

North Carolina Department of Public Safety

Governor's Crime Commission

Roy Cooper, Governor Erik A. Hooks, Secretary Robert Evans, Chairman Caroline C. Valand, Executive Director

Governor's Crime Commission Crime Victim Services Committee Meeting Virtual Meeting Via WebEx 1201 Front Street Raleigh, NC 27609

Tuesday, February 9, 2021 10:00 am -12:00 pm Meeting Minutes

Attendees:

Members: Patrice Andrews, Charles Blackwood, Charles Brown, Leto Copeley, David Elliott, Samuel J. Ervin IV, Patricia Lawler, Susan Osborne, Beverly Scarlett, Theresa Starling (for Tracy Lee), Mary Williams-Stover, Pamela Thompson, Michael Yaniero

GCC Staff:

Katrina Agasino, Diane Barber-Whitaker, Michelle Beck, Daun Brown, Sandy Dixon, Jim Lassiter, Nicki Livingston, Karen Lombri, Sara Smith, Caroline Valand

Speakers:

Nazneen Ahmed, Suzan Evans (for Deana Joy), Monika Johnson-Hostler, Trishana Jones, Christine Long, Kiricka Y. Smith, Elizabeth Watson,

Call to Order:

Chief, Patrice Andrews called the meeting to order at 10:04 a.m. A roll call was taken and a quorum was present.

Reminders:

Ethics: Chair reminded the members of the General Statue, Chapter 138A-35, and other provisions of the State Government Ethics Act/Recusal.

Review and Approval of Minutes: Chair Andrews

Chair Andrews called attention to the meeting minutes from November 4, 2020. The minutes were approved by the Committee members.

CVS Updates: Sandy Dixon, lead CVS planner

<u>Awards 2020 Summary</u> provided a summary of the GCC CVS Cycle 2020 awards noting that all 217 projects had been awarded totaling \$69.8M.

Priorities 2021 Summary -

MAILING ADDRESS: 4234 Mail Service Center Raleigh, NC 27699-4234

www.ncdps.gov



OFFICE LOCATION: 1201 Front Street Raleigh, NC 27609 Phone: 919-733-4564 Fax: 919-733-4625 Ms. Dixon provided an overview of the new applications for GCC CVS Cycle 2021 which had just closed January 31, 2021 totaling approximately \$104M. Additionally, GCC staff had learned of potential cuts to VOCA 2021 for the states, which will fund these projects, that could reduce the VOCA funds to NC to \$35M for 2021. With this reduction in expected funding, she noted the potential for significant dialogue about how to address the reduction during the CVS Committee application review meeting on May 11th. An additional meeting to the May 11th meeting was discussed and further information regarding a potential additional meeting will be sent to Committee members.

Scoring Training for CVS Committee Members: Sandy Dixon

Ms. Dixon presented an overview of the scoring procedures and criteria for 2021 applications to the Committee. Scoring by Committee members will occur April 1st-30th in GEMS.

<u>Presentations about 2020 VOCA – COVID-19 Victim Outreach and Direct Assistance</u> projects:

- 1. NC Department of Justice: Nazneen Ahmed Presentation attached.
- 2. NC Council for Women and Youth Involvement Office: Kiricka Y. Smith Presentation attached.
- 3. NC Human Trafficking Commission: Christine Long Presentation attached.
- 4. NC Victim Assistance Network: Elizabeth Watson Presentation attached.
- 5. NC Coalition Against Domestic Violence: Trishana Jones Presentation attached.
- 6. NC Coalition Against Sexual Assault: Monika Johnson-Hostler Presentation attached.
- 7. Child Advocacy Centers of NC: Suzan Evans for Deana Joy Suzan Evans presented for Dean Joy. The purpose of the CACNC project was for the purchase of sanitation and personal protective equipment to allow the CACs in NC to continue their work using a multidisciplinary team approach in the investigation, prosecution, treatment of child abuse victims and their supportive families. The following items were purchased: plexi glass shields, portable UVC lights (3 sided) for Forensic room settings which was used in between cases to sanitize for the next victim, hard wire UVC lights,

germicidal cabinets, Mobile I Record units, air purifiers, Go to Meetings and Go to Webinar for CAC's, and tele-mental health services.

Old Business: Sandy Dixon

There was no old business.

New Business: Sandy Dixon

Ms. Dixon reminded to members to complete and submit CVS Committee Contact form.

Adjournment:

Sandy Dixon adjourned the meeting at 12:07 PM for Chair Andrews who had to leave the meeting early.

Meeting Minutes Taken By: Sara Smith

Attachments:

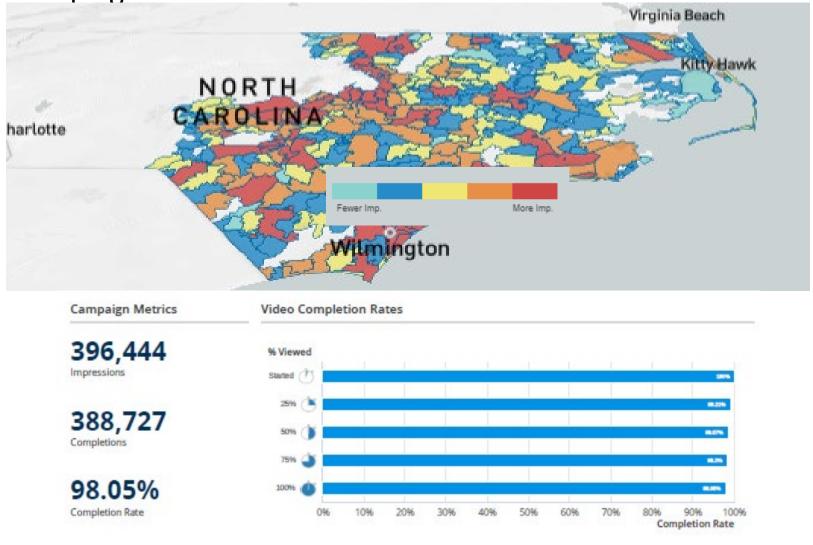
- 1. Webex_Initial_Cover_Screen_Staff-Updates_Scoring-Overview_2021-02-09
- 2. GCC-VOCA NCCADV-Individual Assistance
- 3. HTC Report 2.9.2021
- 4. NCCASA Campaign Report 2020 (1)
- 5. NCDOJ_GCC Update 02092021 (003)
- 6. NCVAN COVID 19 Presentation

SEEK • EMPOWER • ENGAGE

GCC CVS Committee Meeting Media Outreach Campaign February 9th, 2021



Spectrum Reach AudienceTrak dashboard provides real time and transparent reporting for every aspect of the outreach campaign.





Youth Involvement

SEEK • EMPOWER • ENGAGE

Networks	Impressions	Contribution
	39,186	11.18%
BET* BET	32,420	9.25%
ESPN App	25,747	7.35%
Hbs TBS	25,542	7.29%
MTV STA	24,206	6.91%
VH1 VH1	19,566	5.58%
Cartoon Network	16,772	4.79%
OWN	16,356	4.67%
alos. Nickelodeon	15,204	4.34%
Devices	Impressions	Contribution
toku	237,858	60.00%
Apple	44,289	11.17%
Amazon	32,795	8.27%
TV	22,868	5.77%
TB VOD	15,448	3.90%
Soogle	12,023	3.03%
(box	10,793	2.72%
Browser	6,579	1.66%
amsung	3,608	0.91%
Indroid TV	3,180	0.80%





NCCWYI partnered with Spectrum Reach on the outreach campaign "Look Beyond the Mask." Spectrum is North Carolina's primary cable TV and internet service provider.



COMSCORE.



experian.



Council for Women & Youth Involvement



LE BETTER DATA BETTER DECISIONS

IHS Markit

Radio One Raleigh



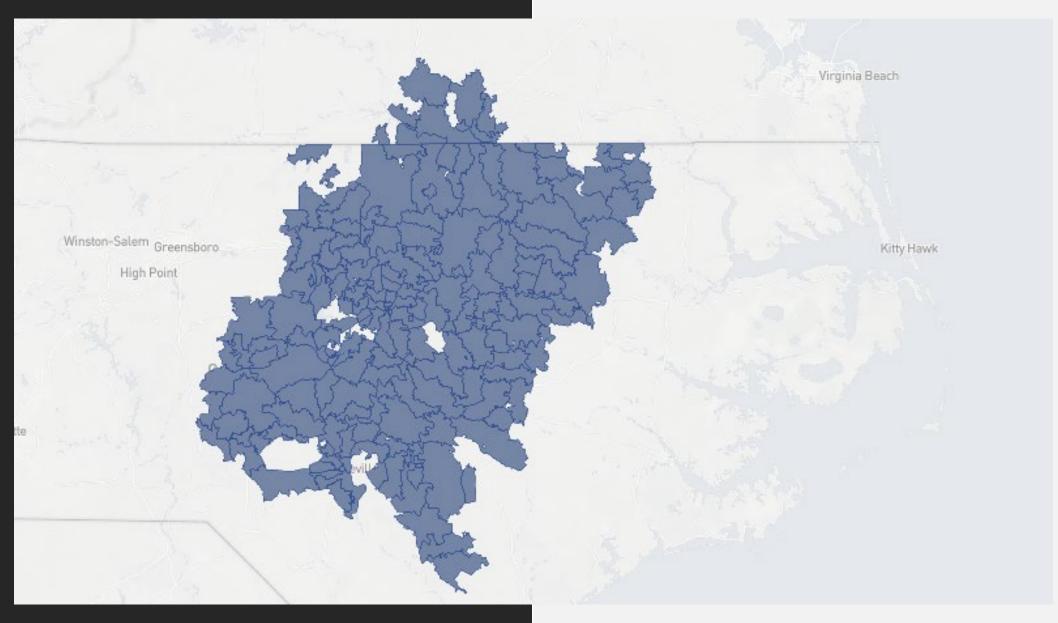
Today's R&B and Classic Soul





L'ITL'ODLC.COM

Real Hip-Hop and R&B



ROS 300x250 Banners



Station	Impressions	Clicks	Click thru rate
WFXC	12,001	16	0.13%
WNNL	12,000	684	5.70%
WQOK	12,000	17	0.14%

Radio One Totals

ltem	Reach/Impressions/ Messages/Spots	Engagement/Clicks
Facebook	4,204	91
Instagram	2,846	33
ROS 300x250 Banners	36,001	717
Homepage Takeovers	32,354	43
Roadblocks	5,652	3
RDS	93,221	-
Streaming	750	0
Geotageting	176,759	268
TOTALS	351,787	1,155

Questions?

Contact:

Kiricka Yarbough Smith Human Trafficking Program Director NC Council for Women and Youth Involvement Department of Administration kiricka.yarbough.smith@doa.nc.gov



Youth Involvement

SEEK • EMPOWER • ENGAGE &

GCC Public Awareness Grant

- •Video
- Radio



- Digital Outreach to 5 Industries
- •Website Landing Pages
- •Content Specialists, including survivor voices

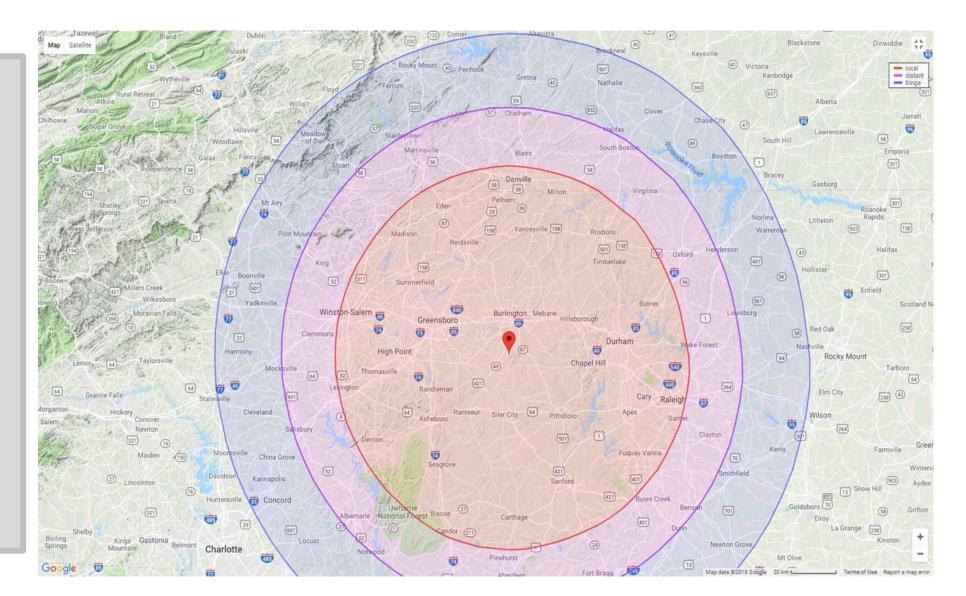


Public Awareness Grant

3 Short Videos can be found on our website and on YouTube:

General Awareness – Commission Focus General Awareness – Community Focus Law Enforcement Awareness and Intro

- Trusted by listeners for more than 17 years
- 194,700 different
 listeners tune in to La
 Ley each week
- 64,000+ listen on our mobile app
- Largest reach of any other Spanish language medium



La Ley reaches over half of the Hispanic population in Central North Carolina



HT Outreach by County

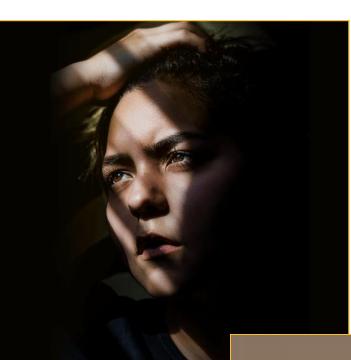
📕 Youth Trafficking 📕 General Human Trafficking Awareness Ads 📕 Agriculture Ads 📕 Labor Trafficking

Not Represented: Ads will also be marketed to 70 Illicit Massage Industry locations in 20 cities across the state.

Service Provider Coverage for National Hotline calls: 8 agencies, 5 regional response teams and 2 task forces.



Learn more about human trafficking in NC



General Human Trafficking Ad Set

Human Trafficking is happening all over NC. There are things you can do about it.

> Learn more about human trafficking in NC

SPEAK UP NC .org



The digital ad designs and campaign website are available to agencies across the state interested in conducting outreach or awareness. We hope to see this resource used more in North Carolina. Find out more at SpeakUpNC.org or visit the Commission's general website at HTC.NCcourts.gov.

Labor Trafficking Ad Set

(English and Spanish)

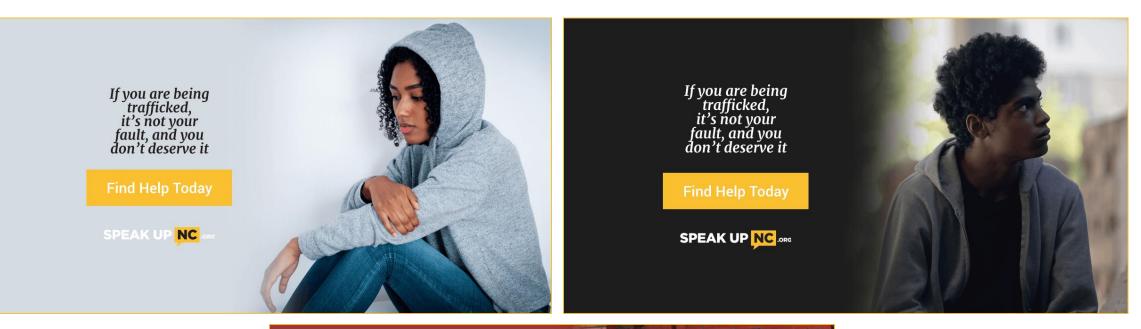
It is illegal to be required to work to pay off a debt

earn how you can report your abuse

<text><text><text>

The digital ad designs and campaign website are available to agencies across the state interested in conducting outreach or awareness. We hope to see this resource used more in North Carolina. **Find out more at SpeakUpNC.org or visit the Commission's general website at HTC.NCcourts.gov.**

Youth Focus Ads



It's not your fault, and it wasn't your choice, even if you think it was. Find Help Today



Agricultural Industry Focused Ads



The digital ad designs and campaign website are available to agencies across the state interested in conducting outreach or awareness. We hope to see this resource used more in North Carolina. **Find out more at SpeakUpNC.org or visit the Commission's general website at HTC.NCcourts.gov.**

Illicit Massage Industry Ads (Mandarin)



The digital ad designs and campaign website are available to agencies across the state interested in conducting outreach or awareness. We hope to see this resource used more in North Carolina. **Find out more at SpeakUpNC.org or visit the Commission's general website at HTC.NCcourts.gov.**



Digital Outreach Results

(curtesy of WRAL Digital Solutions)

The campaign ran in September 2020 on platforms such as YouTube, TikTok, and Facebook. Some of the most notable results were:

Display advertising campaigns are typically measured based on clickthrough rate (CTR), which is the rate at which people click on ads in a given platform. The average display advertising "CTR" is .08%. In many cases our outreach messages tripled or quadrupled the average click through rate.

The campaign drove 30,124 total pageviews to the website in one month.

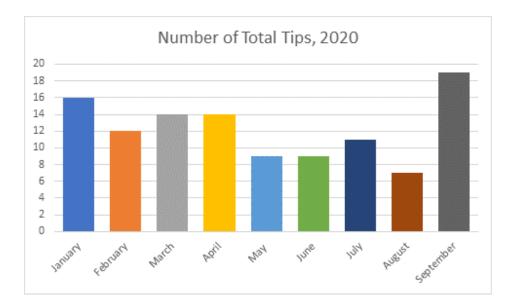
The time spent on each landing page was significant, showing that people were highly engaged with the content. **Normally, people spend an average of less than 15 seconds on any given website.** Here is the breakdown of time spent on each campaign page. o Average Time Spent on General Public Education Page: 01:20 o Average Time Spent on Agriculture Trafficking Victim Page: 03:35 o Average Time Spent on Labor Trafficking Victim Page: 03:35 o Average Time Spent on Youth Trafficking Victim Page: 04:09 o Average Time Spent on Illicit Massage Victim Page: 01:33



Public Awareness Grant Results

National Hotline Tips to Law Enforcement

2017 September 6 tips 2018 September 5 tips 2019 September 7 tips 2020 September 19 tips





NC Coalition Against Sexual Assault: Q3 2020 Campaign Report

WRAL.com

WRAL.com Run of Site Display Ad Totals:

- Impressions: 1,666,659
- Clicks: 1,578
- Click Through Rate: 0.09%

Key Takeaways:

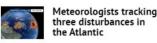
- Your WRAL.com display ads received over a million and a half impressions and outperformed the industry standard click through rate of 0.08%
- Not only did your campaign generate awareness with a significant number of impressions, but the click through rate indicates good user engagement with your call to action.
- These ads ran "run of site" which means they were served all over our website, in articles, on the home page, on different section fronts, etc. This help generate awareness and establish NCCASA as a helpful resource for sexual assault victims.





4 arrested in Garner teen's death; Father says his daughter knew alleged shooter

 Three arrested in weekend murder of teen
 17-year-old found dead outside Bojangles
 Parents of murdered 17-year-old plead for information in case



CBC OPINION Editorial: Felons who've served their prison time should be able to vote after release

SPONSORED A Sanford local's guide to spending an afternoon in the great outdoors

Gane 5 preview: Canes face win-or-go-home game aqainst Bruins

Crews battling massive fire at plastics warehouse in Texas

> Chapel Hill businesses disappointed some students are going home

> > VIEW MORE VIDEO >

WATCH NOW



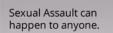
MORE TOP NEWS

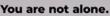
 Damage from NC earthquake more extensive than initially thought

 Raleigh man held under \$10 million bond on sex charges with juvenile

 Key takeaways from night 2 of the Democratic convention

 Duke investigating multiple COVID-19 misconduct allegations



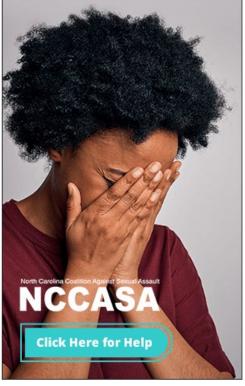




CBC Audience Network Ads

Sexual Assault can happen to anyone.

You are not alone.



CBC Audience Network Targeted Display Campaign Totals:

- Impressions: 750,006
- Clicks: 1,072
- Click Through Rate: 0.14%

<u>Key Takeaways:</u>

- With a click through rate of 0.14%, nearly double the industry average click through rate, the NCCASA ads that were delivered on "the rest of the internet" made an impact with users, with over 1,000 seeking help by clicking on the ads.
- The solid click through rate here suggests we targeted and reached the right users with your message, with many of those users ready to seek help.
- The targeting strategy deployed on this tactic included targeting content around sexual assault, abuse support, and domestic violence support, and behaviorally target people who interacted with domestic violence and sexual assault support. As an added layer on top of the targeting we had adults 18+ in NC to raise awareness and reach those who hadn't started looking for help or resources yet.

Sexual Assault can happen to anyone. You are not alone.



Social Media – Facebook & Snapchat

Facebook:

- Reach: 134,080
- Impressions: 201,916
- Clicks: 1,802
- Click Through Rate: 0.89%

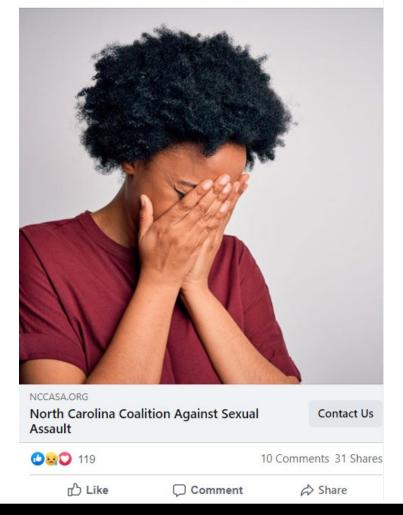
Snapchat:

- Impressions: 2,865,616
- Clicks: 21,288
- Click Through Rate: 0.74%

North Carolina Coalition Against Sexual Assault Sponsored · 🛇

•••

Has someone taken advantage of you? Click here for help.



Key Takeaways:

- Facebook: The "generic" NCCASA ad ran for 10 days but made a strong impact while it did run, reaching over 134,000 people – 1,802 of which clicked through to your website! The average CTR for Facebook across all industries is a 0.90%, so your ads were right on par with the national average even with a short campaign.
- Snapchat: Once we pivoted to Snapchat, your impressions and clicks soared with almost 3 million impressions delivered and a high number of clicks resulting in a click through rate of 0.74% which doubles the industry standard 0.37% CTR for Snapchat! We ran your video PSA on this social platform.

Social Media – Twitter

DS

Overall Campaign Totals:

- Impressions: 2,250,409
- Clicks: 23,242
- Click Through Rate: 1.03%

"Generic" Campaign Totals:

- Impressions: 1,894,148
- Clicks: 20,023
- Click Through Rate: 1.06%

"Title IX" Campaign Totals:

- Impressions: 356,261
- Clicks: 3,219
- Click Through Rate: 0.90%

Key Takeaways:

and the second today.

NCCoalitionAgainstSA @NCCASA · Sep 9

Are you a college student that has been sexually assaulted? You are not

 Both the "Generic" and "Title IX" messages ran on Twitter during your campaign, and both messages solidly outperformed the industry average benchmark click through rate of 0.86%.

NCCoalitionAgainstSA @NCCASA · Aug 20

Sexual Assault can happen to anyone. You are not alone. Reach out for hel

• The "Generic" campaign reached Adults 18+ in North Carolina and the "Title IX" campaign targeted college students in North Carolina.

Google Ads

≓ Ad Display	≓ Impr.	e Clicks	≓ CTR
<u>NCCASA +4 more</u> nccasa.org Sexual Assault Can Happen To Anyone. You Are Not Alone. +1 more	8,084	519	6.42%
<u>NCCASA You Are Not Alone</u> nccasa.org Sexual Assault Can Happen To Anyone. You Are Not Alone. Contact Us For Help.	5,997	373	6.22%
<u>NCCASA Sexual Assault Resources</u> nccasa.org Sexual Assault Can Happen To Anyone. You Are Not Alone. Contact Us For Help.	6,510	370	5.68%
<u>NCCASA Contact Us For Help</u> nccasa.org Sexual Assault Can Happen To Anyone. You Are Not Alone. Contact Us For Free, Confidential Referrals And Services For Victims Of Sexual Assault.	5,274	290	5.50%
NCCASA Get Help nccasa.org Sexual Assault Can Happen To Anyone. You Are Not Alone. Contact Us For Free, Confidential Referrals And Services For Victims Of Sexual Assault.	2,851	273	9.58%

Google Ads - Pay Per Click:

- Impressions: 41,619
- Clicks: 2,389
- Click Through Rate: 5.74%
- Conversions: 16
- Conversion Rate: 0.66%

Key Takeaways:

- Your Google Ads campaign delivered very impactful results. The benchmark for advocacy campaigns is a 4.41% click through rate and overall average across all industries is 3.3% CTR. The high CTR indicates that we're reaching the right audience and users are seeking your assistance. Conversions are defined as calls to NCCASA from a users Google Search and NCCASA received 16 direct calls as a result of this campaign.
- The table at the top shows the top 5 search results based on highest number of clicks received. The table on the right shows the top 10 keyword searches based on highest number of clicks received. For example, if a user typed "sex crime" in Google, one of your ads in the table at the top appeared, and 827 users clicked on that your ad from their "sex crime" search.

e.	= Keywords	= Impressions	e Clicks	≓ CTR
1	sex crime	7,564	827	10.93%
2	North Carolina CASA	7,698	437	5.68%
3	CASA	4,843	208	4.29%
4	NCCASA	1,905	163	8.56%
5	Against Sexual Assault	2,677	141	5.27%
6	Domestic Violence	3,583	140	3.91%
7	Sexual Assault	2,648	121	4.57%
8	domestic violence	3,875	92	2.37%
9	rape	1,702	63	3.70%
10	sexual assault	1,976	60	3.04%

YouTube Advertising:

- Impressions: 427,176
- Interactions: 232,238
- Interaction Rate: 54.37%
- Clicks: 209
- Click Through Rate: 0.05%

Key Takeaways:

 Your YouTube campaign delivered mixed results but generated a lot of awareness. Your interaction rate was significantly higher than industry average 31.9%, but the click through rate was much lower than the industry average 0.51% CTR. Interactions are defined as users who either watched the ad in full without skipping or clicked on the ad to get help, so even though not all 232,238 users clicked on your video PSA, over half of all users that saw your ad watched it in its entirety.

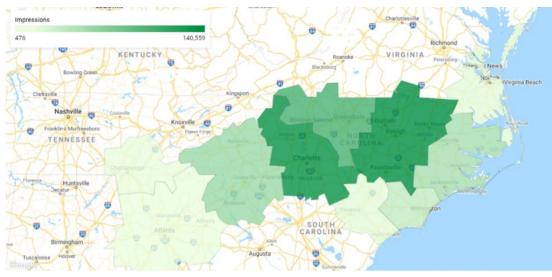


OTT Video Ads

<u>Octane OTT:</u>

- 500,087 Impressions
- 238,942 Unique Viewers
- 2.1 Frequency
- 99.49% Video Completion Rate

Where NCCASA Videos were Served:



Top 15 OTT "Channels" by Impressions Delivered:

Traffic Sources (90)

NAME -	TOTAL 🕶	% DISTRIBUTION -
FOX Sports	97,684	19.53%
The CW Seed	71,742	14.35%
MSNBC	35,313	7.06%
Crackle	24,221	6.84%
The Weather Channel	22,861	6.57%
NCAA	26,011	5.20%
Discovery ID	25,918	5.18%
Pluto	25,639	5.13%
Tubi	24,138	4.83%
Sing	14,691	2.94%
DIY Network	14,338	2.87%
ESPN	12,310	2.46%
FOX News	9,553	1.91%
Food Network	4,411	0.88%
ноту	4,380	0.88%

Key Takeaways & Recommendations:

- The "You Are Not Alone" campaign generated an incredible amount of awareness and user engagement over the three-month campaign, with 8,703,488 total impressions delivered and 51,580 ad clicks that drove users directly to your website.
- With your mix of targeting and awareness and outreach tactics, NCCASA was able to reach victims that may need assistance and resources now, friends and family that are trying to help a victim, or someone that may need your resources in the future.
- Should NCCASA receive a grant for future campaigns, we would recommend a very similar campaign comprised of the following tactics:
 - Targeting:
 - CBCAN
 - Google Ads
 - Twitter
 - Awareness and Outreach
 - WRAL.com
 - Snapchat
 - YouTube (may decrease here to heavy up in other areas)
 - OTT



NCDOJ SEXUAL ASSAULT VICTIM OUTREACH CAMPAIGN February 9, 2021

Background

- Goal: Provide North Carolinians who are most likely to be at risk for or victims of sexual assault and their networks with the education and resources to find help and support.
- Audience: 18-45 year-olds in North Carolina
- Timing: Sept. 22 30, 2020
- Budget: \$299,999.70





NC DOJ > Public Protection > Supporting Victims and Survivors of Sexual Assault

Supporting Victims and Survivors of Sexual Assault

GET HELP | OUR WORK | IMPROVING THE SYSTEM | ADDITIONAL RESOURCES



In North Carolina and across the nation, victims and survivors of sexual assault must navigate a series of obstacles in their journey through trauma, justice, and healing. No two victim-survivors share the same story, or the same journey.



Resources for Victims/Survivors



The justice system must do better for victims of sexual assault.

MOVING FORWARD IS EASIER WHEN SOMEONE'S GOT YOUR BACK.

Whenever you're ready, there's help along the journey.





Resources for Advocates/Partners



We're improving the work we do to better serve them.



HERE FOR YOU SO YOU CAN BE THERE FOR THEM.

Together, we can help victims of sexual assault move forward.



Spanish-language Resources

JUNTOS, PODEMOS PROVEER A LOS SOBREVIVIENTES EL APOYO QUE NECESITAN.

Como usted, trabajamos para poner a las victimas primero.



LOS SOBREVIVIENTES DE AGRESIÓN SEXUAL MERECEN MÁS.

> Es la razón que el sistema de justica está mejorando para que haya ayuda en cada paso.

Attorney General Josh Stein

Results

- 10,690 website visits
- 20,435 total clicks to the website
- Those who visited the website spent an average of 4 minutes and 10 seconds (far above the industry standard of 45 seconds)
- 8,948,790 impressions from Twitter, Facebook, and digital ads



