

Virginia Crime Victim Assistance INFO-LINE

1-888-887-3418 (Toll-free)

What is the purpose of the Crime Victim Assistance INFO-LINE?

The INFO-LINE is designed to provide information and referrals to victims of all types of crime in Virginia; to inform victims of their rights under the Crime Victim and Witness Rights Act and other victim related laws; and provide crisis intervention to callers, as needed.

What is the telephone number of the INFO-LINE?

The telephone number of the INFO-LINE is 1-888-887-3418. This is a toll-free service at no cost to the caller.

What are the INFO-LINE hours of operation?

The hours of operation are Monday through Thursday, 8:30 a.m. to 4:30 p.m.

Where is the INFO-LINE located?

The INFO-LINE operates within the Department of Criminal Justice Services, 1100 Bank Street, Richmond, VA.

When would I consider using the INFO-LINE as a back-up for victims and witnesses in my locality?

“Back-up” services are *intended for victim/witness programs that are staffed with only one-person.* This type of service is available when a grant funded staff person is unavailable due to an extended leave (longer than one week) or vacant position. Examples of extended leave include medical, maternity, disability, etc.

What steps do I need to take to arrange for back-up from the INFO-LINE?

You must complete a Programmatic Change Form which is located on the DCJS Website (www.dcjs.virginia.gov). You will also need to contact our INFO-LINE Coordinator, Carla Wagstaff, to discuss a back-up plan for services. Ms. Wagstaff can be contacted at (804) 225-3453.

What services can I expect the INFO-LINE to offer?

The INFO-LINE provides services to include: victims’ rights explanation, crisis intervention, follow-up counseling, crisis referrals, criminal justice process options explanation, explanation of the criminal justice process, emergency assistance referrals, information on how to obtain protective orders, assistance with filing for compensation under the Criminal Injuries Compensation Fund, information on procedures to obtain restitution, and referrals as it pertains to prisoner release, appeals and habeas corpus proceedings.

***Please note that the INFO-LINE does not provide “on-site” services such as transportation, criminal justice process support, escort services, etc.**