



Innovations in Victim Services for Underserved Populations

The Center for Human Services Research (CHSR) was contracted by the New York State Office of Victim Services (NYS OVS) to identify innovative programs and practices that reach underserved crime victims. This work was the first step in a larger project to enhance the provision of services to underserved victims in New York State.

EVALUATION & RESEARCH

The research conducted by CHSR focused on programs that had reached, or could be adapted to increasing access to, the following underserved populations:

- young men of color,
- transgender individuals,
- the elderly, and
- deaf/hard of hearing individuals.

These populations were identified as underserved (and in need of services) in an earlier [needs assessment](#) of crime victims in New York State and after consultation with [NYS OVS](#). CHSR conducted a literature review of programs and practices, followed by interviews with jurisdictions where innovations were implemented. A final report was prepared that described the innovations and provided recommendations to enhance the provision of services to underserved victims in New York State.