SERVICE OBJECTIVES CHEAT SHEET

1. **Criminal Justice Process**: explain options with respect to criminal justice process (criminal charges, civil remedies, etc.)
2. **Protection Exp.:** info regarding availability of protective orders, “no contact” provisions on bond, ride-bys, etc.

 **Financial Exp.:** info regarding financial assistance & social services available (beyond CICF; SLH; restitution; other state & local)

 **Notices Exp.:** info regarding right to employer intercession; notification of judicial proceedings; changes in court dates; receive notice of inmate status changes

**Victim Input Exp.:** info submit or provide oral VIS; parole process if applicable; right to stay in courtroom unless detriment to case; plea agreements consultations

 **Courtroom Ast. Exp.:** info regarding confidentiality; interpreter; minors may choose an adult to be present in courtroom; advise on closed prelim hearings & closed circuit TV

 **Appeals/Habeas Exp.:** info regarding right to receive notifications from Office of Attorney General on appeals or habeas corpus proceedings

1. **Refer to Victim Services:** refer victims to legal, medical, faith-based, protection or address-confidentiality programs, etc.; refer to federal witness protection if necessary
2. **A. Crisis Referrals:** provide info on agencies that provide crisis intervention, hotlines, counseling and support groups.

**B. Crime Prevention:** direct to law enforcement to obtain crime prevention services, emergency cell phone coordination or safety planning.

**C. Emergency Assist.:** refer to emergency assistance agencies for food, shelter, clothing, etc. Can count even if victim declines

1. **Comp Exp.:** explain how comp works and steps required

**Comp Services:** help fill out form; answer questions; find notary; copy and/or mail application

**Comp Follow-up:** liaison between victim & CICF; claim status info; contacting agencies on behalf of victim; providing case status & dispositions; info on CICF appeal

1. **Emergency Medical Care:** assist in seeking medical care by emergency care personnel
2. **Forensic Exam Accomp.:** accompany victim to forensic medical exam; assist in processing CICF vouchers for costs related to the exam.
3. **Forensic Exam Collect:** perform medical forensic exam or interview; medical evidence collection or services related to collection
4. **LE Interview Accomp.:** assist in scheduling or accompanying victims to LE interview or injury photographing; refer to LE for escort after court or residence monitoring
5. **Individual Advocacy:** assist in securing rights, remedies and services from other agencies; assist in retrieving property held as evidence
6. **Immigration Assist.**: assist with special visas, continued presence application or other immigration relief
7. **A. Intercession Employer:** contact on victim’s behalf with victim’s employer, written or phone

**B. Intercession Creditor:** contact on victim’s behalf with bill collectors, medical providers or third parties

**C. Intercession Landlord:** contact on victim’s behalf with landlord or third parties

**D. Intercession Academic:** contact and work with school officials on victim’s behalf

1. **Child/Dependent Care:** provide or assist in gaining child/dependent care
2. **A. Transport by Agency:** provide transportation to appointments related to criminal case

**B. Reservations:** make reservations or arrangements for victim, i.e. lodging, airfare, bus, train, cab service, etc.

**C. Travel Reimbursements:** process claims for mileage, hotel, meals, etc.; includes arranging transportation by commercial carrier or LE

1. **Interpreter Services:** serve as liaison between victim & criminal justice agencies to obtain interpretation services (language or disability)
2. **Crisis Intervention:** provide crisis counseling; emotional support and/or guidance to victim; may be immediately following a crime, during court, or ongoing
3. **Hotline/Crisis Line:** provide hotline services and operation of a 24/7 telephone service to provide counseling, guidance, emotional support, information and referral
4. **On-Scene Crisis Response:** provide on-scene crisis response
5. **Individual Counseling:** provide follow-up counseling or any short-term peer counseling that is not crisis driven (can be done during first contact if victim not in crisis)
6. **Support Groups:** provide or organize a support group for victims, only counted if your program sponsors the group
7. **Other Therapy:** provide or coordinate victims’ access to traditional, cultural or alternative healing; art, writing or play therapy.
8. **Emergency Financial:** provide orfurnish emergency assistance such as food, clothing, shelter, etc.
9. **Emergency Shelter:** provide or assist with short term housing and services in an emergency situation
10. **Transitional Housing:** provide or assist with short- and long-term housing and services for victims who are transitioning from violent situations or other shelters
11. **Relocation Assistance:** provide or assist with short- and long-term housing and services; includes obtaining housing support from local, state or federal resources
12. **A. Case Status:** info on any significant case developments regarding case, investigation, adjudication (arrest, guilty plea, bond hearings, etc)

**B. Disposition:** provide final disposition of case within 30 working days; can be done verbally; includes dispositions of habeas corpus appeals.

**C. Advance Notification:** provide advance notification of judicial proceedings, including changes in court dates; may be through personal letter or phone

1. **VIS:** assist victim in preparing VIS (written or verbal)
2. **A. Restitution Explanation:** help determine amounts; explain how process works

**B.** **Restitution Monitoring:** monitor payments of court-ordered restitution

 **C. Restitution Collection:** collect & forward payments

 **D. Restitution Enforcement:** request or assist victims in requesting a show cause for delinquency

1. **Business Restitution:** seeRestitution #28. (A-D)
2. **Protective Orders:** provide and assist victims with obtaining protective orders (removed of DV, sexual assault or stalking)
3. **Family Law Issues Assist.:** provide or arrange services with a civil legal attorney, Legal Aid or pro bono for assistance with protection order and family law issues
4. **Other Emergency Assist.:** advising victims they may file a warrant; assisting victims in obtaining available protection options; utilizing the Lethality Assessment Program; obstruct

defendant’s view of the victim

1. **Immigration Attorney:** provide or arrange services with an attorney to assist with special visas, continued presence applications and other immigration relief
2. **Prosecution Interview:** provide accompaniment with the prosecuting attorney; guided tours of the court (i.e. Kids Court, detailed description of courtroom layout)
3. **A. Notification Assistance:** assist victims in completing and forwarding notification request forms to CA; clerks, & other agencies

**B. Liaison--Prisoner Status:** assist victim in completing & forwarding information/notification request to local jails & DOC of change in offender’s status

**C. Confidentiality Forms:** assist victims in completing and/or submitting forms to appropriate agencies

**D. CJ Process Support:** support, assist and advocate for victims at any stage of CJ process, including post sentencing services, support, and explanation of steps

**E. Parole Input:** assist with completion & filing of parole input forms

**F. Escort:** provide escort services to victim to court, meetings, etc. related to the case (e.g. walk from your office to the court w/ victim)

**G. Closed Prelim Hearing:** coordinate closed preliminary hearing or arrange to have the case held until the end of the docket

**H. Closed Circuit TV:** coordinate to arrange closed circuit television for hearing

1. **Other:** services provided that does not fit in an above category.

adapted by DCJS from materials developed by Powhatan/Cumberland Victim/Witness Program