

# Services to Victims of Crime Project Update

July 29, 2014

Dear Service Provider,

I am writing to provide you with an update on the "Services to Victims of Crime" initiative which will prepare contracted service providers who deliver victim service and violence against women programs for the process of open procurement.

Phase 1 of the Services to Victims of Crime initiative commenced with an online survey of 200 contracted service providers. I am pleased to provide the attached report which provides a detailed summary of the survey results as well as information about the next steps of this initiative. The survey was launched on May 16, 2014 and closed on June 20, 2014 and covered topics on program design and service delivery, records management, working with Aboriginal, Immigrant and Refugee clients and coordination activities. We had a strong response rate and we wish to thank everyone who took the time to complete it. The information obtained has been very useful and will assist greatly in informing future consultation activities.

Phase 2 of the Services to Victims of Crime initiative will involve consultation focused on getting further feedback from contracted service providers on specific issues pertaining to program design and service delivery. It will also provide additional information about what service providers can expect from the Branch's open procurement activities including the timing of these activities. It is expected that consultation will take place in October and November and further information will be distributed in September.

Many service providers have questions about the timing of our procurement activities. As we have communicated, the intention is to begin phasing-in procurement processes beginning in 2015/16. As this is a phased in approach, the current program application process will largely remain the same for most service providers for 2015/16 contracts.

We remain committed to providing you with regular updates on this initiative. Updates are posted on our website at: [www.pssg.gov.bc.ca/victimservices/service-provider](http://www.pssg.gov.bc.ca/victimservices/service-provider). In addition, Program Managers remain available to answer any questions you may have.

Thank you for your continued commitment and dedication and the important work you do in supporting victims of crime and violence. I look forward to working with you throughout future phases of this initiative.

Sincerely,

Lynda Cavanaugh, Assistant Deputy Minister



Community Safety and Crime Prevention Branch  
Ministry of Justice

302 – 815 Hornby Street, Vancouver BC V6Z 2E6  
Telephone: 604 660-5199, Facsimile: 604 660-5340  
[victimservices@gov.bc.ca](mailto:victimservices@gov.bc.ca)



Ministry of  
Justice