



# APD VICTIM SERVICES

PROVIDING SUPPORT, TRAUMA EDUCATION, ADVOCACY, AND RESOURCE  
EMPOWERMENT FOR VICTIMS AND SURVIVORS THROUGHOUT AUSTIN SINCE  
1981.



# VICTIM SERVICES

## ORGANIZATION CHART

**Kachina Clark**  
Victim Services & Wellness  
Manager

**Tracy Morris**  
Victim Services Manager

**Marcy Alonzo**  
Community Engagement  
Specialist

**Stephanie Burgess**  
VS Supervisor

**Vacant**  
VS Supervisor

**Roxana Ortega-Hart**  
VS Supervisor

**Silvana Giono**  
VS Supervisor

**Kathryn Herbers**  
VS Supervisor

Liliana Eguia  
Lead Counselor

Makeebee Kadri  
Lead Counselor

Jacque Berrelleza  
Victim Services Counselor

Agustin Aragon  
Victim Services Counselor

Jeannie Tomanetz  
Lead Counselor

Cody Mitchell  
Victim Services Counselor

Madi Jones  
Victim Services Counselor

Anna Lisa Girouard  
Victim Services Counselor

Sandra Barrera  
Victim Services Counselor

Marlisha Brown  
Victim Services Counselor

Juliet Ludlow  
Victim Services Counselor

Melby Huerta  
Victim Services Counselor

Diana Leal  
Victim Services Counselor

Adriana Duarte  
Victim Services Counselor

Skye Dettenheim  
Victim Services Counselor

Alyssa Koelemay  
Victim Services Counselor

Connie Geerhart  
Victim Services Counselor

Lisa Ralston  
Victim Services Counselor

Krista Ellison  
Victim Services Counselor

Jessica Webster  
Victim Services Counselor

Bianca Martinez  
Victim Services Counselor

Kayla Feher  
Victim Services Counselor

Susan Villagomez  
Victim Services Counselor

Latoria Green  
Victim Services Counselor

Emily Westerhof  
Victim Services Counselor

Courtney Kobold  
Victim Services Counselor

Michael Jackson  
Victim Services Counselor

VACANCIES: 1  
Victim Services Counselor

Cristma Garcia  
Victim Services Counselor

Veronic Kozaczka  
Victim Services Counselor

Savannah Kay  
Victim Services Counselor

Ciara Early  
Victim Services Counselor

Terri O-Brien-Cross  
Victim Services Counselor

Rachel Mayorga  
Victim Services Counselor

VACANCIES: 3  
Victim Services Counselor

Lindsay Martin  
Victim Services Counselor

Gloria Salazar  
Victim Services Counselor

VACANCIES: 4  
Victim Services Counselor

Andrea Morris  
Victim Services Counselor

# VICTIM SERVICES

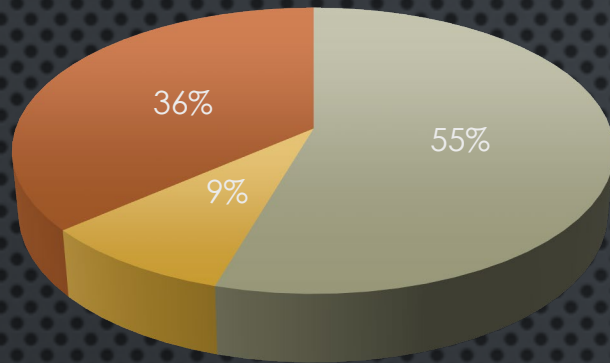
CRISIS RESPONSE TEAM (CRT)	INVESTIGATIVE SUPPORT TEAM (IST)
24/7 Mobile Response Units	Counseling Support
On-Scene Crisis Counseling	Education Related to Judicial Process
Dispatched with Officers	Psychoeducation
Address Immediate Needs	Advocacy
Resource Provision	Longer-Term Safety Planning
Advocacy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

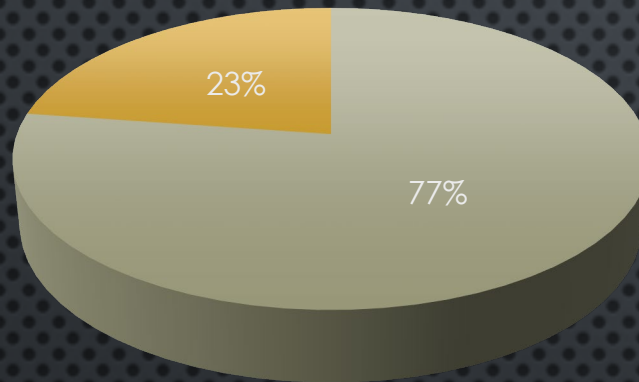
## Race



■ White ■ Black ■ Hispanic

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



■ Masters ■ Masters w/ License





# 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**

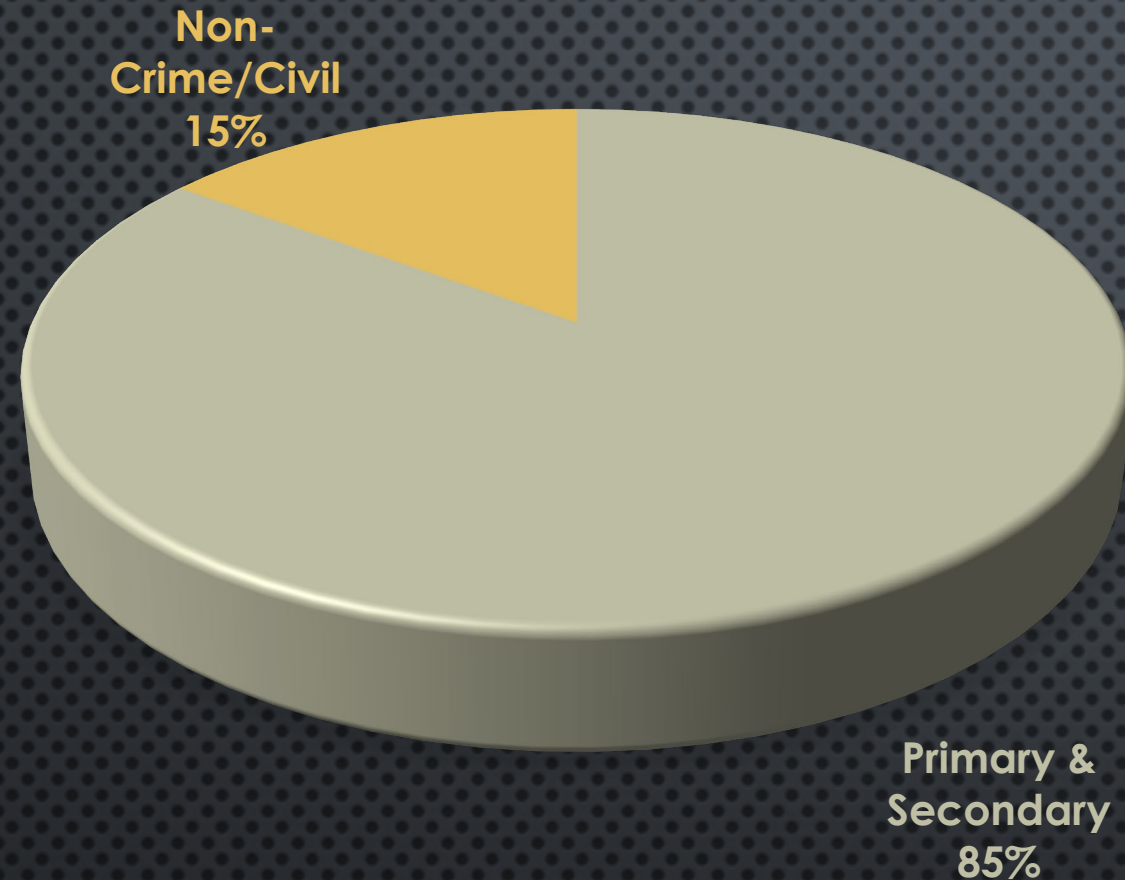




FISCAL YEAR 2022-2023

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

**TOTAL SURVIVORS SERVED: 12,271**

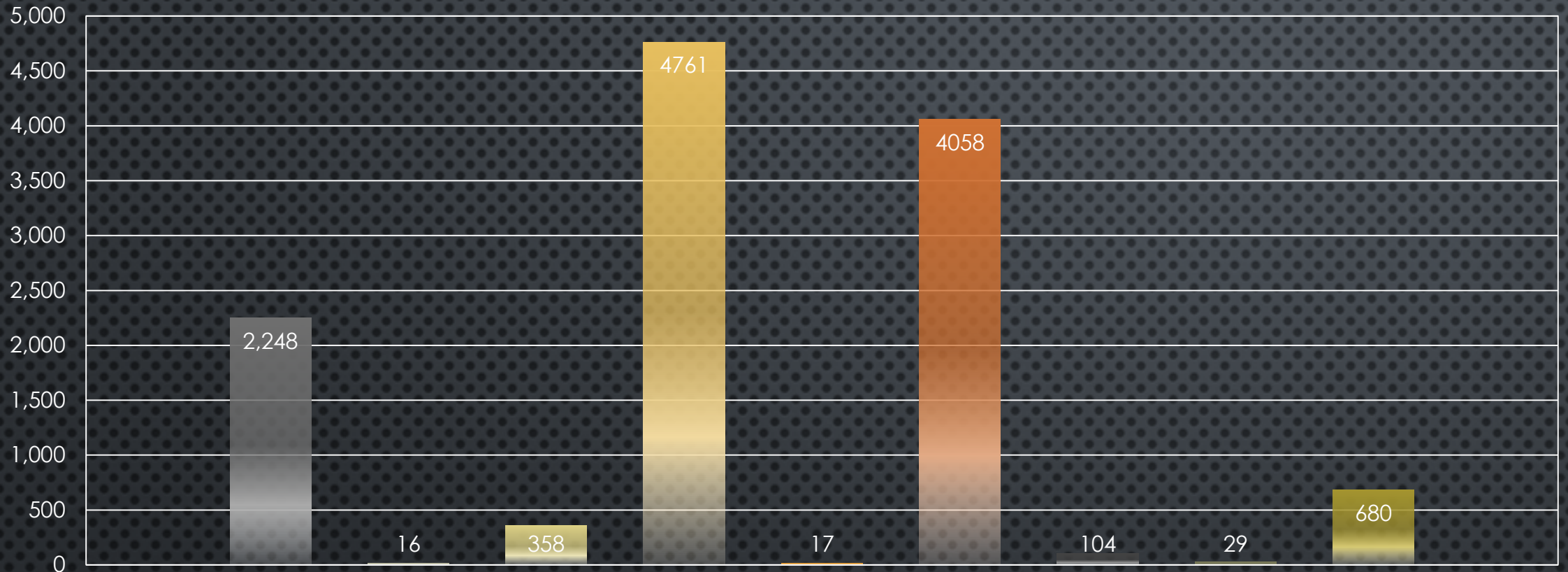




FISCAL YEAR 2022-2023

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

# TOTAL SURVIVORS: RACE/ETHNICITY



Black/African American

American Indian

Asian/Middle Eastern

Hispanic/Latina/o

Pacific Islander

White/Caucasian

Multiple Races

Other Race

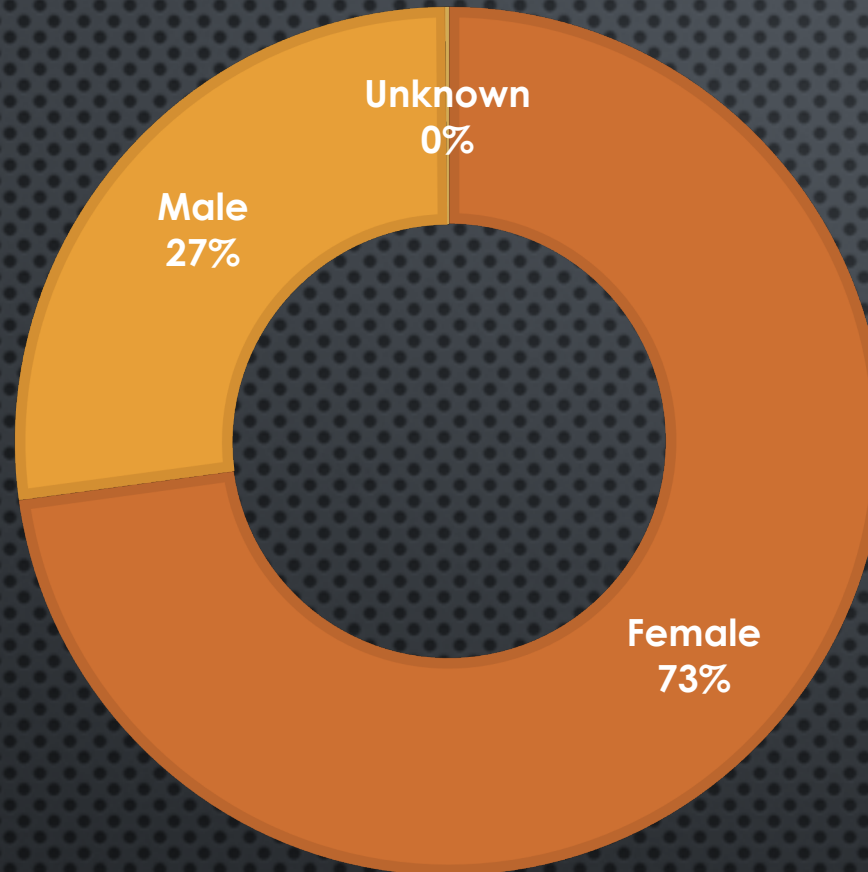
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FISCAL YEAR 2022-2023

(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

