRIMES RESPONSE MODEL PROJECT
- Immigration Services Network of Austin
- TRAVIS COUNTY COMMERCIAL EXPLOITATION OF YOUTH ADVISORY COUNCIL
- PLANET SAFE CONSULTING COMMITTEE
- TRAVIS COUNTY COMMERCIAL EXPLOITATION OF YOUTH ADVISORY COUNCIL
- VICTIM SERVICES COALITION





"COMPARED TO OTHER LARGE POLICE AGENCIES ACROSS THE COUNTRY,
APD VICTIM SERVICES DIVISION, COMPRISED OF NON-SWORN
COUNSELORS, SETS THE STANDARD AS A BEST PRACTICE IN RESPONDING TO
AND SUPPORTING VICTIMS AND SURVIVORS OF SEXUAL ASSAULT."

-POLICE EXECUTIVE RESEARCH FORUM Nov. 2022