

# Creating a Victim Focus

## A Guide to Working with Victims During Offender Reentry

**TTAC**  
OFFICE FOR VICTIMS OF CRIME  
Training and Technical Assistance Center

Office for Victims of Crime  
**OVC**  
*"Putting Victims First"*

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# Introduction

# What is in this chapter?

The following introduction describes what is in this Guide and how it can help you create or maintain a reentry initiative that focuses on the needs of victims. Specifically, this introduction answers the following questions:

- What are reentry initiatives and what challenges do they face?
- How can this Guide help your reentry initiative focus on victims?
- What is in this Guide?
- Who should use this Guide?
- How was this Guide developed?
- Who helped develop this Guide?

Every year in the United States, over half a million inmates are released from prison. Every day, thousands of these inmates return to the community.

For most inmates who are released, there are victims who have serious concerns about their offender's reentry into society. The victims may be frightened and need help to feel safe. They may wonder about their rights and need help accessing those rights. They may simply want support and need help getting the services that are available to them. Victims have already gone through a lot; it is important not to revictimize them by ignoring their rights and their needs during an offender's reentry.

# 1

## What are reentry initiatives and what challenges do they face?

As the result of significant numbers of offenders returning to communities, specific reentry initiatives have been developed:

- To help offenders reintegrate into their communities.
- To promote victim and community involvement and safety.

Reentry initiatives hold tremendous promise toward successfully reintegrating offenders into their communities, neighborhoods, and homes. These initiatives are also developing innovative ways to research, plan, implement, and develop programs and policies for offender reentry.

Until now, many reentry initiatives have focused solely on offenders. This is a good start, but it is critical for reentry initiatives to also address the needs and concerns of victims. When offenders return to the community, victims need support. They need a plan for how they will deal with the reentry. In particular, they need help adjusting to the reentry, ensuring their own safety and the safety of their families, understanding their rights, and getting the services they need. In order to create a focus on victims, reentry initiatives face several challenges.

### **Challenge One: Reentry initiative staff members may not understand crime victims' issues and needs**

To address this challenge, reentry initiative staff should:

- Use the tools and techniques in this Guide to better understand the needs of victims during reentry.
- Review the rich body of research about victims' rights, needs, and concerns.
- Work with victim service providers to conduct specific assessments of their reentry initiative's jurisdictions.

### **Challenge Two: Reentry initiatives fail to consider crime victims and community members as "key stakeholders" in their efforts**

To address this challenge, reentry initiatives should:

- Use the tools and techniques in this Guide for bringing victims and communities into the reentry process.

- Review existing initiatives and determine “who is at the table” in terms of reentry planning and “who is left behind.”
- Provide guidance on how to include victims and community members in reentry planning and explain why including these groups is so crucial.
- Develop agency mission statements that identify victim safety as a critical part of offender accountability.
- Promote the role of crime victims and community members in reentry initiatives in articles for the victim assistance field and reentry initiative field.
- Work with the Office of Justice Program’s (OJP) “Serious and Violent Offender Reentry Initiative” to review the active involvement of victims and community members in their sites.
- Provide the “Offender Reentry and Crime Victim Issues” manual to all reentry partners and offer training and technical assistance to sites on how to incorporate the recommendations in it.

**Challenge Three: Reentry initiatives focus on offenders’ transition needs and ignore victims’ needs**

To address this challenge, reentry initiatives should:

- Use the tools and techniques in this Guide to shift the focus of reentry to victims.
- Make “preventing further victimization” the theme for reentry initiatives.
- Emphasize victim-sensitivity at the core of the reentry initiative’s mission.
- Emphasize the cost of victimization and how prevention will reduce state and local public safety costs.
- Provide leadership information and training to OJP sites about the importance of preventing further victimization and engaging crime victims and community members in the process.

# 2

## How can this Guide help your reentry initiative focus on victims?

This Guide will help you build and maintain a focus on victims as you create and maintain your reentry initiative. As you develop reentry practices and policies, the Guide contains information and tools to help you:

- **Include victims as key stakeholders in your initiative.** Victims have an important role in an offender's reentry. Much of this Guide focuses on including victims and other key community members in your initiative. By engaging victims in your reentry initiative, you eliminate the "us versus them" mentality and help the victims feel that their needs are being addressed.
- **Learn about victims' needs and rights.** In order for reentry projects to be truly successful, you must learn about the specific needs and rights of victims. This Guide helps you get feedback from victims, victim supporters, and victim services providers. With this feedback, you can develop a coordinated and sensitive response to their needs. It also contains a list of victims' rights during the reentry process—rights that you can help victims understand and use.
- **Address victims' needs.** When an offender reenters society, victims have a range of needs from safety to offender accountability. This Guide gives you useful information and innovative tools to help you address victims' needs at all points in an offender's reentry.

# 3

## What is in this Guide?

This Guide includes innovative tools, programs, policies, and protocols that you can use as you develop your offender reentry initiative. The Guide is divided into six sections dealing with different aspects of victims' needs and a set of appendices with helpful information.

These sections are:

1. **Notifying victims about their rights.** This section discusses victims' rights to timely information and notification. It also includes actions you can take to ensure that victims can access these rights.
2. **Ensuring victim safety and protection.** This section discusses victims' safety and protection needs during reentry. It includes a list of innovative programs that help to keep victims safe.
3. **Providing services to victims.** This section discusses other types of services that victims may need during reentry. It also includes tools for assessing victims' needs and directing them to appropriate services.
4. **Helping families during reentry.** This section discusses the role of the family during offender reentry. It contains useful tools to assist families when a family member is reentering their lives.
5. **Working with interfaith communities during reentry.** This section discusses the important role of interfaith communities in reentry partnerships. It contains guidance on how to work with interfaith communities safely and effectively.
6. **Promising practices.** This section discusses some of the promising practices in victim information, notification, and safety that have been used successfully in jurisdictions around the country. It offers tips on how you can incorporate these practices into your work.
7. **Appendices and Internet Resources.**

# 4

## Who should use this Guide?

Partners in reentry initiatives should use this Guide to ensure that they keep a focus on victims during the reentry process. If reentry initiatives do not properly address the needs and concerns of victims, then reentry partners will not fulfill their commitment to ensuring individual and community safety. Anyone in a reentry partnership can use this document to learn more about ways to address victims' needs during reentry. Some key reentry partners who can use this document are:

- Law enforcement and justice system agencies, including:
  - Prosecutors.
  - System-based victim assistance programs.
  - Pre-trial services.
  - Defense counsel.
  - Judiciary professionals.
  - Court administration staff.
  - Probation staff.
  - Paroling authorities and/or parole boards.
  - Institutional corrections staff.
  - Appellate-level case managers.
  - State and local public policy makers.
  
- Victims service providers in the community, including:
  - Mental health professionals.
  - Treatment professionals.
  - Public health professionals.
  - Social services.
  - Substance abuse programs.
  - Family services.
  - Inter-faith communities.
  - Ex-offender programs.
  - Schools.
  - Community-based volunteer organizations.
  - Organizations that serve culturally diverse clients.
  - Civic organizations.
  - News media.
  
- Victims' private support networks, including:
  - Individual volunteers from the community.
  - Private and public sector employment.
  - Crime victims' family members, co-workers, friends, etc.

# 5

## How was this Guide developed?

This Guide was developed as part of the U.S. Department of Justice’s Serious and Violent Offender Reentry Initiative (SVORI). This Initiative distributes grants to states and jurisdictions to address offender reentry issues. Through the Initiative, 69 states and jurisdictions have received grants to address offender reentry.

As part of the Serious and Violent Offender Reentry Initiative, the Office for Victims of Crime (OVC) has sponsored the “Offender Reentry and Crime Victim Issues” Project. This Project ensures that grantees under SVORI maintain an appropriate focus on victims as they develop reentry policies. OVC’s SVORI Project Team collected the data for this Guide through discussions with stakeholders, consultant expertise, and calls to the field for promising practices (many of which have been incorporated into this document).

# 6

## Who helped to develop this Guide?

The following people helped to develop this Guide:

- Core Project Team members Carroll Ann Ellis, Director of Victim Services for the Fairfax County, Virginia, Police Department; and Anne Seymour, Director, Justice Solutions, Washington, D.C.
- Leadership and guidance were provided by Emily C. Martin, Director, Technical Assistance, Publications and Information Resources (TAPIR), Office for Victims of Crime, U.S. Department of Justice; and the staff of the Office for Victims of Crime Training and Technical Assistance Center. The Project Consultants are grateful for the guidance they provided in the development of the Guide.
- Special thanks is extended to Jim Jordan, Strategic Planning and Resource Division of the Boston Police Department; Sharon English, California Youth Authority Parole Board Hearing Officer; and Carol Shapiro and Katie Sawicki of Family Justice in New York City for their contributions to the “Helping Families During Reentry” section of this Guide.

# Notifying victims about their rights

1

# What is in this chapter?

This chapter helps you understand victims' core rights during reentry. It also gives you tools and techniques to use as you work with victims to access these rights. The eight core victims' rights discussed are the:

- Right to apply for victim compensation.
- Right to apply for restitution.
- Right to public information about the offender.
- Right to be notified before an offender is released.
- Right to information about parole hearings.
- Right to give input at parole hearings.
- Right to information when the offender is released.
- Right to be notified about parole revocation, modification, or discharge hearings.

The chapter also includes a list of general practices that will help you in notifying victims.

Victims have specific, concrete rights that begin the moment a crime is committed against them. Ideally, victims would be fully informed of their rights at every step in the process: at the time the crime is committed, during the justice process, while the offender is incarcerated, and when the offender reenters the community. Unfortunately, this is not always the case. Victims are sometimes not informed of their rights in time to use them, or they may not be notified of any rights until the time when their offender reenters the community, leaving them frightened and unprepared to deal with an unfamiliar corrections system.

To build a victim focus, reentry initiatives need to ensure that victims get information about their rights at all stages of reentry. This information helps victims make informed decisions about their lives, their safety, and their futures. Without this information, their capacity to make these important decisions is diminished.

Notifying victims of their rights is a fundamental first step toward guiding victims to all the services they are eligible for—it is a stepping-stone for victims to access other services. Victim notification programs are an important way to provide even broader assistance to victims in need.

# 1

## Right to apply for victim compensation

Compensation is available to help victims pay for some of their expenses and financial losses which resulted from a crime. As part of your victim services, you should help victims learn about compensation and how to get access to it. This section will help you:

- 1 Review your state's laws to determine what compensation victims are eligible to receive.**
- 2 Provide information about compensation to victims at the time of the crime.**
- 3 Develop resources for law enforcement that clearly explain victim compensation.**
- 4 Help victims understand what they must do to get compensation.**
- 5 Address the needs of victims who may need compensation when their offender is released, but who did not file compensation claims at the time the offense.**

### **1 Review your state's laws to determine what compensation victims are eligible to receive**

You should first learn what kind of compensation is available to victims in your state. Maximum benefits paid by compensation programs vary, with possible benefits typically ranging from \$15,000 to \$35,000, although a few states have lower or higher maximum benefits. Victim compensation programs are available in all 50 states, the District of Columbia, the Virgin Islands, and Puerto Rico.

Compensation programs can provide financial assistance to victims of nearly every type of violent crime including rape, robbery, assault, sexual abuse, drunk driving, domestic violence, and survivors of homicide. Most programs cover a basic core of offenses, although eligibility requirements and specific benefits of compensation programs vary somewhat from state to state.

Compensation programs are intended to help victims pay for expenses such as medical care, mental health counseling, and lost wages. In cases of homicide, they can also help pay for funerals and loss of support. However, they often do not cover lost, stolen, or damaged property.

## **2 Provide victims with information about compensation at the time of the crime**

Because there are limitations on when victims can apply for compensation, you should provide victims with information and guidance at the time the crime occurs. Doing so will assist victims in getting the help they need quickly. It will also help them avoid any problems in meeting the compensation program's filing deadlines (which generally are within one or two years of the commission of the crime).

To make sure that victims get information about compensation quickly, you can:

- Work with the National Association of Crime Victim Compensation Boards (NACVCB) to emphasize the importance of training “first responders” to provide such information.
- Provide training to law enforcement personnel to help them inform victims of their rights at the time of the crime.
- Provide standard training for victim service and reentry professionals so they can help victims open compensation claims at the time of the crime. You should focus on helping victims open claims regardless of whether they have current or pending expenses. To do this, you will need to help them document why they may have expenses later, when the offender reenters the community (for example, victims' needs might include mental health counseling, help with relocation, etc.).

## **3 Develop resources for law enforcement that clearly explain victim compensation**

By developing resources that focus on victim compensation, you improve your ability to get the information into the hands of victims at the time of the crime. You should focus on making your resources clear, concise, and easy for law enforcement personnel to provide to victims. Some examples of useful resources are pocket cards or simple brochures that are easy for law enforcement personnel to carry and use.

## **4 Help victims understand what they must do to get compensation**

You should help victims understand the steps they need to take to qualify for compensation. Victims must:

- Report the crime promptly to law enforcement.
- Cooperate with police and prosecutors in the investigation and prosecution of the case.
- Submit a timely application to the victim compensation program (25 states have filing periods of two years or more, while other states have filing periods of only one year).

At every point where the victim interacts with the system (from law enforcement processes through corrections and reentry), you should provide the victim with information about the

right to apply for compensation, how to access this right, and how to get help in completing the required forms.

**5 Address the needs of victims who need to file for compensation outside of their state's filing deadline**

You should identify victims who need compensation, but did not originally apply for compensation within your state's filing deadlines. Victims who did not initially apply for compensation may need services such as mental health counseling or assistance related to safety issues when their offender is released. However, without an "open compensation claim," these victims may not meet your state's requirements for aid. You should review your state's laws to help victims understand why they do not meet the legal filing requirements and what they can do to get compensation even if they do not already have an open claim.

# 2

## Right to apply for restitution

Victims have a right to apply for restitution from their offender. As part of your victim services, you should help victims learn what restitution is and what they need to do to get it. Additionally, you will need to work with the judicial system in your state to help ensure that restitution orders are secured early in the judicial process. This section will help you:

- 1 Review your state's restitution laws and revise them when necessary.**
- 2 Share information about state restitution laws with other reentry partners.**
- 3 Inform victims about their right to restitution.**
- 4 Develop a brochure for offenders about their legal obligations and possible civil liabilities.**
- 5 Use a checklist to ensure that you have addressed all of the major issues concerning financial and legal obligations of offenders.**
- 6 Provide guidance to victims about documenting restitution.**
- 7 Help victims secure restitution orders in cases where offenders are sentenced to periods of incarceration.**
- 8 Develop methods for offenders to pay restitution while incarcerated.**
- 9 Help get restitution orders converted into civil orders for collection in the future.**
- 10 Ensure that original restitution orders are supplied to parole boards.**

### **1 Review your state's restitution laws and revise them when necessary**

Every state has different laws concerning restitution. You should start by clearly understanding the restitution laws for your state. Your state's department of corrections should be able to help you by providing information about current restitution laws. Once you review the laws, you may need to work with victim assistance programs to change or modify laws to ensure that the first priority of offender payments is victim restitution.

## **2 Share information about state restitution laws with other reentry partners**

Everyone who works with victims needs to understand the restitution laws in your state. You should actively share information you have about restitution with your reentry partners, such as community-based victim service providers. By getting information out to all reentry partners, you will help ensure that they can tell victims what they need to do to get restitution.

## **3 Inform victims about their right to restitution**

You should also help victims understand their right to apply for restitution. One way to do this is to develop brochures that discuss what restitution is and how to get it. You can also include this information in existing resources that you regularly provide to victims.

## **4 Develop a brochure for offenders about their legal obligations and possible civil liabilities**

Just as you need to inform victims of their right to apply for restitution, you should also inform offenders of their responsibility to pay restitution when they are required to do so. They should clearly understand their legal obligations and any civil liabilities. Creating a brochure or developing another simple, clear way to convey that information will help victims get the restitution they deserve.

## **5 Use a checklist to ensure that you have addressed all of the major issues concerning financial and legal obligations of offenders**

Restitution is a complicated, yet crucial, part of the victim's judicial interactions. As you work with victims, you will need to ensure that you have addressed all of the major issues concerning restitution for their individual cases. The major issues surrounding restitution are:

- Did the original sentencing order include an order of restitution?
- Was this information included on the commitment document?
- Was contact information for the victim provided?
- Does the victim have documentation of the order?
- Does the victim wish to seek compliance with the order? (Often, if the victim has safety concerns, financial and legal obligations are not a priority.)
- Does the paroling authority (or the supervising agency in cases where offenders are released without a parole hearing) have documentation of financial or legal obligations?
- Have offenders been notified of their responsibilities and possible civil obligations?
- Can the offender receive assistance in securing gainful employment to help fulfill his or her obligation?

- Is there a system in place to collect and disburse financial and legal obligations to the victim without any contact between the offender and the victim?

## **6 Provide guidance to victims about documenting restitution**

Getting restitution usually requires some paperwork. You can help victims understand what they need to document in order to get restitution. To do this, you can provide copies of “Documenting Losses for Restitution” to victim service providers, crime victims, courts, and probation and parole agencies.

## **7 Develop or increase training for judges and prosecutors about the need to have a court order for restitution to help victims get restitution while offenders are incarcerated**

Offenders’ legal and financial obligations—including victim restitution, child support, and civil judgments—are extremely difficult to monitor and collect. Victims need a court order to seek financial or legal obligations while the offender is incarcerated as well as when the offender is released. Even so, judges are often hesitant to order restitution. It is critical that judges understand how important their initial orders are in aiding victims. Educating judges to include legal and financial obligations in court orders to establish offender accountability is very important. These court orders ultimately add leverage to supervision plans that will be developed in the future for an offender.

## **8 Develop methods for incarcerated offenders to pay restitution**

Only a handful of state correctional agencies (California is often cited as the model) and the Federal Bureau of Prisons have programs to collect restitution from incarcerated offenders. Some state correctional agencies have developed policies where legal or financial obligations can be deducted from the offender’s prison account.

## **9 Help get restitution orders converted into civil orders for collection in the future**

Often arguments are made in court that “the offender is indigent and cannot afford to pay restitution.” You can challenge this argument by countering that many or most victims cannot afford to cover the costs associated with criminal victimization and that restitution orders can be converted to civil orders for collection in the future. You can develop or increase training for judges and prosecutors to ensure that more orders for restitution are converted into civil orders.

## **10 Ensure that original restitution orders are supplied to parole boards**

Parole boards need to have access to restitution orders so that they can incorporate outstanding orders for offenders’ financial or legal obligations into the conditions of their release. You should help ensure that parole boards review the original court sentencing documents, since only a few parole boards have the authority to order restitution if it is not included in the judge’s sentence.

# 3

## Right to public information about the offender

Too often, victims ask for information about an offender, only to hear “we cannot tell you anything.” This response is not only discouraging to victims, it is also inaccurate. Victims are entitled to whatever offender information is classified as “public information.” Reentry initiatives should make it a priority to determine exactly what type of information about offenders is available to victims. This section will help you:

- 1 Determine what information about offenders is public information.**
- 2 Consolidate public information and educate victims about their right to receive such information.**
- 3 Educate community- and system-based victim service providers about the information that is available about offender status and how victims can access this information.**
- 4 Ensure that justice and corrections professionals know what information victims have a right to know.**
- 5 Help victims get access to public information about offenders.**
- 6 Publicize and use “Offender Status Web Sites” and other sources of offender information that are sponsored by departments of corrections.**

### **1 Determine what information about offenders is public information**

Laws about what constitutes public information are different in every state. It is important to first review laws in your state to understand what information you can legally share with victims. You can also work with agencies in your state to determine what information you can and cannot share according to agency policies.

### **2 Consolidate public information and educate victims about their right to receive such information**

You can establish a group of reentry professionals to consolidate public information for victims and then educate victims about their rights.

**3 Educate community- and system-based victim service providers about the information that is available about offender status and how victims can access this information**

You should also make sure that victim service providers know what is public information and know how to get that information into the hands of victims who need it.

**4 Ensure that justice and corrections professionals know what information victims have a right to know**

Even criminal justice professionals may not be aware of all of the information that victims have a right to know. You can:

- Provide written and verbal information about Federal and State statutes that protect offender confidentiality.
- Provide training to probation, parole, and corrections professionals about how to present “victim access information,” since the law requires confidentiality for some offender information.

**5 Help victims get access to public information about offenders**

You should help victims get access to public information about their offenders while also helping them understand the limitations to information they can get about offenders. In general, victims can and should get the following information:

- Full name and aliases used by the offender.
- Access to a current photograph of the offender.
- Street address, neighborhood, or general vicinity of the offender’s location.
- Employment status of the offender.
- Medical or mental health status of the offender.
- Offender’s clear understanding of provisions of any standing “no contact” orders.
- Detailed list of conditions of supervision (see “*Sample Conditions of Community Supervision*” in the “*Right to information when the offender is released*” section of this chapter).
- Any violations of conditions of supervision (including notification of such violations).
- Participation in treatment programs (such as batterers’ intervention, alcohol or other drug counseling, sex offender treatment, anger management, etc.).
- Status of treatment participation (attendance, progress, etc.).

- Results of alcohol or other drug testing.
- Polygraph requirements and status.
- Limitations on computer/Internet access and status.
- Compliance with legal and financial obligations (including restitution, child support, and civil judgments).

**6 Publicize and use “Offender Status Web Sites” and other resources that are sponsored by departments of corrections**

Several states have developed Web sites and resources aimed at getting public information about offenders into the hands of victims and communities. You can use these resources as a model or a template for developing your own.

*See Appendix A, Ohio Department of Rehabilitation and Corrections “Institution Summary Report” for a model*

#### **OHIO’S INSTITUTION SUMMARY REPORT**

The Ohio Department of Rehabilitation and Correction has developed an “Institution Summary Report” for offenders who are being considered for parole. It includes disciplinary records (including all violations), work assignments, programs that the inmate has participated in while incarcerated, and the parole plan. The Ohio Parole Board has made the information on this form “releasable,” which means it can be shared (upon request) with victims whose offenders are being considered for parole. A copy of Ohio’s “Institution Summary Report”—which can be modified for offenders being supervised in the community through reentry programs—is included in Appendix A.

# 4

## Right to be notified before an offender is released

For many victims, the idea that the person who hurt them is being released into society causes considerable anxiety. You can help alleviate this anxiety by working with victims to ensure that they understand their right to information and notification about the offender's release. All criminal justice, juvenile justice, and victim service providers should advise victims of their right to notification and clearly explain the consequences of not registering for notification. This section will help you:

- 1 Review your state's laws concerning victim notification.**
- 2 Inform victims of their notification rights and what is required of them to receive such rights.**
- 3 Train law enforcement to get information to victims about their notification rights at the time of the crime.**
- 4 Share victims' requests for notification across agencies.**
- 5 Get information about release dates to victims as early as possible.**
- 6 Provide victims with information about the Automated Victim Notification System.**
- 7 Ensure that victims know other ways to get notification information.**

### **1 Review your state's laws concerning victim notification**

Again, there can be differences in each state about what notification a victim can get about an offender's release. You should determine what your state's laws are so that you can better advise victims and victim service providers.

### **2 Inform victims of their notification rights and what is required of them to receive such rights**

Some important steps to help you get accurate information to victims are:

- For each state, develop a list of all possible points of notification for victims along with the victim's role in accessing notification rights. Then:

- Include this list in all victim information resources that are provided from community- and system-based criminal or juvenile justice, victim assistance, and reentry professionals.
  - Provide this list in paper-based and electronic formats to all professionals who interact with victims for inclusion in their victim information resources.
- Provide registration forms for notification electronically and online through departments of corrections and allied professional agencies.

### **3 Train law enforcement to get information to victims about their notification rights at the time of the crime**

Because law enforcement officers are at the scene of the crime, they have the first opportunity to talk with victims about their rights. Since an offender’s reentry may not occur for years, it becomes even more valuable to communicate with victims at the initial point of contact. The table below lists methods that law enforcement can use to get the right information to victims early in the process.

#### **SOME METHODS LAW ENFORCEMENT CAN USE TO GET INFORMATION TO VICTIMS**

- Pocket cards that contain information about how to access victims’ rights.
- Contact information for law enforcement-based or prosecutor-based victim service programs to help with notification.
- Brochures about victims’ rights and services.
- Relevant notification forms.
- A brochure or fact sheet about how to enroll in the automated victim notification program (if available).
- A telephone number for victim assistance and notification imprinted on the actual police report (a copy of the police report is given to the victim).
- Information provided orally and in writing for traumatized victims.
- Follow-up telephone calls to see if further information is needed.
- Referrals to system- and community-based victim assistance programs for further help.

### **4 Share victims’ requests for notification across agencies**

Victims interact with a wide variety of agencies. By sharing victims’ requests for notification across agencies, you can ensure that the requests are honored by each relevant agency (for example, jails, prosecutors, courts, corrections facilities, or probation or parole boards). Some ways to do this are to:

- Develop interagency agreements that determine each agency’s role in documenting victims’ requests for notification and share this information across agency lines.
- Develop protocols that ensure victim confidentiality and protection of personal notification information across systems.

## **5 Get information about release dates to victims as early as possible**

Victims should be notified of the earliest possible release date of the offender soon after the offender is incarcerated. You should help ensure that your state’s department of corrections informs victims of the earliest possible release date and tells them what rights they may have. Victims should also be given the following information about release dates:

- The fact that the offender may earn “good time credit” (in applicable jurisdictions) and the requirements and eligibility to earn such credit.
- The potential impact that “good time credit” might have on the offender’s overall length of confinement.
- The differences between determinate sentencing and indeterminate sentencing and their respective impact on victims.

## **6 Provide victims with information about the Automated Victim Notification System**

You should advise victims of the Automated Victim Notification System if your state has it. To do this:

- Check to see if your state is one of the 36 states currently using automated victim notification.
- Give victims information about how to access and use this service. Victims who register for automated victim notification will receive immediate notification of the offender’s current status from the Call Center. When the victim enters a Personal Identification Number (PIN), the automated calls cease. In addition, victims can contact the Call Center 24 hours a day, 365 days a year to receive updates about the status and location of the offender. In many jurisdictions, they can also talk to an operator who can provide them with further information or assistance, or a referral to a local victim service program (often in multiple languages, and with TTY access universally available).
- Include the toll-free telephone number for automated notification in all victim information resources.
- Provide roll call training to law enforcement about automated victim notification and how to offer victims information about this right and service.

## 7 Ensure that victims know other ways to get notification information

Review the different ways that victims can access information about the offender in your state and then share these resources with victims. Some possible sources of information are:

- **Departments of Corrections Web sites.** Many of these Web sites include detailed information about offenders under their supervisor both in institutions and the community. One example is the Florida Department of Corrections, [www.dc.state.fl.us](http://www.dc.state.fl.us), which allows searches for information about:
  - Absconders/fugitives.
  - Supervised population offenders.
  - Inmate population offenders.
  - Inmate release information.
  - Inmate escape information.
  - Escapes within the past 30 days.

Electronic links to its Victims Assistance Office home page are provided on the Department's main home page. In addition, victim notification registration forms may be offered electronically and online by departments of corrections, along with general information about victims' rights and services provided by the agency.

*See Internet Resources #1, Florida Department of Corrections "Offender Search" Sample Web Page*

- **Victim services programs.** Forty-five state correctional agencies and the Federal Bureau of Prisons have victim services programs.

*See Appendix B, Corrections-based Victim Services Programs—Contact Information*

# 5

## Right to information about parole hearings

Parole hearings are often the “gateway” to offender reentry. Because of this, it is important to ensure that victims understand and feel comfortable with the process. This section will help you:

- 1 Review your state’s laws to determine how victims can be involved in the parole process.**
- 2 Learn what victims want and need to know about the parole process.**
- 3 Provide information to victims about the parole process.**
- 4 Ensure that the parole board has relevant victim information in offender files.**
- 5 Create a more comprehensive understanding among parole board members and hearing officers about victims’ rights, needs, and concerns.**
- 6 Notify victims in a timely manner of the parole board’s decision.**
- 7 Give victims relevant information about their offender’s release.**

### **1 Review your state’s laws to determine how victims can be involved in the parole process**

Victims’ rights and services relevant to parole hearings will differ depending on the state in which the victims live. You should review your state’s laws to determine how victims can be involved.

### **2 Learn what victims want and need to know about the parole process**

To develop appropriate information to victims about the parole process, you should start by meeting with victims and service providers to:

- Determine what information victims and witnesses want and need to know about the parole process.
- Learn about problems that victims and witnesses may have experienced in the past with the agency or any concerns they have about the agency.

### **3 Provide information to victims about the parole process**

You should take a dual approach to providing information to victims:

- Include basic information about victims' rights relevant to parole in all victim information resources (both print and electronic).
- Ensure parole-based victim service providers train their professionals about the needs of victims. Not every state has a parole-based victim service provider, but if your state does, you should ensure the victim service provider is involved in efforts to cross-train professionals about victims' rights and services throughout the parole process.

### **4 Ensure that the parole board has relevant victim information in offender files**

Often, an offender's official file does not reflect the full magnitude of the crime that he or she committed or its impact on the victim. You should ensure the parole board has as much information as possible about the original crime and the effect of the crime on the victim.

### **5 Create a more comprehensive understanding among parole board members and hearing officers about victims' rights, needs, and concerns**

- Provide the "Victim Issues for Parole Boards" videotape to all state parole authorities, and ensure it is included in the National Institute of Corrections training for new parole board members. This video offers valuable insights into victims' concerns and needs throughout the parole process. It is free and available by contacting the OVC Resource Center at (800) 627-6872, and requesting *NCJ 180108*.
- Provide copies of the following recommendations from Sharon English, a long-time victim advocate who is currently a hearing officer of the Youthful Offender Parole Board in California, to parole authorities<sup>1</sup> :

## **RECOMMENDATIONS FOR PAROLING AUTHORITIES**

### ***Train parole board members***

Parole board members or hearing officers are usually political appointees and, although well-intentioned to consider crime victim concerns, they are often voicing a personal or political point of view and have not received basic training about victim' rights, sensitivity, or how to involve crime victims or their survivors in the hearing process. Training for parole board members and staff must be addressed as part of their orientation and inservice instruction, just as the legal rights of offenders, the handling of files, and the interviewing of offenders and their families are addressed. There should be a section in the training manual for parole board members dedicated exclusively to crime victim issues—not just a statement about “we care.”

### ***Get input from crime victims as part of the parole process***

Crime victims bring important information to the hearing that is probably not captured in other materials or reports the parole board will review. Most of the reports are offender-directed regarding the offender's view of the offense, programming progress, discipline actions, and future plans. The victim or survivor brings an additional reality to the hearing regarding the actual facts of the crime, the long-term victim impact of the offender's criminal or delinquent act, the victim's opinion of what should happen next, and any special conditions of release they might want considered. It is not uncommon for victims to actually support release back into the community, especially for juvenile offenders; often, the victim has an interest in helping the offender succeed.

### ***Focus questions on how the offender has taken responsibility for his or her crime***

Questions for offenders about their parole readiness should focus on how they have taken responsibility for the harm caused to their actual victim, their community, their family, and even their own lives. Answers to these questions will give the hearing officer some insight into changes offenders have made and any specific behaviors to which they are committing themselves that can then be evaluated. For example, offenders saying they are responsible for restitution and actually paying it to the victim should be a measure of success on parole and should be considered when deciding on a category of discharge or termination of supervision. These categories can also affect future sealing of records or expunging of files for juvenile offenders.

### ***Protect victim confidentiality in the parole process***

Although information or statements obtained from victims at parole hearings or through written or videotaped materials cannot be withheld from the offender, it is permissible to summarize the information presented for the record. In all cases, the confidentiality of the victim's name and address can and should be protected. When victims have not responded to correspondence about the hearing, the correctional staff needs to record this lack of response in the record.

*continued...*

## **RECOMMENDATIONS FOR PAROLING AUTHORITIES** *(continued)*

### ***Prepare carefully for victim/offender interactions***

Many parole members or hearing officers think victim/offender discussions are appropriate and helpful. This important dialogue, however, must take place only in the presence of and under the supervision of trained personnel. Both the victim and the offender require preparation for how the session will be conducted and what the outcomes might be. Unfortunately, parole board members sometimes will say to offenders, “Turn around and say you are sorry.” Or, as it has also happened, the board member will tell the offender to write a letter of apology, and then gives the offender the victim’s address. However well-meaning, both of these types of interactions should be handled in a much more sensitive way under the supervision of trained personnel.

### ***Incorporate a victim-focus into parole board reports***

Reports to the parole board about the offender most often are written by correctional personnel who have not been trained in victim issues and whose background is offender-based through education or career experience. The reports tend to talk about the offender’s progress and not about what was done that harmed other people, except in the brief review of the commitment offense. It is appropriate for parole board members to ask for examples from the offender and the staff about exactly how the offender has accepted responsibility for his or her actions and how he or she will repay the losses. Learning job skills and raising an educational grade level a few notches does not ensure that the offender’s attitudes about harming other people have changed.

### ***Order restitution as part of every parole or release***

Restitution should always be ordered as a condition of parole or release. Upgraded discharge or termination actions should consider non-payment or lack of effort to pay as cause for a lesser category.

### ***Address disciplinary actions in a restorative justice context***

Disciplinary actions coming before the parole board for additional time should be discussed in a restorative justice context. For example, is more time the only option for addressing the behavior?

### ***Treat crimes against correctional personnel the same as crimes against other victims***

For those offenses that involve crimes against correctional personnel, the board should consider the staff member as a victim with the same standing they would accord a victim in the community.

### ***Develop materials describing the key elements of the parole process***

The parole board operation has a role in each of the common elements of victim services including notification, information, restitution, protection, involvement, and allowing a voice. Materials describing the parole process need to address each of these areas and how they work in concert with the adult and juvenile correctional systems.

**6 Notify victims in a timely manner of the parole board's decision**

You should notify victims of a parole board's decision to release an offender immediately following the hearing or within two weeks of the decision. This notification can help victims prepare for their futures and make any plans needed to enhance their personal safety and security.

**7 Give victims relevant information about their offender's release**

When you notify victims of a parole board's decision, you should also include information that tells them about the offender's community supervision, including the conditions of parole and whom they can contact for assistance.

# 6

## Right to give input at parole hearings

When victims are given the chance to give input at parole hearings, it validates their experience and shows that the justice system cares about them and how they were affected. At the same time, victim input can offer information about the offender’s “method of operation” that can be used to develop conditions of supervision when he or she is released. You should work to ensure that victims are aware of their right to give input. Additionally, you should work with parole authorities to ensure that victims are heard. This section will help you:

- 1 Review your state’s laws to determine victims’ rights to attend or provide a victim impact statement at parole hearings.**
- 2 Help victims prepare and deliver input at parole hearings.**
- 3 Ensure that victims’ input is used in parole hearings.**

### **1 Review your state’s laws to determine a victim’s rights to attend or provide a victim impact statement at parole hearings**

Laws concerning victim input are different from state to state. Review laws in your state to better understand victims’ rights at parole proceedings.

### **2 Help victims prepare and deliver input at parole hearings**

- Inform victims of the various ways they can give input at parole proceedings (for example, in person or through victim impact statements that are written, audiotaped, videotaped, or video- or satellite-conferenced). Provide training to victim service providers about these various approaches so that they can work with victims to prepare impact statements.
- Develop guidance for victims about how to best present their impact statements to the parole board and/or parole hearing officers.

**3 Ensure that victims' input is used in parole hearings**

- Increase training for parole authorities about the importance and value of victims' input. Focus on how victims' input can help drive decisions that will affect both the offender and the victim.
- Promote greater collaboration between departments of corrections classification staff and court personnel to ensure that victim impact statements and other input are received and documented.

# 7

## Right to information when the offender is released

When an offender is released, victims are often anxious and fearful. Helping them get access to clear information about the offender's release can alleviate those concerns. Just as offenders need a clear plan for their release, victims also need an appropriate plan for the future. This section discusses victims' right to information about an offender's release. In particular, it covers:

- 1 **The location where the offender will be released.**
- 2 **Conditions of offender supervision.**
- 3 **Contact information for the offender's supervisor.**
- 4 **The Interstate Compact and an offender's ability to move.**

### 1 **The location where the offender will be released**

Review your state's laws about what information victims can get concerning their offender's release

In many states, victims are entitled to know where the offender is returning to the community. While an exact location may not be offered, it is helpful to inform the victim about the neighborhood or community in which the offender will be reentering.

**Get victims' input about their safety needs related to the offender's release**

- Talk to victims about their safety concerns. If victims have significant safety concerns, these should be taken into consideration. For example, victims in California can request that the department of corrections not release their offender within a certain mile radius of their homes or businesses.
- Ensure that parole boards understand the importance of victims' safety needs as the parole board develops conditions for the offender's release.

**Provide victims with information about the offender's location when they are released**

Ensure that victims have contact information for:

- Corrections-based victim service programs that can provide location information.

- Web sites that document the location of offenders (including sex offender registries) in applicable states.

Some states have already developed resources to help get offenders' location information to victims. You should review these resources as you develop your own.

### **WASHINGTON STATE VICTIM NOTIFICATION PROGRAM**

In Washington, notification laws include the provision that sex offenders and dangerous mentally ill offenders have a reduced level of privacy. Therefore, when these offenders propose an address where they want to reside after release, any of their victims registered in the Department of Corrections (DOC) Victim Notification Program are notified of that address. The victim is then given the opportunity to provide input into the release plan, identifying any safety concerns that might exist. These concerns are considered prior to any release address being approved by the DOC.

Victim input has enhanced the Department's investigation of the address. Victims often have valuable information about community concerns, such as the location of day care centers, school bus stops, and victim proximity issues to an offender's proposed address. This information is generally not found in the offender's file. The victim is then informed of the DOC's investigation of the release address and, if approved, the victim is told the exact address where the offender will reside.

### **FLORIDA'S CORRECTIONS OFFENDER NETWORK**

The "Corrections Offender Network," sponsored by the Florida Department of Corrections ([www.dc.state.fl.us](http://www.dc.state.fl.us)) provides detailed information about offenders who are released to community supervision. This information includes:

- Photographs.
- Identifying information (for example, name, race, gender, height, weight, etc.).
- Offenses of conviction.
- Aliases.
- Identifiers.
- Incarceration history.
- Release facility.
- Stated residence upon release.
- Prior community supervision history.

A sample printout with information about a Florida offender who has reentered the community is included in Internet Resources #1.

*See Internet Resources #1, Florida Department of Corrections "Offender Search" Sample Web Page*

## 2 Conditions of offender supervision

Victims often want information about the conditions of release for an offender who is returning to the community. Usually victims want to make sure that the conditions reflect their concerns. Victims' concerns may include:

- Their personal safety and the safety of their loved ones.
- Remuneration for legal and financial obligations imposed by the court.
- A desire for the offender to receive appropriate treatment or to participate in programs that help him or her understand the impact of his or her crimes on victims and the community.
- A desire for the offender to not re-victimize them or to harm a new victim.
- (In some cases) prohibitions against the offender having contact with the victim or his or her family.

### Get input from victims into conditions of community supervision

Review the victim impact statement to determine victims' concerns about safety, information, notification, etc., and address them in conditions of community supervision.

### Help develop conditions of community supervision that are individualized, relevant, realistic, and research-supported<sup>2</sup>

You should try to ensure that the conditions of community release are individualized, relevant, realistic, and research supported. The box below explains of each of these characteristics in more detail.

#### **RECOMMENDATIONS FOR DEVELOPING CONDITIONS OF COMMUNITY SUPERVISION**

##### ***Develop individualized conditions***

This requires that individual offender conditions of release avoid standard or boilerplate conditions whenever possible by law or practice. Too often, conditions of supervision are developed without enough consideration for the uniqueness of each released offender.

##### ***Develop relevant conditions***

To ensure conditions are relevant, they should be developed considering the potential risk posed by and the needs of an individual offender. A validated risk/need assessment and an assessment of the community or neighborhood to which the offender is returning should be performed before determining conditions of release. Furthermore, relevant conditions of release need to take into consideration—to the degree possible—victim and community concerns and desires.

*continued...*

## **RECOMMENDATIONS FOR DEVELOPING CONDITIONS OF COMMUNITY SUPERVISION**

*(continued)*

### ***Develop realistic conditions***

Conditions of release should also consider whether the offender would be able to realistically comply with or complete the conditions during the period of supervision. They should also take into account whether the supervising agency can realistically ensure compliance or completion. For example, restitution payments should reflect the earning capacity of the offender, with attention paid to job training and skills development to increase the likelihood of making restitution payments; treatment compliance should take into account the availability and appropriateness of treatment options.

To this end, it will be important to regularly review and adjust conditions of release based on offender progress. For example, the offender must first find housing and employment before he or she can realistically be expected to make restitution payments; or if the offender only earns enough money to pay for basic living expenses, it is unrealistic to expect him or her to also pay other financial obligations without putting the community at risk. Furthermore, the number of conditions of release should be reasonable enough that the offender and the supervising agency can realistically ensure compliance.

### ***Develop research-based conditions***

Finally, to the extent possible, conditions of release should be developed considering evidence-based and research-supported practices. To help ensure successful compliance, it is important that conditions of release encourage practices and interventions that have demonstrated effectiveness given the uniqueness of the offender and the needs of the victim.

## **Help develop conditions of community supervision that emphasize victim safety**

The following sample conditions of release include a range of options for offender supervision that emphasize victim safety, offender accountability, and the prevention of further crimes.

## **SAMPLE CONDITIONS OF COMMUNITY SUPERVISION**

### ***Basic conditions***

The offender:

- Must report to his or her supervising officer.
- Must obey all laws.
- Cannot possess weapons.
- Must seek gainful employment.

*continued...*

## **SAMPLE CONDITIONS OF COMMUNITY SUPERVISION** *(continued)*

### ***Movement***

The offender:

- Must obey restrictions on his or her movement and location (specifically those that involve contact with potentially vulnerable populations, such as children, elderly persons, or persons with disabilities).
- Cannot leave the state without explicit permission.
- Must obey specific restrictions on areas near where the victim lives, works, or frequently visits.

### ***Restitution***

The offender:

- Must make full restitution to the victim(s).
- Must be provided with the opportunity to make voluntary restitution to the victim(s) or to a victim assistance program if there is no restitution order.
- Must pay fines and fees that support victim assistance programs, including victim compensation.
- Must perform restorative community service as recommended by the victim or victim surrogate (such as with a victim service provider).

### ***Treatment/rehabilitation***

The offender:

- Must participate in any offense-specific treatment program deemed appropriate by the supervising agency, with victim input (for example, substance abuse treatment, sex offender treatment, etc.).
- Must participate in victim/offender programming that reinforces offender accountability, such as victim awareness classes.
- Should consider participation in victim/offender programming, upon request from the victim, that involves direct contact with the victim, such as dialogue or family group conferencing (this condition should always be voluntary on the part of the offender).

### ***Communication with the victim***

The offender must take the following actions if the victim requests them:

- Stop contact with the victim, his or her family, and others designated by the victim.
- Release information to the victim about the conditions of supervision and violations of those conditions.

*continued...*

## **SAMPLE CONDITIONS OF COMMUNITY SUPERVISION** *(continued)*

### ***Monitoring***

The offender:

- Must submit to warrantless search and seizure.
- Must submit to polygraphs.
- Must submit to random alcohol and other drug tests.
- Must submit to electronic monitoring.
- Must submit to intensive supervision.
- Must pay for the cost of urinalysis.
- Cannot use alcohol or other drugs.
- Cannot have Internet access (or must agree to intensive monitoring of computer activities).

### ***Additional conditions for inter-familial/family violence cases<sup>3</sup>***

The offender:

- Must end child abuse.
- Must pay child support and restitution.
- Must pay attorney fees for victims.
- Must abide by all court restrictions and directives.
- Must agree to supervised child visitation and/or a public drop-off and pick-up point.
- Must cooperate with child/adult protective services.
- Must release information to third parties, as appropriate.

### **Provide victims with information about conditions of community supervision**

An offender's conditions of community supervision are often considered "public information." Because of this, you can provide the victim with the conditions directly or you can send them to the court or parole authority where the victim can access a written summary of conditions of community supervision.

### **3 Contact information for the offender's supervising officer and/or agency**

When an offender is released, you should help victims stay in touch with the people who are supervising the offender. You can do this by giving the victim detailed contact information for the supervising officer and the supervising agency.

### **Designate a “point of contact” for victim information and assistance in your agency**

Look at your own agency and determine whether you have a point of contact for victims. If not, you should designate one or include “victim assistance duties” as a component of one staff member’s responsibilities.

### **Provide victims with contact information for both the parole officer and the probation and parole agency that are supervising the offender**

- Provide the victim with contact information for the offender’s supervising officer, including:
  - Name.
  - Title.
  - Address of agency.
  - Telephone number (including cellular phone).
  - E-mail address.
  - Hours of availability of the supervising officer.
  
- Provide the victim with contact information for the agency that is supervising the offender, including:
  - Name of agency.
  - Mailing address and location (including the specific office to which the offender is reporting).
  - Telephone number.
  - Fax number.
  - Web site address.

### **Include contact information for probation and parole agencies in all victim information resources**

You should also include a link to the American Probation and Parole Association (APPA) state directory ([www.appa-net.org](http://www.appa-net.org)) for electronic access.

### **Provide victims with information about victim assistance in the agency that is supervising the offender**

Many community corrections and offender supervision agencies have victim assistance programs. Victims should be provided with contact information, if such a program exists, as well as the range of services it offers.

In addition, many correctional agencies have designated “victim service representatives” who are responsible for addressing victims’ needs on every shift. Similar contact information for victim service representatives should also be provided to crime victims.

### **Get state-by-state contact information for probation and parole agencies that you can provide to victims and victim service providers**

To get started on collecting and distributing this contact information, review the following resources:

- The American Probation and Parole Association of Lexington, Kentucky, includes a page on its Web site that features state-by-state contact information for probation and parole agencies. This information is particularly helpful if an offender is serving his or her community supervision in another state, or if a victim from another state requests assistance. The APPA state-by-state directory can be accessed at [www.appa-net.org/directory/](http://www.appa-net.org/directory/)

*See Internet Resources #2, APPA resources*

- The roster of institutional corrections- and community corrections-based Victim Service Programs is a good source of information and referrals.

*See Appendix B, Corrections-based Victim Services Programs — Contact Information*

### **The role of parole, community supervision, or reentry supervision agencies**

Crime victims, and sometimes those who serve them, are often confused about the roles of and differences between probation, parole, and reentry programs. You should help victims better understand these programs by providing victims and service providers with information that explains the processes, policies, and programs available from agencies that supervise offenders who are released to the community.

Develop a list of “frequently asked questions” (FAQ) for victims that clarifies the role of parole, community supervision, and reentry supervision agencies. One way to help victims better understand the programs involved in offender reentry is to develop a list of easily accessible FAQs. To do this,

- Talk with victims about concerns and questions that they would like answered and use their input as the basis for your FAQs.
- Review other FAQs to get ideas for your own:
  - The American Probation and Parole Association Web site has a good summary of FAQs about probation and parole. It can be accessed at [www.appa-net.org/information%20clearing%20house/faq.htm](http://www.appa-net.org/information%20clearing%20house/faq.htm)  
*See Internet Resources #2, APPA resources*
  - The Texas Department of Criminal Justice (TDCJ) Web site features FAQs for victims. It can be accessed at [www.tdcj.state.tx.us/faq/faq-home.htm](http://www.tdcj.state.tx.us/faq/faq-home.htm)

Include information about the roles and responsibilities of community corrections agencies in all victim information resources. As you develop materials to help explain the different agencies, you should take some time to review other resources to get ideas.

- The Texas Department of Criminal Justice (TDCJ) publishes a wide variety of information about its agency and services (including victim services) in both paper-based and electronic formats. Its Web site features:
  - General information about offenders.

- The difference between the Texas Board of Pardons and Paroles and the Texas Board of Criminal Justice.
  - Victim services ([www.tdcj.state.tx.us/faq/faq-home.htm](http://www.tdcj.state.tx.us/faq/faq-home.htm)).
- The TDCJ also sponsors a “Victim Services Division” Web site, [www.tdcj.state.tx.us/victim/victim-home.htm](http://www.tdcj.state.tx.us/victim/victim-home.htm), that highlights the program’s mission, philosophy, and services provided (including resources about victims’ rights and services, publications, and an online victim assistance resource directory).

*See Internet Resources #3, Texas Department of Criminal Justice Division of Victim Services, for sample pages from its Web site*

- The Ohio Department of Rehabilitation and Correction Web site features a page specific to community corrections. It includes descriptions of and links to the four agencies that comprise community corrections:
  - Adult Parole Authority.
  - Bureau of Adult Detention.
  - Bureau of Community Sanctions.
  - Office of Victim Services.

The Web site can be accessed at [www.drc.state.oh.us/web/parole.html](http://www.drc.state.oh.us/web/parole.html)

*See Internet Resources #4, Ohio Department of Rehabilitation and Correction “Community Corrections”*

#### **4 The Interstate Compact and an offender’s ability to move**

The Interstate Compact governs the travel, movement, and supervision of adult probationers or parolees from a sending state—where they have been convicted of crimes—to a receiving state. Part of the purpose of the Interstate Compact is to ensure that victims have an opportunity to give input and get timely notice when offenders are authorized to travel to or to relocate across state lines. Crime victims and service providers were extremely involved in drafting the language of the new Interstate Compact, as well as working for its passage at the state level.

#### **Review the current Interstate Compact and make note of changes to it**

Since many reentering offenders request transfers to other jurisdictions, reentry professionals must be aware of the new Interstate Compact laws governing offenders’ transfer, notification to victims, and provisions of community supervision.

The original Compact required primarily that offenders have a job and a place to stay in the state to which they were transferring. The revised Interstate Compact now offers new victim-focused provisions:

- Victims must be notified when offenders request to be transferred.
- Victims must be provided with information about the location of the offender.

- A victim must be on the National Interstate Compact Commission (survivor Pat Tuthill, who served on the National Interstate Compact Commission, was also elected to the Executive Committee of the National Commission in 2002).
- A victim must be on each state's governing commission.

Information about the Interstate Compact—which is regularly updated—is available from the National Institute of Corrections at [www.nicic.org/services/special/compact-adult/default.htm](http://www.nicic.org/services/special/compact-adult/default.htm)

*See Internet Resources #5, Interstate Compact Information*

### **Develop Interstate Compact training programs and resources**

You can work with the National Institute of Corrections to develop programs and resources to get information about the Interstate Compact to people who need to know about it, including:

- Crime victims.
- Victim service providers.
- Courts and judges.
- Probation agencies.
- Corrections and parole agencies.

### **Revise resources to include information about the Interstate Compact**

When you revise your resources for victims and victim service providers, you should include the following information:

- A brief summary of victims' rights under the Interstate Compact and an explanation of how to access these rights.
- Information about each state's Interstate Compact Council and its victim representative.

# 8

## Right to be notified of parole revocation, modification, or discharge hearings

When offenders violate their conditions of parole supervision, the victim of that offense becomes the focus of the victims' rights and services. However, in many states, both of the offender's victims—the victim of the parole violation and the victim of the original offense that put the offender behind bars—are entitled to information and notification.

### **Review your state's laws to determine who is entitled to information about parole revocation, modification, or discharge hearings**

Again, state laws vary in terms of who is entitled to information about parole revocation, modification, or discharge hearings. You should determine what your state's laws are so that you can better advise victims and victim service providers.

### **Develop handbooks for victims, offenders, and parole agents that explain parole revocation, modification, and discharge hearings**

One way to start developing a handbook is by reviewing other resources—such as the Wisconsin handbooks on parole modification and revocation described in the box below—to get information and ideas.

*See Appendix C, Wisconsin Department of Corrections Handbooks Relevant to Parole Revocation*

#### **WISCONSIN HANDBOOKS RELEVANT TO PAROLE REVOCATION**

In 1999, the Wisconsin Department of Corrections (DOC) joined in a unique partnership with the Wisconsin Department of Justice Victim Services Division to address victims' concerns about parole revocation. Often in such cases, the supervising agency is dealing with the victim of the original offense resulting in incarceration as well as the victim of the alleged offense that may result in revocation. Sensitivity is needed to ensure that the rights and needs of all victims are addressed through the revocation process.

The DOC published three excellent handbooks specific to parole revocation processes from the perspectives of parole agents, victims, and offenders.<sup>4</sup> They include:

*continued...*

## **WISCONSIN HANDBOOKS RELEVANT TO PAROLE REVOCATION** *(continued)*

### ***A guide for parole agents for conducting victim-sensitive investigations and revocation hearings***

This includes information on:

- Communicating with victims, including special considerations for child victims.
- Preparing victims for hearings.
- Arranging hearings.
- Presenting testimony when victims recant.
- Presenting testimony without the victim present.
- Presenting hearsay evidence.
- Notifying victims of case outcomes.
- Providing community resources for victim assistance.

### ***A guide for victims that explains the revocation process***

This includes information on:

- Explaining subpoenas.
- Tips for testifying.
- Victim/witness intimidation.
- Special considerations for child victims.
- Hearing waivers.
- Victim/witness advocacy assistance available to support victims.

### ***A handbook for offenders***

This includes information on:

- The parameters of probation/parole supervision.
- Conditions of supervision.
- Revocation.
- Offender programming that may benefit them.

See *Appendix C, Wisconsin Department of Corrections Handbooks Relevant to Parole Revocation*

# 9

## General practices that will help you in notifying victims

The most important factor in helping victims get the information they need is understanding their rights and needs. However, there are also some general practices that reentry initiatives can use to better communicate with victims about their rights and needs. This section outlines some general practices<sup>5</sup> that can make the process of notifying victims more streamlined and effective in your reentry initiative.

- **Maintain clear contact information for victims.** To do this, you can:
  - Establish a contact person for victim outreach at all stages of the process.
  - Train law enforcement officers to “read back” victim contact information at the initial intake (to verify accuracy).
  - Provide clear oral, as well as written, guidelines (for victims who do not read or write).
  - Promote the importance of good penmanship to law enforcement officers.
  - Provide information on how victims can access their notification rights on the victim’s copy of the police report.
  - Make sure victim notification information is clear and easy to understand.
  - Clearly indicate the victims’ role in keeping their contact information current with your agency.
  - Provide victim notification information in multiple languages, and have capacity for TDD, TTY, and Braille.
  
- **Make victim notification tasks more effective.** To do this, you can:
  - Schedule modules of time to process victim notification letters.
  - Develop simple templates for notification letters.
  - Utilize e-mail notification (upon request from victims—it is “public information”).
  - Review victim notification statutes regularly.
  - Develop agency and inter-agency policies that stipulate responsibility.
  - Use multi-copy, pressure-sensitive forms that are delivered directly to relevant criminal and juvenile justice agencies.

*See Appendix D, Arizona Victim Notification Form*

- **Let victims know that you value their input.** To do this, you can:
  - Emphasize the value of victim input in all notification letters and related resources.
  - Validate and value victim involvement in victim notification resources.
  
- **Confirm all notifications.** To do this, you can:
  - Send all notifications by certified mail.
  - Maintain files of “return to sender” letters and make second attempts.
  - Provide victims with the opportunity to provide “backup” addresses and telephone numbers (such as a family member or friend, or a post office box).
  
- **Be aware of language or cultural barriers victims may face.** To do this, you can:
  - Ensure that police reports determine the primary language of the victim so that all subsequent victim information is accessible.
  - Include a line on all English-language letters and forms that indicates availability of information in other languages.
  - Place victim assistance professionals at sites where victims may go for sustenance services (for example, at immigrant services).
  - Maintain access to interpreter services.
  
- **Ensure that staff is trained to deal with notification issues.** To do this, you can:
  - Develop easy-to-understand information and training resources.
  - Train annually to accommodate staff turnover.
  - Incorporate 10-minute roll-call trainings for law enforcement professionals.
  - Emphasize to staff the importance of victim notification as the “threshold right” and its impact on victim safety.
  
- **Ensure victims’ confidentiality.** To do this, you can:
  - Keep victim notification requests in a separate file, or in a “secure” section of the offender’s file.
  - “Flag” offender files with “victim notification request.”
  - Let victims know if offenders or defense counsel will have access to the notification request.
  - Develop state laws and policies that denote all victim information as confidential and not disclosed under the disclosure process.
  
- **Emphasize the importance of victim notification inside and outside your office.** To do this, you can:
  - Create a public relations campaign that focuses on victim notification as the “threshold right” of victims.
  - Train law enforcement to facilitate victim “point of entry into the criminal/juvenile justice system.”
  - Use public service announcements and Web sites with victims’ rights-related pages for victim and public outreach.

# Endnotes

- 1 Sharon English, 2000, *Promising Practices and Strategies for Victim Services in Corrections*, Washington, D.C.: U. S. Department of Justice, Office for Victims of Crime.
- 2 Carl Wicklund, Executive Director of the American Probation and Parole Association.
- 3 American Probation and Parole Association, 1996, *Intervening in Family Violence*, Lexington, KY: American Probation and Parole Association, 204.
- 4 Wisconsin Department of Corrections, 1999, Madison, WI: Wisconsin Department of Corrections.
- 5 A. Seymour, 2001, *Challenges and Solutions to Victim Notification and Information*, Washington, D.C.: Justice Solutions.

# Ensuring victim safety and protection

2

# What is in this chapter?

This chapter discusses innovative ways for reentry initiatives to facilitate victim safety and protection, including:

- Assessing victims' safety concerns.
- Accessing resources for victims' safety planning.
- Incorporating law enforcement and government programs focused on victim safety.
- Incorporating community programs focused on victim safety.
- Evaluating the effectiveness of victims' safety programs.

When an offender is incarcerated, victims often feel a sense of safety knowing that the offender is in a secure institution. Upon the offender's release, however, victims may have heightened concerns about personal safety, about where the offender is, and about how the offender will be supervised and managed in the community. An element of this fear is simply not knowing what an offender may be doing. When the offender is due to be released, a victim may "relive the harm" that was done when the crime was committed. The bottom line is this: victims themselves will have issues and concerns about their safety that they need to have addressed.

Reentry initiatives can play an important role in protecting victims. Reentry initiatives can provide opportunities for victims to:

- Feel comfortable reporting and talking about any issues related to their safety and security.
- Feel that their input about personal safety and security is important, valued, and a significant component of both the reentry process and overall community safety.
- Receive ongoing information about the case and offender status that can bolster their feelings of safety.
- Get access to designated individuals—such as corrections professionals, victim advocates, or community volunteers—who can help them with their safety needs.
- Provide input into appropriate conditions of reentry that support their safety.<sup>1</sup>

# 1

## Assessing victims' safety concerns

The first step in promoting victim safety and protection in a reentry initiative is to accurately assess victims' safety concerns. Victims will have fears for their safety that are very real—whether the threat an offender poses to them is judged to be serious or not. It is important to be sensitive to all victims' fears, while also accurately assessing their safety concerns. This section contains steps you can take to accurately assess victims' safety risks and offenders' threats.

### Assessing victims' risks

#### 1. Use 20 questions to develop an assessment tool.

One of the challenges to promoting victim safety in reentry partnerships is the lack of comprehensive guidelines for assessing victims' safety concerns. The “Promising Practices and Strategies for Victim Services in Corrections” project sponsored by the Office for Victims of Crime (OVC) identified 20 questions to help assess victims' concerns about safety and security.<sup>2</sup> The specific questions have been slightly revised to directly address reentry initiatives and expanded upon with guidelines and recommendations that are specific to offender reentry programs.

*See Promising Practices: 20 questions to develop an assessment tool*

#### 2. Provide training and resources about victim safety planning and its vital role in reentry initiatives.

Everyone who works with victims should understand the importance of safety planning. Many reentry initiatives, because of their previous focus on offenders, do not have staff with a good understanding of how to identify and address victims' safety needs. Training and resources should:

- Help providers assess victims' risks as a key step in victims' safety planning.
- Provide information about victims' safety in general as well as information related to particular types of victims.
- Help reentry volunteers promote victims' safety and protection.

### **3. Get input from victims of offenders who are identified as high-risk.**

Victims of high-risk offenders should be contacted before reentry and given a chance to discuss their own concerns and issues about their safety. By involving them in the process, you will build trust and help them feel that their concerns are taken seriously by reentry partnerships.

*See Promising Practices: The Offender Accountability Act: Improving victim and community safety by combining risk-focused supervision and community partnerships in Washington State*

### **Assessing offenders' threats**

Supervision of high-risk offenders should be based on an established risk-based system that not only addresses the offender's transition needs, but identifies risk factors for the victim and community. Reentry initiatives can help correctional agencies adopt research-supported instruments for risk assessment that take victims into account.

#### **1. Use components of the model needs assessment tool developed by the Court Supervision and Offender Services Agency of Washington, D.C. to determine whether an offender poses a significant risk to his or her victim.**

Currently, victims' safety issues may not be adequately addressed in offender risk-assessment tools. Using the model needs assessment tool developed by the Court Supervision and Offender Services Agency of Washington, D.C., or creating a tool based on the model, will help your reentry initiative keep victims' safety in mind when assessing offender risk.

*See Appendix E, Victims Needs Assessment (Court Services and Offender Supervision Agency, Washington, D.C.)*

#### **2. Establish a risk-based system for supervising high-risk offenders that identifies risk factors for victims and communities.**

The supervision that offenders receive during reentry should be based on more than the offender's transition needs. It should also be based on the level of risk that they pose to victims and the community. You should help establish a system that builds the risk to victims and communities into offenders' supervision requirements.

#### **3. Help craft special conditions of release for high-risk offenders that specifically address the safety needs of victims.**

Review the victim's impact statement to determine his or her concerns about safety, information, and notification. Ensure that these concerns are addressed in the offender's conditions of supervision.

#### **4. Develop guidelines for referring victims of high-risk offenders to supportive victim service providers in the community.**

Many safety and protection services are available to victims of high-risk offenders. Reentry initiatives should identify these resources and develop guidelines for referring victims to these additional safety resources.

# 2

## Accessing resources for victims' safety planning

Reentry staff and volunteers should be trained to help victims with safety planning. A key part of this training should focus on helping reentry staff and volunteers find additional information and share it with victims. This section includes some safety planning resources (developed by domestic violence victim advocates) that can be adapted for victims of any type of crime.

Some of the most effective resources for victim safety planning have been developed by domestic violence advocates at the local, state, and national levels. The major components of domestic violence safety planning can (and *should*) be easily adapted to victims of other crimes who have fears about their offenders reentering the community.

Some excellent resources for victim safety planning available on the Web include the following:

- “Domestic Violence Intervention Tips” (which includes personal safety planning, as well as guidelines for workplace safety) from the Family Violence Prevention Fund. Available at <http://endabuse.org/programs/>
- “Essential Information for Battered Women: Making a Safety Plan” from Safe Horizon. Available at <http://dvshelkertour.org/safety.html>
- “Safety Planning for Someone in an Abusive Relationship” from the University of Michigan Health System’s “Abuse Prevention Initiative.” Available at [www.med.umich.edu/abusehurts/checklist.htm](http://www.med.umich.edu/abusehurts/checklist.htm)

*See Internet Resources #6, Safety Planning Resources*

# 3

## Incorporating law enforcement and government programs focused on victim safety

Law enforcement and government programs should be a fundamental part of victims' safety and protection in reentry initiatives. Law enforcement and government agencies can provide protection to victims in many ways, including monitoring offenders, compensating victims for hardships, providing liaisons to the justice system and correctional facilities, and interacting with other agencies for victims' protection. This section introduces key law enforcement and government programs that help promote victim safety and protection, including:

- 1 **Using Duty to Warn policies.**
- 2 **Using Sex Offender Registration.**
- 3 **Helping victims obtain new Social Security numbers.**
- 4 **Setting up Victims' Funds.**
- 5 **Designating Victim Service Representatives at correctional facilities.**
- 6 **Creating Community Victim Liaisons (CVL).**
- 7 **Monitoring offenders electronically using the Global Positioning System (GPS).**

### 1 **Using Duty to Warn policies**

In some cases, offenders will comment to a therapist, social worker, or other professional of their intent to "get someone." Most states have "Duty to Warn" policies which mandate that professionals document and report these credible threats to the victim (or to a potential new victim).

#### **How do Duty to Warn policies work?**

Duty to Warn policies vary, but you can look at other jurisdictions that use these policies to learn more about how they work in practice. Debra Neighoff, Victim Services Coordinator for the Maryland Division of Corrections, explains how the Duty to Warn policy goes into effect in her state:

*It is the policy of the Maryland Division of Correction that comments ... be documented and actions be taken to warn the person who was threatened. Correctional employees—such as social workers, mental health professionals, and even custody staff—are told to get as much information as possible to identify the threatened person, such as an address or telephone number. Additional information that is needed includes the offender’s name and identification number, the nature of the threat, and the approximate release date of the offender.*

*That information is given to the Division’s Victim Services Coordinator, who contacts the individual by telephone or letter, advising him or her of the threat, and asking if he or she would like to be added to the victim notification list to be contacted if the offender is released or escapes. In the event that the offender is released to the community, we can also inform the local law enforcement agency in the victim’s community about this threat.*

*If time permits, treatment staff shall make a reasonable effort to formulate a diagnostic impression and undertake a documented treatment plan calculated to eliminate the possibility that the inmate will carry out the threat.*

*Finally, the more agencies that know about the offender’s threats, the better off the potential victim is. Therefore, victim service providers should develop procedures to share this information with prison case management staff, probation and parole staff, and the Parole Commission, as well as the potential victim’s local law enforcement agency.<sup>3</sup>*

This policy should be adopted by any agency that has responsibility for incarcerating or supervising offenders.

See Appendix F, “Duty to Warn” Policy (Maryland Department of Public Safety and Correctional Services)

### **How can you incorporate Duty to Warn policies in your work?**

#### **1. Develop clear Duty to Warn policies in your state.**

You should delineate correctional staff’s roles and responsibilities in documenting and reporting threats to victims. You should also outline how staff can make appropriate referrals to the victim for safety planning and supportive services.

#### **2. Develop training for staff in how to use the Duty to Warn policy.**

All reentry staff and volunteers should be aware of Duty to Warn policies and trained to use these policies when threats are made by an offender against a victim. Reentry programs and personnel should be familiar with their state’s Duty to Warn policy and, in particular, protocols for notifying the victim or potential victim of any threats. They should recognize that the “warning” to victims may come years after the time the crime occurred; the victim may not be aware of the behavior that elicits the warning, and this information can be very distressing.

## **2 Using Sex Offender Registration**

All states now require convicted sex offenders to register with law enforcement. In 1994, the U.S. Congress passed the *Jacob Wetterling Crimes Against Children and Sexually Violent Offender Registration Act*. The Act requires states to: (1) create registries of offenders convicted of sexual-

ly violent offenses or crimes against children and, (2) establish heightened registration requirements for highly dangerous sex offenders.

### **How does sex offender registration work?**

Offenders are required to register with law enforcement for a minimum of ten years and to verify that information at least annually and when they change residence. In most states, this information is available to the public through local law enforcement or through a state-operated Internet Web site. In some states, law enforcement officials also actively notify communities about particularly dangerous sex offenders living in their neighborhoods.<sup>4</sup>

### **How can you incorporate sex offender registration in your work?**

You can start by reviewing the summary of sex offender registries available from the U.S. Department of Justice, Bureau of Justice Statistics, at [www.ojp.usdoj.gov/bjs/pub/pdf/ssor01st.pdf](http://www.ojp.usdoj.gov/bjs/pub/pdf/ssor01st.pdf)

This information can help reentry personnel understand the requirements in their specific states and jurisdictions. This information can also help them explain the policies and practices to victims who may request further information.

*See Internet Resources #7, U.S. Department of Justice, Bureau of Justice Statistics sex offender registries*

## **3 Helping victims obtain new Social Security numbers**

Victims of harassment, abuse, or life endangerment may need to change their identities and receive a new Social Security number. When a victim can show that she or he is being harassed, abused, or endangered, the Social Security Administration can assign that person a new Social Security number.

### **How does this service work?**

Victims must apply in person for this service at any Social Security office. They will be provided with assistance in documenting why they need a new number and completing the application process.

### **How can you incorporate this service in your work?**

*1. Learn more about this service. Some resources that can help are:*

- The Social Security Administration's Publication No. 05-10093, "New Numbers for Domestic Violence Victims and Others." You can access this resource at [www.ssa.gov/pubs/10093.html](http://www.ssa.gov/pubs/10093.html)

*See Internet Resources #8, Social Security Administration "New Numbers for Domestic Violence Victims and Others"*

- The National Coalition Against Domestic Violence (NCADV) has developed comprehensive guidelines for service providers who assist victims who are seeking to change their

Social Security numbers. It addresses the potential impact this change will have on a victim's life and offers advice that should be provided to crime victims. "Social Security Information" is available from NCADV at [www.ncadv.org/publicpolicy/ssnumber.htm](http://www.ncadv.org/publicpolicy/ssnumber.htm)

*See Internet Resources #9, National Coalition Against Domestic Violence (NCADV) "Social Security Information"*

**2. Include information about this option—including the electronic link for the Social Security Administration Web site—in victim information resources.**

Victims are often not aware that they have the opportunity to change their Social Security number for safety purposes. Reentry staff should be aware of this option and be able to explain it to victims if a victim's safety is threatened.

**3. Provide information and training about why victims might want to exercise this right and how to help them do so.**

Victims may not understand why they might want to change their Social Security numbers or how changing their Social Security numbers could help protect them. Reentry staff should be able to explain their options and how this service might be beneficial to them.

**4 Setting up Victims' Funds**

Victims may have additional costs for their safety needs—such as replacing locks or temporarily moving to a safer location—that are not covered by victim compensation programs. Some jurisdictions have developed special Victims' Funds to reimburse victims who have no other means of paying for these expenses.

**How can you incorporate this service in your work?**

You may want to look at some of the models from other states and think about how you can develop similar programs. In Anne Arundel County, Maryland, the State's Attorney's Office sponsors a "Victims Fund" with money raised by the Office and its "Take Back Our Streets" Program. This Fund reimburses crime victims who have no other means of paying for their expenses. The Fund requires that the victim report the crime to law enforcement or the State's Attorney's Office within 48 hours and contact the Fund Coordinator for more information. This concept can be adapted to reentry programs to help victims pay for home safety reinforcements, relocation expenses, telephone service, or other resources to enhance their personal safety.

**5 Designating Victim Service Representatives at correctional facilities**

Currently, most corrections-based victim service programs have one centralized unit with core staff located at the agency's main office. However, more and more agencies are developing an internal network of employees at each work site—either institutions or parole or probation offices—to provide victims with services, information, and referrals.

### **How do Victim Service Representatives work?**

Victim Service Representatives generally provide victims with services, information, and referrals. Victim Service Representatives may also:

- Provide direct assistance to victims at the local level.
- Ensure that victims' safety and information needs can be addressed in a timely manner by knowledgeable staff.
- Serve as the agency's liaison to other programs and personnel involved in the community's reentry partnership.
- Participate in local victim service coalitions and commemorative activities.
- Provide training about the agency's victim services to local service providers and allied criminal justice professionals.
- "Trouble-shoot" to make sure that victims' needs, which are often diverse by their location and access to support and services, are met by the Department.

### **How can you incorporate this practice as you work?**

You may want to develop your own network of Victim Service Representatives. One way to do this is to look at examples from other states. In Ohio, the Department of Corrections and Rehabilitation has designated a Victim Service Representative at each institution and community corrections division office. A specific percentage of these employees' time (for example, 20 percent) is designated by the site administrator for victim assistance purposes. Group training programs, held once or twice a year, keep Victim Service Representatives up-to-date on policies and procedures (which they can help revise, as needed, based upon their experiences), trends in both victimization and victim services, and victims' most salient needs.

## **6 Creating Community Victim Liaisons (CVL)**

The Washington Department of Corrections recently developed a new classification of employees called Community Victim Liaisons (CVL). An extension of the Department's Victim/Witness Program, CVLs are located in field offices throughout the state. They increase victim and community safety by linking victims, the community, and the Department of Corrections to encourage communication and increase victims' safety.

### **How can you incorporate this practice as you work?**

One way to begin creating CVLs is to find out more about the State of Washington's program. By examining their program, you can find out how CVLs can:

- Serve as a bridge between the DOC and crime victims and community advocates.
- Increase understanding of victims' needs and concerns within the DOC.

- Build working partnerships between the DOC and victim advocates to increase victim and community safety and offender accountability.

*See Promising Practices, The Offender Accountability Act: Improving Victim and Community Safety by Combining Risk-Focused Supervision and Community Partnerships in Washington State*

## **7 Monitoring offenders electronically using the Global Positioning System (GPS)<sup>5</sup>**

Offenders who are released into the community can receive a condition of supervision that requires them to wear a portable tracking device that is linked to the Global Positioning System (GPS). Using GPS, supervising correctional agencies and officers can easily track offenders. GPS technology holds tremendous promise for reentry programs that seek to closely monitor high-risk offenders and, at the same time, focus on community and victim safety.

### **How does this system work?**

GPS technology consists of a portable tracking device containing a GPS receiver (which is worn as an “ankle bracelet” by the offender). It receives radio signals from the 24 GPS satellites orbiting the earth. These signals determine the location of an offender. Using specialized mapping software, the data center can track the activity of an offender 24 hours a day, seven days a week.

### **How can you incorporate this system into your work?**

#### *1. Find out more about GPS technology.*

You can learn more about GPS technology by visiting The Corrections Connection at [www.corrections.com](http://www.corrections.com)

#### *2. Consider using GPS for high-risk offenders.*

GPS is most often used on those offenders who pose the greatest threat to the community, such as those convicted for murder, rape, child abuse, or domestic violence. Wearing the GPS receiver is not voluntary, but is a condition stipulated in the offender’s probation.

#### *3. Identify geographic locations that community members are concerned about and incorporate electronic monitoring to protect those locations.*

Reentry staff can identify areas that community members are concerned that offenders may have access to (such as schools and playgrounds). These areas can potentially be protected by incorporating electronic monitoring.

# 4

## Incorporating community programs focused on victim safety

Community programs that promote victims' safety and protection take many forms. These programs often combine steps to comfort and protect victims with protocols for monitoring offenders in the community. This section describes some ways that you can use community programs that promote victims' safety and protection, including:

- 1 **Adapting Drug Victim Initiatives.**
- 2 **Conducting reentry focus groups.**
- 3 **Conducting Community "Wrap-arounds" for Offenders.**
- 4 **Using Neighborhood Watch Programs.**

### 1 Adapting Drug Victim Initiatives

In June 1995, the U.S. Attorney's Office in the Eastern District of Wisconsin created a Drug Victim Initiative that informs and empowers neighborhood residents in communities affected by drugs and crime.

#### How does the Drug Victim Initiative work?

The Drug Victim Initiative provides victim and witness services for individuals and neighborhoods victimized by drug dealers. The program distributes the following materials to residents advising them about rights as crime victims and as witnesses.

- **Drug Arrest Flyer.** Following a drug arrest, a Drug Arrest Flyer is distributed to residents living near persons indicted for drug trafficking in the neighborhood. The flyer is delivered by hand or by mail to persons living in the immediate area around the drug house, and notifies neighborhoods that someone in their neighborhood was arrested for dealing drugs. It also encourages residents to call for information about the case and/or to report drug activity in the neighborhood. Individuals who respond to the Drug Arrest Flyer receive notifications about the status of the case.
- **Neighborhood Drug Victim Impact Statement.** Following a drug dealer's conviction, the Drug Victim Specialist in the U.S. Attorney's Office contacts and works with individuals and neighborhood associations to gather information for victim impact statements to be presented at the sentencing of drug dealers. A special Neighborhood Drug Victim Impact Statement is mailed to residents in the immediate neighborhood of the dealer and to all who responded to the Drug Arrest Flyer in the case.

- **Drug Sentencing Update.** Following sentencing, the Drug Sentencing Update is sent to neighborhood residents to let them know how much time the offender will be spending in Federal prison. Notifying the community of drug convictions and sentences is an essential way to demonstrate the effectiveness of law enforcement. It also encourages individuals to come forward with additional information because they know they can make a difference.

### **How can you incorporate the Drug Victim Initiative into your work?**

The Drug Victim Initiative concept can be easily adapted for use in any neighborhood or community to which high risk offenders are returning. Reentry volunteers should understand the importance of identifying the needs and concerns of neighborhoods and communities where a high-risk offender is being released. The “neighborhood impact statement” can help reentry staff identify and address these concerns. To incorporate this type of initiative into your work, you can use the “neighborhood impact statement” model included in Appendix G to solicit and address community concerns relevant to offenders’ reentry.

*See Appendix G, Sample Neighborhood Victim Impact Statement*

## **2 Conducting reentry focus groups**

Many people have concerns when offenders reenter a community. Community members, the offenders’ victims, and even the offenders themselves may worry about reentry. Focus groups can help identify victims’ and community members’ fears and concerns about offender reentry. They can also offer returning offenders the chance to consider why so many people are afraid of their reentry and how they can work to mitigate such fears by connecting to the community and showing personal accountability.

### **How can you incorporate reentry focus groups into your work?**

You can use the Reentry Partnership Focus Group Resource Package in Appendix H to conduct focus groups in your area. The Resource Package:

- Describes the purpose of reentry focus groups.
- Includes a sample letter of invitation.
- Features three discussion guides and three individual work sheets for focus groups of community members, crime victims, and offenders.

*See Appendix H, Reentry Partnership Focus Group Discussion Guide Resource Package*

## **3 Conducting Community “Wrap-arounds” for offenders**

Washington, D.C. has developed a program called a Community Wrap-around for Offenders. In this program, some offenders who are returning to the community are brought together with:

- Representatives of the justice system (for example, law enforcement professionals, U.S. Attorneys, parole officers, etc.).

- Members of the community (for example, representatives of inter-faith programs, social services, alcohol and other drug treatment programs, etc.).
- Their own family members.

This group meets to review the offender’s conditions of supervision and discuss the community’s expectations of the offender in terms of personal accountability and preventing further crime. At the same time, the offender and his or her family are offered system- and community-based services.

### **How can you incorporate Community Wrap-arounds into your work?**

Community Wrap-arounds clarify the community’s and justice system’s expectations of the offender and the consequences for failing to meet them. At the same time, they provide resources to help the offender remain crime-free. You should work with your reentry partners to consider this approach in your community.

*See Chapter 6, Promising Practices: The Offender Accountability Act: Improving victim and community safety by combining risk-focused supervision and community partnerships in Washington State*

### **Using Neighborhood Watch Programs**

Most communities sponsor Neighborhood Watch Programs to promote a shared commitment to neighborhood safety and to prevent property crime and violent crime. Some victims may choose to disclose their experiences to Neighborhood Watch Programs so that the additional “eyes and ears” the program provides can help protect them. Some ways that Neighborhood Watch volunteers can assist victims are:

- Helping victims identify and address any sustenance issues.
- Providing victims with 24 hours a day, 7 days a week telephone contacts for neighbors who live on the same block.
- Working with victims to determine a “signal” of impending danger, such as blinking a porch light.
- Distributing a current photograph of an offender and advising anyone who sees him or her to contact local law enforcement *and* the victim.
- Helping victims develop a safety plan.
- Providing a “safe haven” for victims and their children.
- Fulfilling requests from victims for actions that might enhance their safety.

### **How can you incorporate Neighborhood Watches into your work?**

Work with your reentry partners to locate and assist neighborhoods that are interested in incorporating this type of protective service. Additionally, you can identify victims who may want to use this approach to enhance their safety.

# 5

## Evaluating the effectiveness of victims' safety programs

Reentry initiatives in the past have been so offender-focused that there is still a lack of comprehensive evaluation and assessment tools to gauge how well reentry partnerships actually protect victims. This section gives advice on how to start evaluating the effectiveness of your programs at promoting victims' safety and protection, using:

- 1 The Victims Needs Assessment developed by the Court Services and Offender Supervision Agency, Washington, D.C.**
- 2 The Victim Assessment/Evaluation Letter and Survey developed by Justice Solutions.**

Currently, there are few comprehensive evaluation tools to help reentry initiatives assess how well they are promoting victim safety and protection. However, you can adapt the following two tools to further evaluate your victims' safety program.

### **1 Victim needs assessment**

According to Bonnie Andrews, Victim Services Program Manager for the Court Services and Offender Supervision Agency in Washington, D.C., a victim needs assessment tool “can identify which community services have been helpful to the victim in the past, and services that may now be helpful to them.” It can also help the advocate to determine what issues and concerns are most important to the victim and respond accordingly.

*See Appendix E, Victims Needs Assessment (Court Services and Offender Supervision Agency, Washington, D.C.)*

### **2 Victim assessment/evaluation letter and survey**

Justice Solutions has developed an evaluation letter and survey to help reentry partnerships understand which services have been helpful to victims and which may need more work.

*See Appendix I, Victim Assessment/Evaluation Letter and Survey*

# Endnotes

- 1 A. Seymour, 2001, *The Victim's Role in Offender Reentry: A Community Response Manual*. Lexington, KY: American Probation and Parole Association.
- 2 Ibid. 3.8-9.
- 3 D. Neighoff, February 10, 2003, e-mail interview, Annapolis, MD: Maryland Division of Corrections.
- 4 S. Matson, February 11, 2003, Summary provided via e-mail correspondence with Project Consultant Anne Seymour, Bethesda, MD: Center for Sex Offender Management.
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# Providing services to victims

3

# What is in this chapter?

This chapter focuses on concrete steps that reentry partners can take to help victims get the services they need, including:

- Assessing the services victims need during reentry.
- Providing victims with ongoing help and additional information.
- Developing resources that are effective and accessible.

Reentry initiatives need to do more than just inform and protect victims—they also need to provide a link between victims and the services they need. Victims may need many different kinds of assistance during reentry—they may need help with housing, they may need resources, they may need ongoing contact with victims' services. Reentry initiatives can help victims get this assistance quickly and effectively. By pulling together a range of services and making these services easy to access, you can make a stressful time much easier for victims.

# 1

## Assessing the services victims need during reentry

To ensure that you get victims the services they need, you should be aware of most victims' basic needs. When you understand victims' needs, you can advise victims more effectively and create more responsive reentry programs. In general, victims need help in three areas:

- 1 **Help with sustenance.**
- 2 **Help getting other assistance and services.**
- 3 **Help understanding and accessing their rights.**

### 1 **Help with sustenance**

When their offenders reenter the community, victims may have difficulty meeting their most basic needs. If victims must move because of an offender's reentry, they may have to suddenly find new sources of housing, employment, food, and other basic needs. When you work with victims, you should assess their sustenance needs, including:

- Housing (including emergency or temporary housing, long-term housing, and possibly permanent re-location).
- Transportation (using a personal automobile or finding access to and payment for public transportation).
- Food for themselves and their families.
- Clothing.
- Employment and/or job training.
- Assistance with basic issues relating to their children (for example, keeping the children in their current school if the victim has to temporarily move, addressing children's medical needs, etc.).

## **2 Help getting other assistance and services**

Victims may need other services during the period of their offender's reentry as well. They may need assistance in improving the security of their homes, they may need counseling for reentry-related issues, or they may need help with emergency planning. When you work with victims, you will need to also assess these additional needs. Some types of assistance and services you may need to provide are:

- Checking and physically reinforcing the security of their homes (such as adding locks).
- Providing financial assistance to purchase new locks, home security systems, burglar bars, etc.
- Providing safety planning (*See "Accessing resources for victims' safety planning" in Chapter 2: Ensuring victim safety and protection*).
- Acquiring cell phones pre-programmed to dial only 911 (provided at no cost to the victim) or safety pendants that, when pressed, contact 911.
- Advocating or intervening with employers.
- Addressing physical health issues.
- Providing mental health counseling for the individual and the family.
- Finding and participating in support groups.
- Finding and participating in alcohol or other drug counseling.
- Obtaining contact information for the agency or individual who will be supervising the offender.
- Obtaining information regarding what to do in case of emergency.

## **3 Help understanding and accessing their rights**

Victims may be confused about their rights during reentry. It is important to assess how well victims understand their rights and how to implement them. When you work with victims, you can help them better exercise their rights by helping them:

- Gather information about their rights. (*See Chapter 1: Notifying Victims of their Rights*).
- Set up a notification system about the status and location of their offender.
- Give input into conditions of community supervision.
- Get protection (including assistance with obtaining protective orders).

- Collect financial or legal obligations owed by the offender (such as child support, restitution, house payments, or rent).
- Re-open existing victim compensation claims.
- Find out if there are any offender violations.
- Give input into any violation hearings.
- Learn the outcome of violation hearings.

# 2

## Providing victims with ongoing help and additional information

When you work with victims, you should always provide them with the means to get ongoing help and information. Victims should always be aware of outside services that they can use if necessary. Reentry staff should reinforce information about these services in all their interactions with victims. In particular, reentry staff should:

- 1 **Provide guidance about getting emergency information and help.**
- 2 **Provide information about automated victim notification.**
- 3 **Provide information about victim services in the community.**

### 1 **Provide guidance about emergency information and help**

There are often cases when victims require immediate attention, and the supervising officer is off duty or unavailable. You should never assume that victims automatically know to contact 911 in cases of emergency—this should be reinforced in conversations with victims as well as in agency literature.

#### 1. Advise victims to call 911 in case of emergencies if their community has a 911 service.

To help ensure that victims get help immediately when they need it, remind them to:

- Use a regular telephone because their location cannot be immediately determined via cellular telephones.
- Provide the location and address from which they are calling.
- Describe the emergency situation.
- Follow the instructions of the 911 operator, if possible.

#### 2. Revise your Agency literature to emphasize that victims should call 911 for emergencies if it is available in their area.

In all of the resources that you produce, you should include this simple—but potentially lifesaving—information.

## **2 Provide information about automated victim notification**

The Automated Victim Notification System simplifies the process of notifying victims about their offender's status. The Automated Victim Notification System electronically links offender information or booking systems of justice agencies—including law enforcement, courts, jails, and corrections agencies—to a national Call Center, which documents the status and movement of the offender.

Victims of Federal crimes also benefit from the automated Victim Notification Service (VNS). The VNS is a system that generates automated letters for victims that inform them of their offenders' status and offer additional information about the VNS program. It is sponsored by the Executive Office of U.S. Attorneys, Federal Bureau of Investigation, and Federal Bureau of Prisons. It is provided by APPRISS, Inc. of Louisville, Kentucky. Victims can register with professionals within the three co-sponsoring agencies to access the VNS.

### **1. Determine if your jurisdiction uses automated victim notification.**

Thirty-six states currently use automated victim notification; you will need to check to see if your state is one of them.

### **2. Ensure that information is available to crime victims about how to access and utilize this valuable service.**

Victims who register for automated victim notification will receive immediate notification of the offender's current status from the Call Center. When the victim enters a Personal Identification Number (PIN), the automated calls cease. Victims can also contact the Call Center 24 hours a day, 365 days a year to receive updates about the status and location of the offender. In many jurisdictions, they can talk to an operator who can provide them with further information or assistance (often in multiple languages and with TTY access universally available), or a referral to a local victim service provider.

### **3. Include the toll-free telephone number for automated notification in all victim information resources.**

### **4. Provide roll call training to law enforcement about automated victim notification and how to offer victims information about this right and service.**

## **3 Provide information about victim services in the community**

Victim assistance programs are seldom conveniently located under "V" in the Yellow Pages. Usually, however, a call to one victim service provider (such as the prosecutor's victim/witness program) will quickly lead to a rich list of additional community- and system-based victim resources. Most states and many communities have victim assistance coalitions and networks that provide both electronic, Web-based, and paper-based victim assistance referral rosters.

### **1. Identify the types of services available in your community.**

You need to know what is available so that you can advise victims of their options. Victim services are generally available through:

- System-based victim service programs (for example, services based in law enforcement, prosecution, probation, parole, or correctional agencies).
- Community-based victim service programs (for example, rape crisis centers, domestic violence programs and shelters, children’s advocacy centers, chapters of MADD or Parents of Murdered Children, etc.).
- Other social service programs—both community- and system-based—that include victim assistance as part of their larger mission and goals (for example, adult protective services, child protective services, free legal services, AARP, etc.).

**2. Compile a list of services in your community that you can share with victims and reentry partners.**

The following list gives you places to start as you put together a list of services that your victims and reentry partners can use.

**COMMUNITY SERVICE STARTING POINTS**

***1. Access the 211 program.***

Many jurisdictions are now sponsoring “211” telephone lines that link community members to a variety of public, social, and civic services. In communities that sponsor the “211” program, it is important to ensure that referrals for victim assistance are included in its directory.

***2. Search the Internet for victim assistance programs.***

A simple way to identify victim assistance programs in a state or jurisdiction is to use an Internet search engine. Simply type in “victim assistance programs, (state)” or “victim assistance programs, (city or county)” to begin the search. Once initial programs have been identified, reentry professionals can get information about available programs and services and provide information through brochures, in-staff training programs, and training sessions.

***3. Contact the Office for Victims of Crime Resource Center.***

The Office for Victims of Crime (OVC) Resource Center, a service offered by the U.S. Department of Justice, provides extensive information about victims’ rights, needs, and services. You can contact the OVC Resource Center by calling 1-800-627-6872 (TTY 1-877-712-9279) or sending an e-mail to AskOVC@ojp.usdoj.gov

***4. Access the National Association of VOCA Assistance Administrators Web site.***

The National Association of VOCA Assistance Administrators sponsors a Web site that provides direct links to victim assistance programs in specific states. To access information about state or local programs, go to [www.navaa.org/statedirectory.html](http://www.navaa.org/statedirectory.html) and simply click on the flag of the state you would like to receive more information about.

*continued...*

## **COMMUNITY SERVICE STARTING POINTS** *(continued)*

### **5. Contact the National Center for Victims of Crime.**

The National Center for Victims of Crime sponsors a victim information and referral toll-free telephone number (800-FYI-CALL) that provides victim information and referrals from Monday through Friday, 8:30 a.m. EST to 8:30 p.m. EST. E-mail requests for information can also be sent to [gethelp@ncvc.org](mailto:gethelp@ncvc.org)

### **6. Use the roster of national toll-free telephone numbers in Appendix J.**

A roster of national toll-free telephone numbers for victim assistance and criminal or juvenile justice referrals is included in Appendix J, Toll-Free Telephone Numbers for Victim Service Providers.

*See Appendix J, Toll-Free Telephone Numbers for Victim Service Providers*

### **7. Use the comprehensive listing of national and state Web sites in Appendix K.**

A comprehensive listing of national and state Web sites for victim services, criminal and juvenile justice agencies, and all Federal and state correctional agencies is included in Appendix K.

*See Appendix K, Information and Referrals on Victims' Rights, Services, and Resources*

# 3

## Developing resources that are effective and accessible

Victims who are looking for assistance need resources that are easy to access, use, and understand. To meet these needs, you should develop resources for victims in different formats—ensuring that they can be used by people with varying preferences and ability levels. Some victims, for example, might find a brochure very helpful, while others might prefer videos or Web sites. In order to develop resources for a broad range of victims, you should:

- 1 Develop resources that are easy to read and understand.**
- 2 Develop resources in alternative formats.**
- 3 Develop resources that meet the needs of underserved populations.**
- 4 Consider support groups as a resource for victims.**

### **1 Develop resources that are easy to read and understand**

When you develop victim assistance information and referrals, it is helpful to remember a few guidelines that will make information more effective and accessible:

- Write resource information at a sixth-grade level to ensure that it is simple to understand.
- Include a “glossary of terms” that explains difficult words and defines acronyms (an example developed by the Missouri Organization for Victim Assistance can be accessed at <http://mova.missouri.org/cjterms.htm>).

*See Internet Resources #10, Victim Assistance Terms*

- Include basic information about how to access victim services (with telephone numbers and Web sites) in every resource.

### **2 Develop resources in alternative formats**

Make sure that the resources you develop are accessible for people with low literacy levels, disabilities, or language barriers. Some guidelines are to:

- Make victim resources available via TTY and TDD telephone lines for the deaf community and the hearing or speech impaired and in Braille for victims who are blind.
- Make resource information available to victims through a verbal explanation and in audio-tapes and videotapes for victims who cannot read.
- Provide resources in multiple languages in jurisdictions with non-English speaking populations. You should also include a sentence—in other languages—in your English-language brochures and resources that indicates that this information is available in other languages. You should also include information about translation services, if you offer them.

### 3 **Develop resources that meet the needs of underserved populations**

Some of the most promising practices in victim outreach are those that focus on meeting the needs of underserved victim populations, including victims in urban or rural, remote, or frontier jurisdictions; victims who speak languages other than English; and immigrant populations. These projects have demonstrated that most victims will access services if they are readily available and accessible.

You should review the results of other projects that have developed resources for underserved populations. One example is in the box below.

#### **OHIO COMMUNITY REFUGEE AND IMMIGRATION INITIATIVE**

The Victims of Crime Act Administrator in Ohio conducted a statewide assessment that showed that immigrant and refugee populations were underserved. To address this problem, the following program was developed:

After requesting a meeting with staff of the Community Refugee and Immigration Services (CRIS), it was determined that immigration services were an excellent link to reaching the non-English-speaking population. Immigration Services is usually the first contact to bring people of different cultures and ethnicities together to work for the common good. CRIS provides direct services to more than 1,000 clients per month. The CRIS director is a Licensed Social Worker, and the agency staff includes staff fluent in English and 17 other languages. A database of interpreters and translators for more than 60 languages is maintained. Many of their clients are, or unfortunately become, victims of crime but are not knowledgeable about the criminal justice system or victim services. Through a VOCA grant, CRIS provides culturally-competent and linguistically appropriate services to crime victims. Services include assistance with compensation forms, interpretation services, advocacy in person or by phone, family support and counseling and crisis intervention, outreach to seniors, at-risk youth, and domestic violence and sexual assault victims. Most importantly, CRIS provides collaboration with other victim service agencies and acts as a liaison for the victims in meeting their needs.<sup>1</sup>

#### **4 Consider support groups as a resource for victims**

Most resources for victims are written, such as booklets or brochures. You should also consider support groups as a means to get important and timely information to victims who may feel more comfortable talking through their issues with others. The OVC Offender Reentry and Crime Victim Issues Working Group has emphasized the need to establish support groups for victims whose offenders are returning to the community.

# Endnotes

- 1 Sharon Boyer, February 5, 2003, e-mail interview by Anne Seymour.

# Helping families during reentry<sup>1</sup>

4

## What is in this chapter?

This chapter includes innovative ways to include families in your reentry initiative. It includes guidance for:

- Working with families during offender reentry.
- Using tools in family case management.

A majority of individuals released from prison come home to live with their families. However, some of these families have been victimized by the offender—the offender abused them, stole from them, or caused them to be evicted from their home. Clearly, these families face difficult challenges when their offender returns home from prison—they are often both the support system and the victims of offenders.

We need to step away from the assumption that offenders and victims are strangers, because more often than not, they know each other. Often, the people closest to an offender are the ones most hurt by that person. According to the 1999 Bureau of Justice Statistics, 28 percent of robbery victims and 61 percent of simple assault victims are intimates, blood relatives, or friends.<sup>3</sup> And these statistics only represent the crime that is reported. One study found empirical evidence that interfamilial crimes go unreported far more often than crimes committed between strangers.<sup>4</sup>

Working with families of offenders is another important way to shift the focus of reentry initiatives towards victims. Families can be one of the most valuable resources in offender reentry,<sup>5</sup> since for many offenders, their families are their most loyal supporters. Reentry initiatives should work with families to address their needs and to try to achieve positive outcomes in the reentry process.

# 1

## Working with families<sup>6</sup> during offender reentry

Families with reentering relatives have special needs and concerns. By familiarizing yourself with the facts, resources, and points of support, you can better support these families. This section has information and tools for:

- 1 **Understanding the facts about interfamilial crime.**
- 2 **Partnering the family with reentry professionals.**
- 3 **Identifying sources of support in the community.**
- 4 **Addressing the social stresses on families.**

### 1 **Understanding the facts about interfamilial crime**

Substance abuse and mental illness are at the root of many crimes committed within families. Theft and domestic violence can result, leaving victims in the difficult situation of loving a family member who is also their abuser. When a family is not properly equipped to deal with these issues, an offender reentering the family's home may incite anger and increase family stress.

#### 1. **Become familiar with the facts about interfamilial crime.**

A great deal of research exists about the way factors like drug use and mental illness can impact crime. You should familiarize yourself with these facts as you work with victims in families. For example:

- In 80 percent of all crimes committed, drugs or alcohol played a role in the offender's actions.<sup>7</sup>
- Mental illness and substance abuse are strongly linked.
- Mental illness is rampant among prison populations:
  - 22 to 30 percent of individuals in prison have anxiety disorders.
  - 13 to 19 percent have major depression.
  - 6 to 12 percent have post-traumatic stress disorder.
  - 2 to 5 percent have bipolar disorder.
  - 2 to 4 percent have schizophrenia or another psychotic disorder.<sup>8</sup>

**2. Provide research that can help your reentry partnership better respond to the complex issues around interfamilial crime.**

Help families prepare for offender reentry by providing them with research-based answers about mental health, substance abuse, and victim safety. The resources at the end of this section and in the Promising Practices section include guidance to help you do this.

**2 Partnering the family with the reentry professionals**

The family is only one aspect of a reentering offender's life. On the other hand, reentry professionals are from several fields, including victim assistance, criminal justice, and mental health services. Families should see these professionals as a source of help and understand that everyone is working towards the same goals. At the same time, government and community services should understand the particular needs of families with reentering offenders so that they can be as responsive as possible. The more stable a partnership, the less talk there is of "choosing sides" and the more likely it is that positive work can get done.

**1. Train reentry professionals about the needs of victims whose offenders are within their families.**

Families with reentering relatives have special needs that other types of victims do not have. Because the reentering offender is a family member, the families will have specific concerns related to information, notification, safety, and, if needed, family reunification. You should train reentry professionals to become familiar with the needs of these victims and with the available services and programs for them.

**2. Work with family members of the offender to identify the offender's risk cycle so appropriate interventions can be introduced before further victimization occurs.**

The more you understand the specific needs of family members, the better you will be able to respond to them quickly and effectively. Family members are often in the best position to tell you about the offender and the risks that he or she presents. Listening carefully to family members will help you prevent problems and create an individualized plan to help them—and the offender—through reentry.

**3. Coordinate the efforts of all professionals and agencies that assist family victims and their offenders.**

Families will come in contact with many reentry professionals. By coordinating among these professionals, you can create a seamless approach to the family's specific needs. Additionally, you should involve professionals working on the offender side of the situation to get their input and to ensure that you are covering all aspects of the reentry.

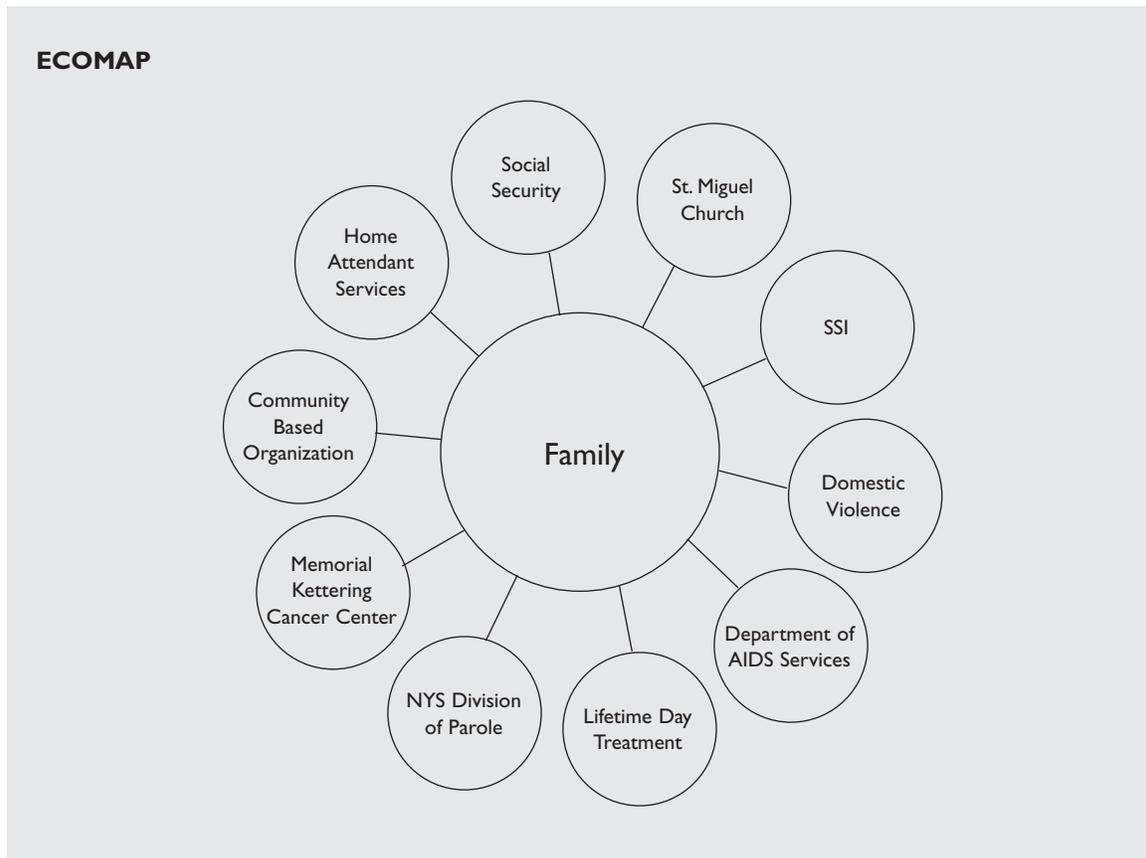
**3 Identifying sources of support in the community**

Families have numerous points of support when an offender is reentering society. For example, if the offender suffers from a mental illness, there are several ways to get help—health services,

Medicare, domestic violence services, etc. Families may not, however, know how to identify or access these sources of support. No one resource alone will help the family or returning offender, but, with help, families can find a great number of sources of support during the reentry period.

### 1. Create an Ecomap to help families understand their community support.

An Ecomap (see below) is a visual representation of the valuable resources outside the family. Ecomaps can both show conflicts between services and highlight how families can better access these areas of support. It is worthwhile to brainstorm some of these areas of support in order to identify the extent to which individuals and families are supported without even knowing it.



### 2. Develop community-based partnerships that provide assistance to offenders and their families during reentry.

Linking the many services available to families and their reentering relatives is a daunting task. However, you should try to build partnerships among the many available services so that families can quickly and efficiently find what they need. In effect, your initiatives will do the work for families by giving them one way to access the many services they need. Some services that should be linked through partnerships are victim services, offender services, mental health services, substance use and abuse services, employment services, housing assistance, and other agencies that address victims' and offenders' needs.

#### **4 Addressing the social stresses on families**

The social stresses on families who have a reentering relative can be enormous. Sometimes families are not even aware of the social issues that they will face when their relative is released into society. Take one example: when offenders are convicted of certain crimes, they can lose their eligibility to live in public housing.<sup>9</sup> This means that offenders who go home can jeopardize the entire family's housing status. Learning about these types of unanticipated social consequences will help you better anticipate and address the needs of the families you work with.

You should design reentry initiatives that address the social factors that affect families with reentering relatives. The concept of the family may be familiar to many of us on a personal level, but it is often not taken into account in public safety networks. You should become familiar with federal and state laws and regulations that will affect the offender and his or her family during reentry. Be prepared to specifically address important social needs—such as finding housing—with families who may not understand the implications of living with a person convicted of a crime.

## 2

# Using tools for family case management

When parole and other criminal justice agencies understand the community and the culture that make up a reentering offender's life, they are more apt to cooperate and communicate effectively with the family. It is important to learn as much as possible about an offender's family so that you can tap into family-based relationships during reentry. At the same time, dealing with a family's complicated and intricate relationships requires special tools.

This section looks at one family's situation and how reentry professionals helped them deal with the challenges of having a loved one return from prison. This case study demonstrates how you can work with a family during reentry while addressing complicated family relationships. In particular, it introduces tools and advice for effective family case management, including:

- 1 Step 1: Using a Genogram to map family relationships and dynamics.**
- 2 Step 2: Building on the family's strengths.**
- 3 Step 3: Establishing the family's rights.**
- 4 Step 4: Developing an action plan for the family.**

### Introducing Jim's case

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Jim, now 37, started using heroin as a teenager and has been in and out of jail and prison since age 18. He has often stolen money and valuables from his family to support his habit. Once, Jim attacked his mother while she was attempting to confront him about his addiction and to prevent him from stealing her money. He is serving a 7-year sentence for a small grocery store robbery and is receiving drug treatment.

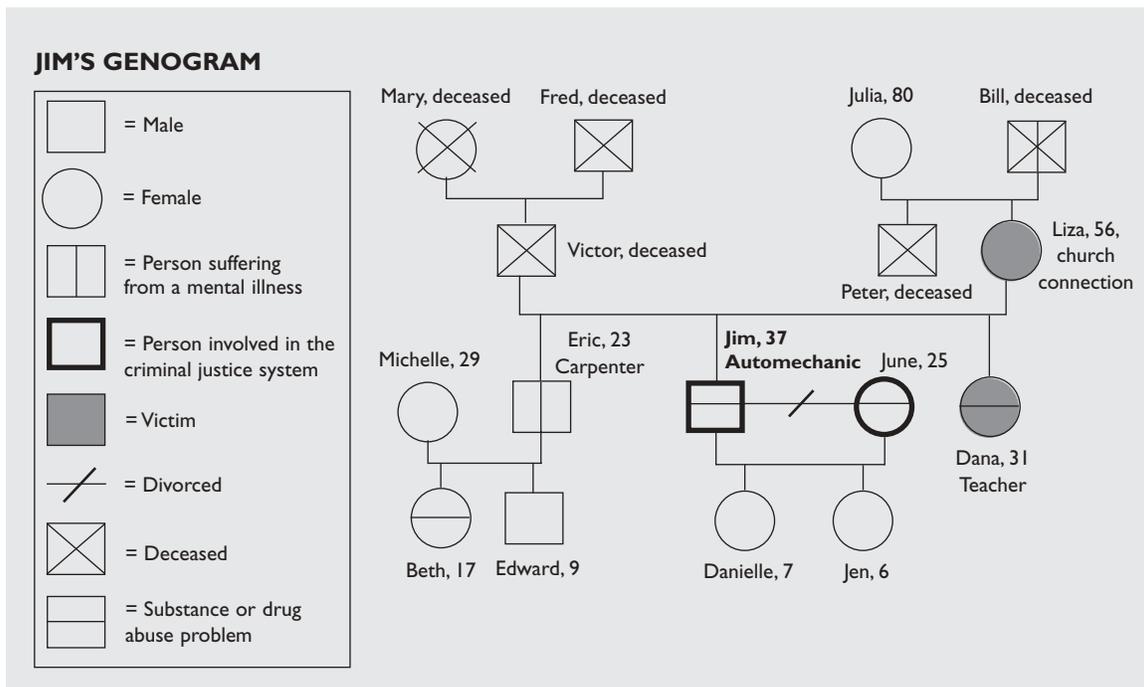
Jim is going home in a few months and he is planning to live with his family. The family is both happy to have Jim return home and nervous that past problems related to his addiction could emerge. His mother is afraid of being attacked again, and his sister is very protective of her money, knowing of Jim's tendency to steal. Jim's two children are excited to see their father, but still look to Jim's mother for real support because she has taken care of them ever since Jim's ex-wife, June, went to prison on a drug charge.

## I Step 1. Using a Genogram

The Genogram, or family map, provides a picture through which a family can better understand and know its strengths, weaknesses, and general characteristics. The more reentry professionals understand about the family's history and connections, the more information they have to draw from as they work with the family. Genograms are a quick way to learn more about a family. The information you get for a Genogram can help you build a plan for the family and can be a starting point for effective family management. Jim's story shows how a Genogram can be used as a tool in reentry.

### Jim's Case

Before Jim's release, a parole officer and a case manager from a local reentry and victim service agency made a family visit. At this visit, they met and spoke with Jim's mother, older sister, younger brother, and 7 year-old daughter. The visit revealed not only the family's concerns about Jim's imminent release, but also the web of relationships that could—with some help—provide critical support to Jim and his family during this difficult time. They listed both the positive and negative discoveries of the visit. They mapped these family traits with a Genogram.



As we look closely at Jim's Genogram, we see that his family, like many, has a complex history and many problems. For example:

- The family has a history of mental illness and substance abuse.
- Many family members have passed away, and death has played a role in shaping family identity.

- Jim is not the only family member involved in the criminal justice system.
- Jim has many siblings and extended family members who share a difficult past; this could be a unifying trait.
- Liza, Jim’s mother, is a victim of domestic violence.
- Liza knows her church well and is willing to find support for herself and her family there.

Jim’s Genogram creates a starting point for reentry professionals—identifying both potential problems in the family and also potential areas of strength and support.

## 2 Step 2. Building on the family’s strengths

In some cases, the initial contact with the family will suggest that the family needs to be separated from a reentering relative; in other cases, strengthening a family relationship requires that the reentering relative find alternate housing. The key is assessing what the family needs from and for each other. No matter how you proceed, you should attempt to build on the family strengths that you identify. The next section focuses on how to raise a family’s awareness of each other while creating a safe and stable space for the whole unit.

### Avoiding making assumptions

When people interact with others, they function under a set of assumptions unique to that relationship. Effective family case management will push participants to move beyond assumptions and develop a deeper level of understanding of each other. By moving away from assumptions, you help people to stop judging each other and start developing a partnership. When you work with families reuniting with reentering offenders, it is critical to address long-held assumptions and break them down.<sup>10</sup>

### Jim’s case

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In Jim’s case, there are several assumptions to address.

#### **Assumptions about Jim’s family:**

- Jim’s family has several victims of crime, but we cannot assume this means that they are helpless or weak.
- Jim’s family has been through a lot of turmoil, but we cannot assume we know their mental and physical states unless we communicate with them about them.<sup>11</sup>

#### **Assumptions about Jim:**

- Jim is a criminal offender, but we cannot assume that he was never a victim himself or that he has not suffered severe family stresses, such as early drug-related deaths.
- Jim may be guilty of the crimes he has committed, but we must keep an open mind, because he may have changed his ways.

When reentry professionals work with families, it is crucial to address underlying assumptions. Family members may learn that they rely on long-held assumptions far more than they allow themselves to see others in a new light. The first step to healthy family growth is the strong effort of all family members, government agency representatives, and community-based organizations to avoid making assumptions.

### **Using a third party to manage the family more effectively**

While families often have insights into each other that few outsiders do, they may also be blind to other aspects of their family dynamic. An objective third party can help families clarify their issues and build better relationships.

#### **Jim's case**

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In Jim's family, a case manager served quite effectively as an objective third party. This third party helped Jim and his sister, Dana, address their issues with each other. Though both have substance or drug abuse related problems, Dana was also a victim of a robbery that Jim committed. Jim and Dana needed someone to help them recognize that the other person's limitations are not all that define him or her. The case manager's goal was to create a safe space for both Dana and Jim. This trained third party offered Dana, who may have felt unwilling to trust Jim again, the support she needed to give the relationship another try.

Working with a trained third party provides an opportunity for family members to take limited risks and then use the third party's support to reestablish their relationships. Third parties trained in this model can be case managers, parole and probation officers, and other criminal justice stakeholders. Families often find that they can renew damaged relationships when a third party who understands family dynamics works with them.

### **Focusing on competency**

Many offender reentry programs take a deficit-based approach—focusing on offenders' weaknesses rather than their strengths. Offenders are constantly reminded of their crimes without a way to make reparations and without the support they may need to recognize their own positive and resourceful qualities. When offenders reenter a family, you should try to focus on competency rather than weakness. When you focus on competency, you assume that all members of the family are capable of accomplishing any given task.

#### **Jim's case**

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Rather than focus on Jim's or Dana's limitations, case managers, parole officers, and other service agencies focused on competency instead. When working with Jim, reentry professionals assumed that he was capable of accomplishing whatever task Dana asked of him—whether that was staying clean or finding a job. The confidence that Dana showed in Jim made him even more determined to stay off drugs. After all, Dana had doubted Jim for many years. In addition, when Jim became determined to quit drugs, it gave Dana the encouragement to get treatment for her own substance abuse problem.

Families that know each other well may offer unique and valuable solutions to each other's problems. Family members must be taught how to recognize and operate under the assumption that their relatives are capable of accomplishing any task, from resolving an argument to preventing a crime from reoccurring.<sup>12</sup> Reentry professionals should offer this kind of support when families are incapable of developing a positive approach on their own.

### **Fostering complementarity**

Another job of reentry professionals is to help raise the family's awareness of each other's individual strengths. All members are integral to the family health and all have the power to help the family. This process of making each side equal and accountable is called complementarity.

### **Jim's case**

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Jim's younger brother, Eric, is a good communicator, and his sister, Dana, is very patient. Jim is now more caring than he ever thought he could be; it simply took the family calling on him to reveal his strengths. Each member of the family, in fact, has strengths. By fostering complementarity, you make each member aware of the others' contributions.

Complementarity encourages everyone to see the strengths in others during difficult interactions. Reentry professionals should ensure that family members respect each other's contributions and capitalize on that knowledge. Building on each other's strengths is perhaps the most effective way to create a stable and whole environment for the family.

## **3 Step 3. Establishing the rights of the family**

Once these ground rules for behavior within relationships are established, then you can build on that foundation to establish the rights of the family. Victim impact statements can be an important part of establishing family rights. These statements inform offenders about how their actions were received by their family members. They also often reveal that the victim wants to have input in the offender's future—helping guide decisions that the offender now has to make.<sup>13</sup>

### **Jim's case**

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Victims within Jim's family had every right to make a victim impact statement. Dana and Liza put down in words the ways in which they were affected by Jim's actions. They made it clear that Jim's release did not imply that he had a clean slate with his family. Their statements showed Jim how they felt and helped him reflect on how he wanted to live his life in the future. The victim impact statements paved the way for a step-by-step plan that allowed Jim to change his behavior and take responsibility for what he had done to his family.

Reentry professionals can use victim impact statements as one tool in working with families. Justice Solutions in Washington, D.C. has put together a package that includes steps towards recognizing the “us and them” feelings that victims often have about offenders. It acts as a first step in developing a victim impact statement. This statement can help establish rights for the family that all members can agree to live by in the future.

#### **4 Step 4. Developing an action plan for the family**

Life is not always going to be perfect for any family—especially those with a reentering relative. An action plan can help the family address problems while also setting goals for the future. It can guide the family by helping them focus on goals that they set outside of the difficult times that they may be experiencing.

##### **Jim’s case**

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Stresses on Jim’s family increased over time: Jim’s brother, a large support for the family, lost his job. Jim relapsed.

Fortunately, the family joined with the case manager and parole officer to draw up a family action plan that addressed Jim’s reentry and drug treatment needs as well as the needs of each family member. For months, the action plan guided their lives, and family members were actively engaged in the process, offering support to each other and having some of their own needs met. This action plan helped them overcome problems that could have escalated into a family crisis.

Using the action plan:

- Liza reached out for help and called an emergency meeting with the family and their case manager.
- Jim volunteered to go into a short-term, residential detoxification program.
- Jim’s brother was referred to a newly established carpentry agency.
- Jim’s mother offered to help Jim comply with supervision mandates as soon as he completed the detoxification program and entered an outpatient program.

Although still facing real challenges, the family has stabilized and continues to grow. As Jim’s parole officer said at a recent meeting: “I’m really proud of us. I never thought I would see the day when Jim would call me when he thought of using drugs again. Jail is not his only alternative. He’s got all of us.”

# Endnotes

- 1 This section was written by Carol Shapiro, Executive Director of Family Justice in New York City, and Katie Sawicki, Executive Assistant for Ms. Shapiro.
- 2 Family Justice Inc, 2001, *Partnering with Families: A Natural Resource for Family Drug Courts*.
- 3 Bureau of Justice Statistics, January 2001, *Criminal Victimization in the United States, 1999*, Washington, D.C.: U.S. Department of Justice, Office of Justice Programs.
- 4 Mary Stohr, Ph.D and Robert Uhlenkott, 1999, *1999 Idaho Crime Victimization Survey*, Idaho Department of Law Enforcement.
- 5 See also: Vera Institute of Justice, May 2002, *Families as a Resource in Recovery from Drug Abuse: An Evaluation of La Bodega de la Familia*. This work deals specifically of one family case management organization that utilizes the ideology that families are critical to successful reentry.
- 6 Family is broadly defined a include the network of people who have significance (both positive and negative) in participant's life. Rather than the literal meaning of those related by consanguinity, family includes relatives, friends, and other significant individuals (for example, a priest or community worker).
- 7 The National Center on Addiction and Substance Abuse at Columbia (CASA), September 1998, *FACTS: Addictions and the Criminal Justice System*, OASAS Publication #FS20.
- 8 National Institute of Justice, May 2002, *The Health Status of Soon-To-Be-Released Inmates: A Report to Congress*, Volume One.
- 9 U.S. Department of Housing and Urban Development v. Rucker et al, 535 U.S. 125, 2002.
- 10 Carol Shapiro and Meryl Schwartz, 2001, "Coming Home: Building on Family Connections" *Corrections Management Quarterly*, Aspen Publishers, Inc., 5(3)(2001), 52-61.
- 11 Ibid., 52-61.
- 12 Ibid., 52-61.
- 13 A. Seymour, 2002, *Victim Impact Resource Package*. Washington, D.C.: Justice Solutions.

Working with interfaith  
communities during  
reentry

5

# What is in this chapter?

This chapter helps you understand how to work with interfaith communities during reentry. In particular, it provides guidelines to help interfaith communities establish safe and effective programs for:

- Working with victims.
- Working with offenders.
- Fostering safe and effective volunteer practices.

In the past, interfaith leaders and congregations have devoted significant attention and resources to helping offenders—juvenile and adult, men and women, incarcerated and in the community. Now, the same programs are devoting resources to helping victims of crime as well.

When reentry initiatives engage interfaith communities in providing victims with support and services, the results can help victims cope spiritually and emotionally with the aftermath of crime. With this type of spiritual focus, interfaith communities can provide victims a less tangible—but no less important—form of support. At the same time, interfaith communities can serve as a resource for many of the basic needs that victims may have.

Interfaith communities are another powerful way to shift the focus of reentry toward victims. Within reentry initiatives, interfaith communities offer tremendous opportunities for providing support and assistance to victims in need.

# 1

## Working with victims

Many interfaith communities want to assist victims, but need to learn more about victims' rights and needs to provide effective help. This section contains basic information that can help interfaith communities work with victims of crime, including tools to:

- 1 **Learn more about victims' rights and needs during reentry.**
- 2 **Create specific programs to help victims.**
- 3 **Collaborate with local community-based victims' assistance programs.**
- 4 **Sponsor activities that support and honor victims of crime.**
- 5 **Provide a volunteer force to work specifically with victims.**
- 6 **Understand how prayer and ritual can help victims.**
- 7 **Help community members learn about the "do's" and "don'ts" of supporting victims.**

### 1 **Learn more about victims' rights and needs during reentry**

Interfaith communities can find out more about crime victims' needs, rights, and concerns by:

- Networking with local system- and community-based victim assistance programs.
- Inviting victim service providers to give presentations at officially sponsored events.
- Learning more about local, state, and national referral resources for victim information and assistance.

They can also learn more about victim trauma and related mental health issues by:

- Reviewing Web sites that offer summaries of such information.
- Talking to victims and trying to gain some understanding of their experiences.
- Collaborating with local victim service programs to learn more about the issues victims face.

## **2 Create specific programs to help victims**

Interfaith communities can offer outreach to victims through:

- Developing sermons, congregation lectures, and other public initiatives to highlight crime, victimization, and available resources (for example, addressing crime and the impact of victimization at forums such as the “lecture days” sponsored by the United Methodist Church).
- Developing sermons that focus on the fact that victims are not to blame for their victimization.
- Creating announcements about the interfaith community’s concern about victims and their needs in newsletters, Web sites, and other resources.
- Incorporating victims’ needs and concerns into all interfaith initiatives, such as prayer and worship groups, clubs, and fundraisers.

## **3 Collaborate with local community-based victim assistance programs**

Interfaith communities can develop partnerships with other community programs by:

- Sponsoring the “Adopt a victim assistance program” initiative and providing volunteers and other support to one community-based victim assistance agency.
- Sponsoring an “Adopt a victim family” initiative and working with victim service providers to assess, identify, and attempt to meet one family’s needs.
- Providing other ongoing services to victims in need of support and assistance, such as helping them with sustenance issues, accompanying them when they go out, etc.
- Providing support and resources as a component of the interfaith community’s mission.

## **4 Sponsor activities that support and honor victims of crime**

Interfaith communities can show support for victims through:

- Fundraising activities that directly benefit victims or service organizations.
- Sponsoring activities to honor victims’ commemorative weeks, such as National Crime Victims’ Rights Week (April) and Domestic Violence Awareness Month (October).

## **5 Provide a volunteer force to work specifically with victims**

Interfaith communities can ask for volunteers to serve as “guardians” for victims whose offenders are being released back into the community and who may have concerns about their safety.<sup>1</sup>

## 6 Understand how prayer and ritual can help victims

Interfaith communities should understand their role in helping to comfort victims through prayer and ritual. The following table shows the benefits of each in helping victims cope with trauma.<sup>2</sup>

THE BENEFITS OF PRAYER	THE BENEFITS OF RITUAL
<ul style="list-style-type: none"><li>■ Prayer, in the religious sense, may be a source of release for emotions and validation for people of faith.</li><li>■ Prayer allows victims to communicate with God. The idea of using prayer to let out sorrows, fears, joys, the search for understanding, and the quest for assistance is well documented in the Scriptures.</li><li>■ Prayer allows victims to experience a communion with others when they pray with them.</li><li>■ Prayer serves as a source of stress moderation. Meditation has long been noted as a form of therapy for dealing with stress. Repeating words or phrases can replace intrusive thoughts and have beneficial physiological effects.</li><li>■ Prayer is a form of spiritual processing. Incorporating the prayers of others in an individual's prayer may provide an opportunity to integrate new perspectives that are consistent with existing beliefs.</li></ul>	<ul style="list-style-type: none"><li>■ Ritual is a primary source of social integration and support. Most spiritual rituals involve connecting and strengthening the bonds of individuals to the community in which they live.</li><li>■ Rituals help people face joys, fears, and sorrows together. Traditional rituals involve all community members, thus providing a ready mechanism for processing distress or disaster and celebration or hope.</li><li>■ Rituals may be developed in new ceremonies that then become traditions for later generations. Ritual and ceremony have been created in programs for sexual assault victims, child victims, battered women, and survivors of homicide victims.</li><li>■ Ritual reminds people of their faith and belief systems.</li><li>■ Ritual can help people release emotions through actions such as dance, song, or designated tasks.</li></ul>

## 7 Help community members learn about the “do’s” and “don’ts” of supporting victims<sup>3</sup>

Interfaith communities should provide information to individual members on things that they should and should not do as they support victims. The table on page 101 shows “do’s” and “don’ts” while interacting with victims about their trauma.

## DO'S

- **Do affirm victims' right to question their God's judgment.** Victims may be angry with God. They may feel hatred. They may feel betrayed. Anger is documented in the Old Testament, the New Testament, Native American religions, and other religions. Anger is part of the search for a new understanding.
- **Do affirm their search for spiritual answers.** If victims decide to change their spiritual orientation, that is their choice. Many victims find new hope and new life in a different religion or in a new philosophy—it takes time to sort through those thoughts. Respecting the wide range of religions in America is critical to assisting victims.
- **Do affirm the wrongness or injustice of what has happened.** This is particularly important when the trauma has been caused by human cruelty or brutality. Working with victimized people requires a committed moral stance. It involves an understanding of the fundamental injustice of the traumatic experience and the need for a resolution that restores some sense of justice.
- **Do emphasize that all victims must find their own way of understanding the trauma.** Victims must be given the chance to understand the causes, nature, and aftermath of catastrophe in their own way. However, if they ask what your beliefs are, tell them as concisely as possible.

## DON'TS

- **Don't try to explain or give answers to spiritual questions.** Most victims know that there are no absolute answers. Most victims will find their own spiritual answers in order to go on with life. Often, they need affirmation to confront the questions they are raising and want someone to “understand” that God or their own spirituality is in question.
- **Don't impose any spiritual answers on victims.** People who have lost a loved one do not want to be told that their loved one is “better off with God” or “is without pain now.” They also do not want or need to hear that the victimization was “God's will.”
- **Don't try to convert victims.** Never try to “convert” victims to a different faith. This could compound their confusion and trauma.

*continued...*

<b>DO'S</b> <i>(continued)</i>	<b>DON'TS</b>
<ul style="list-style-type: none"><li data-bbox="261 331 787 640">■ <b>Do allow victims to discuss issues of forgiveness.</b> If these issues are not discussed, victims may punish themselves because they feel they should forgive the offender. Remember that victims need to work out their own thoughts on forgiving or not forgiving, and must go on with life in either case.<sup>4</sup></li><li data-bbox="261 661 787 892">■ <b>Do be available to work with victims on reconciliation.</b> When victims choose the path of reconciliation, offer them long-term support, not only in the first weeks or months following their victimization, but during the next few years.</li></ul>	

# 2

## Working with offenders

Working with offenders presents significant challenges. To be safe and effective, programs that deal with offenders must require proper oversight and training of their workers. This section contains basic information that can help interfaith communities work with offenders, including tools to:

- 1 Understand the characteristics of volunteers in your community.**
- 2 Train volunteers to safely work in the reentry process.**
- 3 Develop information about the risks of working with offenders.**

### **1 Understand the characteristics of volunteers in your community**

Volunteers offer both juvenile and adult offenders relationships with non-criminal or non-delinquent role models, frequently providing assistance that is not otherwise available. However, because many volunteers are eager to help, it is easy to forget that they may not have the training to deal with potentially violent and dangerous offenders. Therefore, it is important to keep in mind the important facts about most volunteers:

- Most volunteers are well intended and just want to help.
- Most volunteers are naive about the harm offenders can cause.
- Many volunteers think God will protect them.
- Religious volunteers often overlook warning signs of danger for the sake of spreading “the word” and believing that they are making progress.

### **2 Train volunteers to work safely in the reentry process**

Many of the custody-based volunteer programs do a good job in helping their volunteers understand the nature of the facility and the rules required of volunteers. The same is not true of those volunteers working in reentry programs. A check with a number of prison ministry groups revealed that they have not yet developed focused training for volunteers working with reentering offenders.

For reentry, most of the volunteer orientation and training issues are the same as in custody settings. The difference, of course, is that the volunteers during reentry are much more vulnerable, since they do not have security devices and instant staff response to threats. They may have to deal with drunk or drugged offenders, weapons, and verbal intimidation that would not be found in institutions. Important steps to take to develop effective training for volunteers are to:

1. Develop information about the risks of working with offenders.
2. Develop policies and protocols for reentry initiatives that address volunteer safety and provide comprehensive training for volunteers who work with violent offenders about personal protection issues.
3. Develop an advisory group of seasoned volunteers to identify and address key safety issues for interfaith community volunteers.

#### **1. Develop information about the risks of working with offenders.**

##### ■ *Reinforce the idea that offenders can be predators.*

Interfaith communities need to reinforce the idea that many offenders are predators—not all, but many. Just because volunteers raised their own children or worked with youth in their jobs does not mean they are ready for working with offenders who can be manipulative, dependent, needy, addicted, mentally unstable, and ready to use other people to get their way.

Most offenders were not taught non-violent values; in fact, many were taught that criminal ways of thinking and acting were expected. The result is often a truly dangerous person who is reentering society. Volunteers are an important part of the rehabilitation team, but they are also at risk as they work with offenders. They should be constantly reminded of this fact.

##### ■ *Identify the thinking patterns of offenders.*

Interfaith communities can provide access to resources that describe offender behavior habits and how to respond. Documents such as “Games Convicts Play” could be helpful. Other resources are those used to train reentry personnel such as the “Safety Awareness Workbook” prepared by Richard Kipp of the Lehigh County, Pennsylvania Adult Probation and Parole Department.

#### **2. Develop policies and protocols for reentry initiatives that address volunteer safety and provide comprehensive training about personal protection issues for volunteers who work with violent offenders.**

##### ■ *Set limits and boundaries.*

Train volunteers to set boundaries and reject offenders’ demands or threats. Often the demands are related to money or property like cars.

##### ■ *Give information on emergency contacts.*

Train volunteers to know whom to contact if they are ever threatened or feel unsafe.

- *Address offenders who are inappropriate or dangerous.*  
Train volunteers on methods to handle offenders who are inappropriate or dangerous.
- *Understand the justice system.*  
Give volunteers orientation information about the justice system. At times, the volunteer might be persuaded to band with the offender in opposing the justice system personnel or policies. For example, volunteers can be “used” for violation or release hearings; they should be well-informed of the consequences of such actions (such as the potential danger to themselves or others in the community).

### **3. Develop an advisory group of seasoned volunteers to identify and address key safety issues for interfaith community volunteers.**

- *Identify key safety issues that volunteers encounter.*  
Talk to volunteers to better understand and address the issues and concerns they have about their work.
- *Create a support group to address volunteer issues.*  
Consider developing a support group for volunteers where they can discuss safety issues and how best to respond—both individually and collectively.

## **3 Develop information about the risks of working with offenders**

It is important not to be negligent in helping volunteers understand the risks of their job. Interfaith communities should adopt the same kinds of stringent guidelines in warning volunteers about risks as the justice system does with its own employees. The justice system has a legal duty to train workers and to warn them of danger from offenders. If a staff member is injured or killed in the course of performing his or her duties, the agency that hired him or her must prove they made a good faith effort to train and protect that staff member. Reentry programs should have a similar obligation to protect people they are encouraging to enlist as volunteers.

# 3

## Fostering safe and effective volunteer practices

All social services, government services, and religious services rely on the time given by volunteers to enhance their programs. Reentry professionals do not always have the time to spend hours with offenders who need personal attention and close supervision. For these reasons, volunteers are an incredibly valuable resource to reentry partnerships. Still, reentry initiatives need to ensure that volunteers are trained in the special risks and responsibilities of working with victims and offenders during reentry.

The important issue of volunteer safety must be addressed by all reentry initiatives across the United States. The following is a list of guidelines that reentry partnerships should use as they develop volunteer networks as part of their victim and offender services:

1. Develop training materials that:
  - Provide “easy-to-read tips” on how to keep volunteers safe.
  - Include offender profiles/characteristics similar to those used to train new correctional and juvenile justice personnel.
2. Develop volunteer safety videotapes and role-playing scenarios for trainers.
3. Develop resources for justice system staff to address the safety of volunteers in their programs who work with offenders and crime victims. Develop volunteer survival skills.
4. Explore the concept of support groups for volunteers and mentors.
5. Create an advisory group of seasoned volunteers to identify what they think is needed to promote and address volunteer safety for reentry initiatives.
6. Create a comprehensive list of interfaith-based organizations that use volunteers to work with offenders and victims.
7. Provide all interfaith-based organizations with a copy of this chapter to help them learn the recommended guidelines for working with offenders and victims.

# Endnotes

- 1 Anne Seymour, 2002, Presentation at OVC Working Group on Victims and Reentry, Washington, D.C.: Justice Solutions.
- 2 Marsha Kight, 2002, Offender Reentry and Crime Victim Issues Working Group.
- 3 Ibid.
- 4 Paraphrased from Rev. A. Robert Denton, “Spirituality and Trauma.”



# Promising practices

6

# What is in this chapter?

This chapter highlights seven practices that can be used as models to develop victim-sensitive approaches to offender reentry. They include:

- The Offender Accountability Act: Improving victim and community safety by combining risk-focused supervision and community partnerships in Washington State.
- Collaborative responses for combating sexual violence in Connecticut communities.
- Creative approaches to safety information for domestic violence victims.
- Come Unite: Addressing safety issues in Mad River Valley, Vermont.
- Reentry-focused victim services at the Ohio Department of Rehabilitation and Correction (DRC).
- Justice professionals in the Washington, D.C. Metro area meet to identify victims' needs during reentry.
- Twenty questions to develop an assessment tool.
- Law enforcement education and training: Promising practices in Boston, Massachusetts and Fairfax, Virginia.

This chapter includes promising practices from the field that can be replicated in reentry initiatives across the country. These practices are models because they successfully bridge a range of groups who share concerns about victims: victim assistance organizations, victim advocacy organizations, criminal justice agencies, corrections departments, communities, and victims themselves. These partnerships promote community involvement in the reentry process and emphasize a collaborative approach. You can use these practices in your own reentry initiative as you develop policies, programs, and protocols that focus on victims' needs.

# 1

## The Offender Accountability Act: Improving Victim and Community Safety by Combining Risk-Focused Supervision and Community Partnerships in Washington State

### **What is The Offender Accountability Act?**

The Offender Accountability Act (OAA) is a law that Washington State passed in 1999. The OAA directs the Washington Department of Correction (WADOC) to identify high-risk offenders who may pose dangers to victims and communities when they are released. OAA also authorizes the department to impose intensive conditions of supervision on high-risk offenders and hold them accountable through hearings and sanctions. In addition, before any offender can be released or transferred to the community, the State of Washington's victims' rights law requires WADOC to notify enrolled victims and witnesses.

### **How has the OAA affected Washington's reentry programs?**

"The OAA legislation has been the occasion for the Department of Corrections to re-think its entire approach to corrections management: how we deploy our resources, what we do with offenders, how we align our work with other criminal justice agencies, and how we involve citizens and victims," says WADOC Victim/Witness Manager Bill Stutz.

The WADOC realized that they could vastly improve victim and community safety when high-risk offenders leave custody by making two new critical assumptions. These two critical assumptions that now govern planning for high-risk offenders leaving custody are:

1. The supervision of high-risk offenders cannot be separated from victim and community safety.
2. Safety and offender accountability require the community's active involvement in the correctional agenda.

### **What programs have been created as a result of the OAA?**

The OAA legislation led to three new programs that address victim and community safety when high-risk offenders reenter the community. These programs work independently and in combination and are successfully addressing victim and community safety.

The three programs are:

1. The Risk Management Transition Program.
2. Community Victim Liaisons.
3. The Victim Wrap-Around Procedure.

## 1. Risk-Management Transition Program

The first key component in the WADOC reentry initiative is the Risk-Management Transition Program.

### ■ *What does the Risk-Management Transition Program do?*

The Risk-Management Transition Program observes the behavior of offenders before they are released and creates a team of community members and WADOC staff to assist and observe as the offender transitions into society. This program was created to prevent high-risk offenders from “slipping through the cracks” and disappearing into the community until they are rearrested for a new offense.

### ■ *How does the Risk-Management Transition Program work?*

The transition protocol actually begins when the offender goes into the WADOC. At that time, WADOC compiles information about the offender’s criminal history, behavior and treatment requirements, and his or her support systems in the community.

At least 24 months prior to the offender’s release, the risk management team again takes a close look at the offender’s behavior to assess his or her risk to re-offend and his or her propensity to harm victims and the community. Based on the offender’s assessed risk and needs, a transition team is formed four months prior to release. This team, comprised of WADOC staff and members of the community, then develops the offender’s reentry plan.

### ■ *Who takes part in the Risk-Management Transition Team?*

The transition team might include community members, such as victim service providers, law enforcement personnel, members of the clergy, and the offender’s family or support system. The team works with offenders to develop a transition plan that deals with such issues as transportation, medication, community-based services, housing, and employment. Each member of the team knows the offender’s release date and assumes specific responsibilities to assist the offender in a successful transition.

## 2. Community Victim Liaisons

A second key component of the WADOC victim and community safety plan is the Community Victim Liaison.

### ■ *What are Community Victim Liaisons (CVLs)?*

Community Victim Liaisons (CVLs) are a category of employee under the victim/witness program at WADOC. CVLs advocate on behalf of victims and improve communication among victims, advocates and community members, and corrections officials when a high-risk offender is leaving custody.

Individuals who work as CVLs have been hired primarily from community- and system-based victim services. Based in five offices around the state, they are easily accessible to the public, and their understanding of and experience with advocating on behalf of victims make them important correctional employees in the field. They can improve communication with community stakeholders and can increase understanding of victim needs and concerns within WADOC.

■ *What do CVLs do?*

CVLs coordinate safety planning for victims who are at risk when offenders reenter the community. These safety-planning processes, called “victim wrap-arounds,” will be discussed in more detail below.

CVLs also serve as the primary contacts for victims’ advocates in the community and in the justice and law enforcement system. CVLs play a valuable role as corrections contacts in the field for system- and-community-based victim advocates who may have more difficulty connecting with correctional decision makers than they do with law enforcement and prosecutors.

### 3. The Victim Wrap-Around Process (VWAP)

The victim wrap-around process (VWAP) is the third key component in the WADOC victim and community safety plan.

■ *What is VWAP?*

The VWAP provides direct safety planning for victims who are at risk during reentry. To do this, VWAP engages community resources to join together in support of the victim. Victim wrap-arounds are intensive, multidisciplinary, and designed to help victims to feel safe and be safe. They are targeted towards victims (and potential victims) who have been threatened by an offender returning to the community. The wrap-around process has many benefits; it:

1. Develops a personalized safety plan for the victim.
2. Provides a comprehensive system response and plan of action should the need arise.
3. Reduces the emotional trauma generated by the direct threat as well as the presence of the offender in the community.
4. Engages the community and community resources in the support process.
5. Empowers the community to directly address the presence of high-risk offenders, develop their own safety processes, and understand their capacity to protect their members.
6. Emphasizes the system’s commitment to hold the offender accountable.

■ *Who might need the VWAP?*

Most VWAPs have been conducted for adult women—many of whom are victims of domestic violence. Others who have benefited from wrap-arounds include children and teenagers, a member of a jury in the trial process, criminal justice professionals, and a probation officer—all of whom were targeted by high-risk violent offenders.

Over 100 wrap-arounds have been initiated since the program began in 2001. It is important to point out that many high-risk violent offenders who return to the community threaten people other than the victim of the crime for which they were sentenced. In this context, “victim” as terminology should be considered in its broadest terms.

■ *Who should be part of a VWAP?*

In addition to the community victim liaison and the victim, members of every wrap-around must include:

1. From the Department of Corrections: a risk management specialist, a classification counselor, and a community corrections supervisor.
2. From the victim's network: individuals to provide support, local law enforcement professionals, and local victim advocates.
3. From the broader community: representatives from mental health and substance abuse treatment centers, domestic violence and sexual assault programs, child and adult protective services, and prosecutor-based victim advocacy.

The victim becomes the center of release planning for the offender, and the safety plan becomes a component of the overall supervision plan once the offender is in the community.

The wrap-around stays in place throughout the period of supervision. It is an integral part of the offender accountability plan, and any action in violation of the wrap-around conditions is treated as a violation of the conditions of release. The wrap-around process for victims is confidential. To ensure victim safety, the offenders do not participate in the process, nor are they informed about the wrap-around. Victim participation in wrap-arounds is paramount to developing intensive safety planning that is done with the victim. Offender participation would only hamper the process from the victim's perspective.

Thus far, all wrap-arounds initiated since 2001 are active and will continue to be so as long as the offender is under supervision. It is anticipated that the communities where the victims reside that are actively engaged in the safety plan will maintain the wrap-arounds once the offenders reach the end of supervision and the WADOC's formal involvement in the wrap-arounds comes to an end.

■ *When should you use a VWAP?*

You should consider VWAP when an offender reentering the community is classified "imminent risk" and a past or future victim has been identified. Any of the following three criteria require the initiation of wrap-around if the victim is willing:

1. The offender has made an overt threat.
2. The offender has violated a no-contact order while incarcerated (for example, written letters or made phone calls to the victim or made contact with the victim through an intermediary).
3. The offender has demonstrated fixated behavior that puts a past or future victim at risk and has not responded to traditional interventions to alter the behavior.

Wrap-arounds have been initiated by WADOC following probation violations when criteria that identify a victim-at-risk have been met. The corrections wrap-around team can request that the violating offender remain in custody for up to 60 days while the team puts in place a wrap-around to protect the victim.

Potential risks to victims are reported as soon as possible and reviewed by the department during the end of sentence review. The review is forwarded to the victim/witness manager within the WADOC, and the case is assigned to a community victim liaison in the field for

follow-up. If the victim accepts the offer of protection services, a wrap-around team is created. Risks to a victim can also be assessed through offender file review and victim input (including victim impact statements, pre-sentence reports, complaints, and documented correspondence or conversations between the victim and the offender).

■ *How are victims assisted if they do not qualify for a VWAP?*

About 10 percent of the victims that contact the community victim liaison for a safety plan are not able to provide a documented threat that would trigger a wrap-around procedure. These victims are invited to meet with the liaison, receive assistance in developing a safety plan, and are provided with community resources that will assist them in developing their own circle of safety.

For more information about the risk management transition program, community victim liaisons, and the victim wrap-around process, please contact:

Bill Stutz  
Victim/Witness Manager  
State of Washington Department of Corrections  
P.O. Box 41119  
Olympia WA 98504  
Tel: 360-753-6211

## 2

## Collaborative Responses for Combating Sexual Violence in Connecticut Communities<sup>1</sup>

### **What is a collaborative response to sexual violence?**

In the late 1980s, sexual assault victim advocates and sex offender treatment providers in Connecticut began informally collaborating to improve both services to victims and treatment for offenders. In the 1990s, when laws were passed that mandated notification to victims when sex offenders were released under supervision, the Connecticut Office of Adult Probation (AOP) joined this collaboration which today is known as S.A.F.E.-T.

### **Why is a collaborative response to sexual violence important?**

Fighting sexual violence effectively requires a coordinated response to sex offender management in the community. This coordinated response must emphasize victim and community safety and commit to offender accountability and successful rehabilitation. David D'Amora and Gail Burns-Smith, project coordinators, explain this issue:

*Professionals committed to ending sexual violence have developed a number of approaches to decrease its incidence and limit its consequences to victims. Offender treatment specialists and the victim advocacy community have worked independently and often at odds with each other to address the issues involved. After many years of responding individually to the problem of sexual violence, members of these two key groups have realized that to establish a more effective response to the problem, a collaborative model is essential.*

Despite successes achieved through various approaches—victim advocacy that has changed social views of sexual violence, effective prosecution of cases in the criminal and juvenile justice systems, greater offender accountability in supervision, and better treatment outcomes—sexual violence continues to be a devastating social problem. D'Amora and Burns-Smith point out that the unilateral nature of these efforts—each group of specialists functioning independently—has supported a false notion of separate goals when, in fact, no single player in the overall system can be fully effective on its own. Creating a set of shared goals has become essential.

### **What are examples of collaborative response programs?**

Two specific programs in Connecticut use a collaborative response to sexual violence: S.A.F.E.-T and CONNSACS.

#### **What is S.A.F.E.-T?**

The S.A.F.E.-T. Program is a collaborative effort among the following organizations:

1. Connecticut Court Support Services Division/Adult Supervision.
2. The Center for the Treatment of Problem Sexual Behavior (CTPSB), a private treatment provider.
3. The Connecticut Sexual Assault Crisis Services, Inc. (CONNSACS), the statewide sexual assault coalition.

S.A.F.E.-T covers greater New Haven, Hartford, and New London. Since 1997, the AOP—which recently has been reorganized as Court Support Services under Connecticut’s Judicial Branch—has operated intensive sex offender units to supervise offenders placed on probation by the courts.

#### *What does S.A.F.E.-T do?*

S.A.F.E.-T seeks to reduce the recurrence of sex offense-related behavior among high-risk offenders during the period of probation through monitoring, control, and habilitation. It provides for enhanced community safety through:

- Supervision of the offender.
- Advocacy for the victim.
- Follow-up to measure offender accountability.
- Evaluation to measure outcomes.
- Treatment for the sex offender.

The overall program goals are to:

- Ensure victim safety and community protection.
- Maximize the opportunity for the offender to participate in and successfully complete treatment.
- Hold offenders accountable through immediate responses to violation behavior.

#### *How does S.A.F.E.-T work?*

Each sex offender unit is made up of three specially trained probation officers with caseloads of no more than 25 each, a relapse prevention officer, a treatment specialist from CTPSB, and a sexual assault victim advocate from CONNSACS. Each unit’s duties and responsibilities are shared among these three groups. Probation officers are present in treatment groups and share supervision activities with treatment providers. Treatment providers and victim advocates accompany the probation officers on field and home visits. Treatment providers assist probation officers in determining levels of risk and the appropriate levels of supervision. Victim advocates review all offender files.

Separately, victim advocates make contact with victims and their significant others, and convey victims’ perspectives to those making the offender evaluations. The advocates create the lines of communication with the victims about probation status, provide direct support to victims

and their families, and address their diverse needs (for example, helping find resources for long-term counseling and safety planning).

Out of this collaborative model also comes the shared philosophy that the entire group should work together to educate the public about sex offenders and help communities develop strategies to reduce the risk of sexual violence. An integral part of this philosophy is the belief that the community must join the network of supervision for the offender.

### **The Connecticut Sexual Assault Crisis Services, Inc. (CONNSACS)**

#### *What is CONNSACS?*

One of the unique aspects of the S.A.F.E.-T. Program is that it includes a CONNSACS victim advocate as a member of the program team. CONNSACS is the statewide coalition of individual sexual assault crisis programs. Funded by State and Federal grants, it has as its mission: “working to stop sexual violence through victim assistance, community education, and public policy advocacy.”

#### *What does CONNSACS do?*

The role of the CONNSACS advocate on the intensive sex offender unit primarily is to facilitate increased input, involvement, and cooperation from victims, their families, and the community.

This victim advocate:

- Educates victims and the community about the intensive probation unit.
- Establishes a communication link with the victim, when possible, to provide information and feedback from the victim to the unit, including valuable information about the offender’s behavior.
- Keeps the victim informed of the offender’s status.
- Provides direct support services to victims and family members who are experiencing trauma when the offender is released to the community.
- Speaks to community groups to promote broad community involvement as a part of the offender supervision network.
- Provides information about risk reduction and available community resources to community groups.
- Assists with the community notification process.
- Provides information and support to community members with concerns about the community notification process.
- Promotes collaborative efforts with probation and treatment professionals.

- Works with the intensive probation unit on home visits and field visits.
- Shares with the team information about any offender's behavioral violation gathered by the community or the victim.
- Participates in offender treatment programs, including counseling groups and victim empathy programming.
- Provides information and training about victim issues.

*How does CONNSACS promote victim notification?*

The CONNSACS victim advocate communicates with crime victims regarding offenders being supervised by the intensive sex offender probation unit. Much of the advocate's initial contact is through notification correspondence that gives the victim information regarding offender status:

1. The initial notification letter identifies the S.A.F.E.-T. advocate and informs the victim of the offender's release on probation. The letter explains the types of conditions and treatment with which the offender will be ordered to comply. The letter explains that a no-contact order has been issued as a condition of release. It also explains how "contact" is defined, and advises the victim how to respond if contact is attempted.
2. The follow-up notification letter from the victim advocate at S.A.F.E.-T is an invitation for the victim to reply and talk over any concerns he or she may have about the offender's probation. It also asks the victim to provide any important information about the offender that would inform the supervision process. In this letter, CONNSACS includes an authorization for release of confidential information, since information the victims provide will be shared with other members of the intensive sex offender probation unit.
3. The S.A.F.E.-T. Program also notifies the victim when the offender has violated the supervision conditions and has been rearrested. At the victim's request, the advocate keeps him or her informed of the outcome of the hearing and whether the offender is to be incarcerated.
4. When a sex offender under supervision by the intensive sex offender probation unit violates probation, is convicted, and is given a new sentence, the victim is contacted regarding the new release date, the period of the new probation sentence, and the new supervising officer.

*What resources has CONNSACS developed?*

CONNSACS has developed a brochure entitled *What About Me: Free And Confidential Post-Conviction Services For Victims* to explain the support role of the S.A.F.E.-T. advocate when a victim must deal with the sex offender's release on probation. The brochure:

1. Informs the victim of the right to be kept informed of the offender's status.
2. Explains the role of the victim advocate and the role of the sex offender probation team, their goals, and their treatment model that holds offenders accountable.

3. Invites the victim to share information in confidence with the advocate that could inform the conditions of supervision.
4. Invites the victim to discuss safety concerns and fears and offers the services of the advocate to develop a safety plan, to make referrals for counseling, and to provide assistance with other questions related to the offender's probation.
5. Advises the victim on how to handle violations of no contact orders and threats to safety.
6. Provides contact information for the victim to reach the victim advocate in his or her area.

*What are the results of the collaborative response to combating sexual violence?*

Today, the S.A.F.E.-T. Program is considered a national model. Its collaborative response is now being replicated in other jurisdictions. It also serves as a useful laboratory for testing traditional assumptions about advocacy and supervision.

*What are key steps to ensuring a successful collaboration?*

For the collaboration to succeed, community-based victim advocates and probation officers must commit equally to the goals of victim and community safety.

*How has the collaborative response been evaluated?*

Some of the benefits of the Connecticut collaboration have been recorded in an informal evaluation:

1. Treatment providers have gained additional information about offender behavior through victim advocate contacts with the victim and the community.
2. Victim advocates are more aware of safety concerns and providing better safety planning for victims during reentry.
3. Community-based rape crisis centers have had additional training about offenders, assisting them with their work with victims.
4. Communities have received better information about sex offender management.
5. Low rates of recidivism among high-risk sex offenders and high rates of treatment completion have been documented.

S.A.F.E.-T.'s success in identifying and meeting victims' needs during reentry is having a powerful impact on victim and public protection in Connecticut.

For further information, please contact:

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Gail Burns-Smith  
Executive Director  
Connecticut Sexual Assault Crisis Service, Inc.  
S.A.F.E.-T. Program  
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East Hartford, CT 06108  
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# 3

## Creative Approaches to Safety Information for Domestic Violence Victims

At the Project Working Group held in December 2002 in Fairfax, Virginia, participants identified a number of programs and policies that can enhance victim protection and safety when their offenders reenter the community. They are described below.

### **What are creative approaches to safety information for domestic violence victims?**

The dangerous irony of providing safety information to domestic violence victims is that if their batterers find such information, it can put victims at high risk for further harm. There are a number of creative approaches that address this risk by providing secure ways for victims to get safety information:

- The House of Ruth in Washington, D.C. provides victim safety information in lipstick compacts. A tiny scroll of paper that includes information about domestic violence, safety planning, and resources available to assist the victim and her children is tucked inside the compact.
- Many correctional agencies—including institutions and community corrections programs—post victim safety information on the inside door of toilet stalls in women’s bathrooms. If a woman is visiting her offender in a secure setting or accompanying him on an office visit to his probation or parole officer, she can take this information and hide it for future access.
- In some communities such as Louisville, KY, the toll-free telephone number for automated victim information and notification is printed on the police report. If any officer fails to provide this information orally or with a brochure—or if a victim is too traumatized to comprehend it—she still retains the copy of the police report with this vital information.

# 4

## Come Unite: Addressing Safety Issues in Mad River Valley, Vermont

### **What is Come Unite: A Community Awareness Event?**

In early 2002, a rape victim (Susan Russell) invited six individuals to serve on a committee to plan and hold an event called “Come Unite” that would raise awareness in the Mad River Valley about victim and community safety regarding offender reentry.

The program was designed to let the community know that victims want the justice system and the community to be involved in offender accountability and offender reentry. The committee came up with a theme, designed a logo, and placed three stories in the local newspapers about the event and what it had to offer to the Mad River Valley community. They secured sponsorship from the local bank, various merchants, local victim services, and private individuals—including victims—to support the activity. They engaged two nationally-known leaders of victims’ rights and restorative justice to speak at the event and asked two popular local bands to provide entertainment. A *Come Unite Fund* was established to pay for the event. Posters were printed and more than 100 personal invitations were issued.

### **What did Come Unite do?**

On June 2, 2002, 150 residents of the Mad River Valley met for three hours at the Lareau Farm Inn in Waitsfield, Vermont, to learn what they could do as a community to actively improve victim and community safety with regard to violent sex offenders. In addition to the scheduled program, several victim/survivors identified themselves and came forward to participate in the discourse. Susan Russell feels that she met her goals to build support for herself and other victim/survivors in the community. She believes that the enthusiastic community presence and participation at “Come Unite” validated her fears, and, as a result of the education process, her community is willing to assume responsibility to see that her safety needs will be met.

### **Why did Come Unite get started?**

First and foremost, Susan Russell wanted to ensure her own safety and that of her family. She wanted to discuss her safety concerns with local law enforcement and the community long before her offender was released. She also wanted law enforcement to answer her questions: “How exactly will I be protected and by whom?” and “What can I do and what can the community do not only to keep me safe, but to work toward my feeling safe?” As she states:

*Whether actual or perceived, all fears about offender reentry need to be addressed. I have known victims of violent crime who believe, as I do, that their perpetrators are a danger to society and should serve the maximum sentence. Whether this is a perceived or an actual fear*

*may not be able to be determined. However, those who claim it is a "perceived" fear may be gambling. Victims are the ones with the experience and therefore should always be considered the "experts" when it comes to addressing their own victimization.*

As the release of her attacker draws closer, Russell has developed close relationships with crime victim services at the Department of Corrections and with local community-based victim service providers. She contemplated moving to another part of the country, but decided enlisting the support of her community, educating people about notification and safety issues when violent sex offenders are released into the community, and enlisting support for her safety planning would be the best and most effective way she could address her offender's reentry.

For more information about Come Unite, please contact:

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Central Vermont Council on Aging  
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# 5

## Reentry-Focused Victim Services at the Ohio Department of Rehabilitation and Correction (DRC)<sup>3</sup>

### **What is the Office of Victim Services at the Ohio Department of Rehabilitation and Corrections (DRC)?**

Since its inception in 1996, the mission of the Office of Victim Services at the Ohio Department of Rehabilitation and Corrections (DRC) has been two-fold:

- To build mutual understanding and open communication among DRC employees, victims and their families, and the community; and
- To give victims information, support, and opportunities to participate in decisions about their offender's release.

These two goals have contributed to several promising practices for crime victims during offender reentry.

### **How was the Office of Victim Services at DRC created?**

In 1987, Ohio Senate Bill 6 mandated that victims of serious crime have the right to submit a statement to the parole board about their experience prior to the offender's hearing. Ohio Senate Bill 2, the "Truth in Sentencing" law, mandated in 1996 that victims have input from the time of arrest through incarceration and for any kind of early release. The law also formally established the Office of Victim Services within the Department.

### **What does the Office of Victim Services Do?**

The Office of Victim Services implements reentry-related programs, protocols, and services for crime victims. Several of the services and protocols already in place at the Office of Victim Services address reentry issues. The following services are currently available to crime victims:

1. Victim notification.
2. Victim conference days.
3. Victim access to information on inmate and parolee status.
4. Advocacy on behalf of victims to arrange petitions with the parole board.
5. Victim safety planning.
6. Researching victim circles.

**Victim notification**

The Office of Victim Services formally notifies crime victims if their offender is coming up for a parole hearing, if they are up for a transfer to another facility, and if they escape or die. When a notification involves sensitive information that may traumatize or frighten the victim, an advocate from a partner service organization in the region of the state where the victim lives (preferably someone who knows the victim) assists with the notification.

**Victim conference days**

At least one day a month, victims whose offenders are coming up for parole come to the correctional facility for a one-on-one meeting with a staff member. At this meeting, the victim discusses concerns about the release, providing new information that may not have been known or entered as evidence in the trial. The victim also has the chance to discuss any threats or inappropriate contacts that the offender may have made.

The information victims convey is entered into the offender's permanent record and considered by the parole board at the hearing as well as at every hearing that follows. Victims may also communicate their concerns to the hearing office through a telephone conference, a written letter, or a videotape.

**Victim access to information about the offender's status**

Although offender programming is considered confidential in Ohio, the Institutional Summary Report (ISR) has been developed to get information to victims about offender status. The ISR summarizes offender behavior, completion of programs, successes, and violations. The ISR is prepared for the first parole hearing and becomes public information once it is presented. Victim Services at the DRC let victims know that they can obtain a copy of the ISR with a written request.

**Advocacy for victims to arrange petitions to the parole board**

After a parole hearing, victims are notified if the offender is going to be released or if the offender is provided with a future release date. If the victim does not agree with the board decision, he or she can petition to challenge the decision. During this petition process, victims can present new testimony at a parole board hearing with all nine members in attendance. Victims may ask law enforcement, witnesses to the crime, counselors, and members of the prosecution to join them in providing new evidence that has not previously been presented. In this process, a victim can be represented by a lawyer. The offender may not be present, but may be represented by a family member, a public defender, or a lawyer. A reversal of the release requires a majority decision by the parole board.

**Victim safety planning**

The Office of Victim Services at the DRC responds to any request from victims with safety concerns during offender reentry. Safety planning for victims is offered whether the offender is to be released on parole or has completed the sentence. The office partners with advocacy agencies in the community, meets with victims, and develops a personalized safety plan. If the victim chooses to change his or her place of residence, the Office of Victim Services helps develop a viable relocation plan.

Whenever possible, high-risk offenders who pose a threat to a past or future victim are paroled outside the area where the victim resides or to a halfway house. High-risk violent offenders convicted under “truth in sentencing” laws leave prison with a supervision condition called “post-release control.” Such offenders are free to choose where they will live, but a violation of post-release conditions allows the supervising officer to return the offender to custody for up to one-half the original time served.

### **Researching victim circles**

Citizens’ circles were originally developed in Ohio to address offenders’ needs during reentry. However, the circle process is currently being examined as a way to help victims during reentry as well. Ideally, the circle would include the victim and his or her support group, a member of the parole board, a victim advocate, law enforcement, and members of the community.

### **Implementing the Ohio Plan for Offender Reentry at the DRC:Victim Services**

The Office of Victim Services has been charged with the development of three specific reentry projects:

- Victim notification in high-risk cases.
- Research into victim awareness programming.
- Standardized curriculum for domestic violence training.

### **Victim notification in high-risk cases**

Victim Services is currently adapting their victim notification protocols to fulfill a new mandate: contacting victims involved in all high-risk cases based on the needs of the cases. Their current protocol is to contact victims about release upon request from the victim.

### **Victim awareness research project**

A committee has been formed at Victim Services to coordinate with the Bureau of Research and Development at the DRC to create a research project that evaluates:

- The effectiveness of victim awareness.
- The impact of crime programming within the Ohio prison system.

Victim Services has been a pioneering force in developing procedures for victim-offender dialogues. It has also been equally committed to the use of impact panels and victim awareness training to educate inmates. Feedback from offenders about the programming experience has been extremely positive: offenders write that it has been the most powerful experience in their prison education.

### **Standardized curriculum for domestic violence training**

The Ohio Reentry Plan has determined the need for consistent and quality domestic violence training across the state in all 32 prisons. The DRC has cited two factors relevant to domestic violence that indicate a need for more comprehensive, readily available training:

1. Batterers are sentenced to serve less time in prison than other violent offenders for similar acts of violence, and their need for effective programming is great. It is important that any facility to which they are assigned have quality domestic violence programming and a real capacity to modify their behavior.
2. Many violent offenders sentenced to prison are known batterers but have never been charged for the crime, or the offense has been eliminated from their file during a plea bargain. The DRC has found that some of their violent sex offenders are also batterers. Case managers are trained to look for indications of battery when they look into family relationships and inmate behavior so that anytime domestic violence programming is warranted, it will be available and scheduled.

### **What are other programs within the DRC that support crime victim services?**

Other programs at the DRC that support crime victim services are:

- Community education and outreach.
- Victim Coordinators.
- The Ohio Council on Victim Justice.

### **Community education and outreach**

The Office of Victim Services at the DRC places considerable importance on community education and outreach, collaboration, and cross training with other victim service agencies and correctional offices. They respond to victims' needs by:

- Developing a close working relationship with community and system-based victim services around the state.
- Educating communities about DRC policies and procedures regarding crime victims.
- Making referrals to other state and community services.
- Overseeing a network of 52 victim coordinators in DRC facilities around the state.
- Developing training about victim issues for DRC staff and training for community and system-based victim services around the state about the corrections process in Ohio.
- Facilitating the DRC Ohio Council on Victims Justice.

## **Victim Coordinators**

At least one staff member at every corrections facility and office of the adult parole authority in Ohio has been appointed or has volunteered to be a Victim Coordinator. Currently, 52 Coordinators in the state have been trained to identify and address victim concerns at the local level and to make referrals to the appropriate services. Victim Coordinators meet quarterly for training. They conduct outreach to and collaborate with local victim services, and they make at least one presentation annually to the community about victim services at the DRC. Victim Coordinators also serve as the liaison between victims and the Office of Victim Services in the DRC.

## **The Ohio Council on Victim Justice**

The Ohio Council on Victim Justice was formed to help the DRC improve victim services. The Council holds a day-long meeting four times a year where members discuss problems, make suggestions, review important legislation, and exchange information about what is happening in their agencies. Serving on the Council are:

- Victims.
- Staff from the Office of Victim Services (including members of the parole board, parole officers, and prison staff).
- Members of all the major victim organizations in the state (including representatives from sexual assault and domestic violence coalitions, MADD, POMC, and Casa).
- Victim services staff at the attorney general's office.
- Victim/witness advocates.
- Law enforcement officials (including prosecutors and sheriffs).
- Members of crime prevention organizations.
- Community members.

The council provides input and makes suggestions for operational changes at the DRC that affect victims. The council serves as an informal oversight body to address mistakes made by victim services. The council is also consulted on “hard to handle” cases.

For more information, please contact:

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# 6

## Justice Professionals in the Washington, D.C. Metro Area Meet to Identify Victims' Needs During Reentry

### **What is the meeting of Justice Professionals?**

In 2002, a working group of justice professionals and service providers participated in a day-long discussion to develop a model for collaborative approaches to addressing victim needs, rights, and safety during reentry. This working group included 28 representatives from victim services, law enforcement, prosecution, community and institutional corrections agencies, the county governments, and the interfaith community from Virginia, Maryland, and the District of Columbia. The working group met in Fairfax, Virginia to:

1. Identify the major needs and concerns of crime victims relevant to victim notification and victim protection when their offenders are preparing to reenter the community.
2. Discuss the respective roles of different stakeholders in identifying and meeting the needs of crime victims throughout reentry processes. These stakeholders include key criminal and juvenile justice officials, victim advocates, community volunteers, and allied professionals and volunteers.
3. Develop recommended guidelines for a collaborative approach to reentry that addresses victims' needs for notification and protection.

### **What happened at the meeting of Justice Professionals?**

While the impetus for the meeting was to develop a collaborative model for the Office for Victims of Crime within the U.S. Department of Justice, once the group came to the table and began to actually discuss their concerns about reentry and safety, the event took on new meaning for the participants.

Because of the proximity of the state and district lines of Virginia, Maryland, and the District of Columbia, county criminal justice professionals frequently collaborate on investigations and prosecutions with their tri-state colleagues. Supervised offenders often move across state and district lines, causing additional complications when there is a criminal violation. For example, a batterer from the District of Columbia might be the subject of a protection order issued in Maryland, but violate it while in Virginia. The challenges facing criminal justice professionals when offenders cross state lines and commit crimes brought reentry concerns sharply into focus for the roundtable participants.

## **What were the conclusions from the meeting of Justice Professionals?**

The meeting of justice professionals generated several conclusions that participants agreed would improve the reentry process from victims' perspectives:

1. Familiarity with criminal laws will form the basis for effective communication and cooperation.
2. Victims and communities need more timely and complete notification.
3. Victims need assistance in negotiating corrections.
4. Cross training with departments of corrections, community agencies, and law enforcement will improve collaboration.
5. Continuing to meet will help the future of the collaboration.

### **Familiarity with criminal laws will form the basis for effective communication and cooperation**

During the meeting, it became clear that participants needed more familiarity with criminal laws and policies in order to collaborate effectively. Applying faith and credit laws regarding protection orders across the three jurisdictions would be just one way to enhance victim safety through a cooperative effort. When a victim is issued a protective order, that individual must be afforded protection through cross-jurisdictional abuser accountability and judicial enforcement. Furthermore, release under supervision is handled differently under each of the three governing bodies, which complicates the overlapping legal issues that develop when a crime is committed or there is a violation. Virginia initiated comprehensive felony reform legislation in 1995 to enact "truth in sentencing" laws that require offenders to serve 85 percent of their sentences. The Maryland Department of Public Safety and Correctional Services oversees both probation and parole supervision. Although the District of Columbia operates as a city, a county, and a state, violent felons incarcerated for crimes in the District are processed through the Federal Bureau of Prisons.

Participants also concluded that they needed a better understanding of each tri-state jurisdiction's legal obligation to treat information about offenders as confidential, stressing the need for better information sharing among agencies.

### **Victims and communities need more timely and complete notification**

Many working group participants were aware of and deeply concerned about a number of violent murderers who would be released in the upcoming year, whose cases were well known in the communities where the crimes were committed. They felt that victims and communities had far too little information about the status of these offenders whom they perceive to be extremely dangerous: Have they been successful in treatment? Do they make threats? Are they vengeful? Are they still dangerous to the community? What plans have been made to protect the public?

Participants agreed that the informal dialogue that takes place when victims and other members of the public seek information about the offender's status should have a legitimate basis in policy. Victims and the public have a right to know if the reentering offender is making threats and against whom; if there have been serious violations or problem behavior recorded during the incarceration; or, on the other hand, if the offender is doing well.

#### **Victims need assistance in negotiating corrections**

Victims and advocates from community-based victim services generally have limited understanding of the “back-end” of corrections, and the processes that come into play during an offender's reentry. Victims have a mandated right to information and notification about offender reentry that becomes critical when there are safety concerns, a difficult family situation to consider, or the payment of a financial obligation that should be incorporated into the offender's release conditions. Victims may receive notification without being asked for input. Working group participants recognized that victims often need guidance negotiating the corrections system to ensure that their rights and needs will be met. Brochures explaining the reentry process and protocols for requesting information on offender status and the reentry plan from correctional officials were suggested as ways to assist victims wishing to know more about their offender's reentry.

#### **Cross training with departments of corrections, community agencies, and law enforcement will improve collaboration**

Cross training within the tri-state area was proposed as a means to establish effective inter-agency and inter-jurisdictional collaborations when it comes to reentry. This training would include departments of corrections, community supervision agencies, and law enforcement. Such training would increase understanding of release policies, how supervision works in each jurisdiction, and revocation procedures.

#### **Continuing to meet will help the future of the collaboration**

All participants of the working group expressed the need for an ongoing collaboration and exchange of information. They agreed that a reentry resource directory providing contact information and referrals in the tri-state areas would be invaluable. They also opted to meet again informally to continue discussing reentry and to exchange information about new developments or programs.

For further information, please contact:

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# 7

## Twenty Questions to Develop an Assessment Tool

The “Promising Practices and Strategies for Victim Services in Corrections” project sponsored by the Office for Victims of Crime identified 20 questions to help assess victims’ concerns about safety and security.<sup>4</sup> The specific questions have been slightly revised to directly address reentry initiatives, and expanded upon with guidelines and recommendations that are specific to offender reentry programs.

### Victims’ safety assessment tool—20 questions

1. During the commission of the crime or subsequently, was the victim directly threatened, intimidated, or harassed by the offender or his or her acquaintances?

Victims may have actual fears resulting from direct threats from the offender. You can access this information through:

- Law enforcement reports.
- Victim testimony during hearings and trials.
- Pre-sentence investigation reports.
- Victim impact statements.
- Direct interviews with victims at any stage throughout the justice and/or reentry processes.

2. Whether or not a victim was directly threatened, does he or she have any concerns about safety and security (if so, what are they)?

While this information can be determined at any point throughout the justice process, you should also include this question in the victim impact statement (for sentencing, parole, or reentry). You should reassure victims that any concerns they have about safety are important to disclose and helpful in the reentry planning process.

3. Has the victim been informed of his or her core rights (notification, protection, restitution, victim impact statements, compensation, and information or referral)? Does the victim have any questions regarding how to implement these rights?

You should give victims the opportunity to “opt in” or “opt out” of enforcing any of these core rights at any point throughout the justice and reentry process. Justice officials, victim advocates, and community members can all play a significant role in explaining core rights and how to implement them.

4. Has the victim been given the opportunity to expressly identify concerns about personal safety and security (through assessments or victim impact statements)?

Victim assessments can take place prior to sentencing, parole release hearings, and/or throughout the offender reentry process. These assessments can also include a specific

victim impact statement. While key elements of victim assessments should include this list of questions, core components should address:

- Documenting any contact from the offender that constitutes intimidation, harassment, or threats of harm.
- Delineating the victim’s safety concerns (for example, concerns for self, family, co-workers, or others).
- Getting recommendations from the victim about actions the justice system and community can take to enhance his or her feelings of safety and security (including input into conditions of release or reentry for the offender, as described below in number five).
- Providing assistance in creating a safety plan (see “Assessing and Addressing Victims’ Safety Needs” in this section).
- Providing contact information—24 hours a day, 7 days a week—for victims who feel they are in imminent danger.

5. In probation and parole cases, has the victim been given the opportunity to provide input into conditions of supervision that would enhance his or her feelings of safety and security (through pre-sentence or pre-parole investigations, and/or victim impact statements)? Victims know information relevant to the offender and his or her method of operation. Because of this, their input into conditions of supervision is essential. (See “Conditions of Offender Supervision” in Chapter 1, *Notifying Victims of their Rights*).

6. Has the victim been provided with information about victim compensation which, in many cases, can help pay for counseling and other out-of-pocket expenses related to coping with the trauma of victimization? You can never assume that victims have been provided with information about victim compensation. Though every state’s laws are different, most states use the following guidelines on victim compensation:

- The victim must report the crime to law enforcement within a prescribed period of time (usually 72 hours).
- The victim must cooperate with law enforcement and prosecutors.
- The victim must submit a timely application to the state compensation program (generally within 1 to 2 years from the date of the crime).

*You can refer to the “Right to Apply for Victim Compensation” section in Chapter 1, Notifying Victims of their Rights for additional information*

7. Has the victim been informed about confidentiality protections to ensure that his or her input and location will not be divulged to the offender or his or her council, if the victim chooses? Does the victim want to enforce or waive that right? Many victims will not participate in justice and reentry processes if they are not guaranteed that their contact information will remain confidential. Throughout reentry processes, efforts must be made by justice system and victim assistance staff to provide for victim confidentiality.

8. Has the victim been informed of his or her responsibility to keep criminal and juvenile justice and correctional agencies up-to-date on his or her contact information (telephone number, e-mail, and address)? Does the agency have that current information on file? The lack of current victim contact information is a significant barrier to ongoing victim involvement in justice and reentry processes. A collaborative multi-agency effort must begin with law enforcement. The responding officer should not only ask the victim for a primary and secondary point-of-contact, but also verbally repeat the information back to the victim to make sure it is accurate.

At every juncture throughout the justice process, tell victims that their contact information is important and that they must notify the proper authorities about any changes in this information.

9. Has the victim been provided with the name and telephone number of the key personnel at agencies and/or work sites that supervise or detain the offender (jail, detention, probation, prison, or parole)?

Victims often express frustration at their inability to “get to the right person” relevant to their cases and concerns. The “right person” for the purpose of reentry can include:

- Institutional or community corrections victim services personnel.
- Designated victim service representatives at correctional work sites (for whom a portion of their job responsibilities includes making sure that victims have a point-of-contact for information and referrals 24 hours a day, 7 days a week).
- The probation or parole officer who is supervising their offender (or in reentry cases where officers have not yet been assigned, the director of the agency or reentry initiative).
- Reentry program volunteers who are assigned to assist victims.

In addition, agencies should maintain victim referral rosters at all reentry work sites to simplify the process of providing referrals for support and assistance.

10. Have victims been advised to call “911” (or whatever emergency service their community uses) when they feel their safety is at risk?

All reentry professionals and volunteers should advise victims about the importance of calling “911” or another emergency phone number in cases of emergency.

11. Has the victim been advised of actions to take when any occurrence causes him or her to be concerned about safety or security?

When victims have safety concerns, they should be advised to:

- Obtain restraining orders or orders of protection from the court that processed their case, and/or with the help of the agency that is supervising their offender.
- Contact appropriate justice, victim assistance, or community reentry professionals or volunteers to identify their concerns.
- Document, to the degree possible, the incident or activities that gave them cause for concern.
- Include activities in their safety plan to augment their immediate personal protection.

12. Does the victim want to be kept updated about the status of the case and status of the offender when he or she is detained, incarcerated, or under any form of community supervision?

A comprehensive reentry initiative should provide opportunities for victims to “opt in” and/or “opt out” of case status notification—including the status and location of the offender—at any juncture throughout the criminal justice process.

13. Has the victim been provided with assistance in developing a personal safety plan?

Victim advocates, community corrections officials, and/or community volunteers, should use the “Victim Safety Checklist” included in Appendix L to develop a safety plan.

*See Appendix L, Victim Safety Checklist*

14. Have any law enforcement or justice officials offered to conduct a “security check” of the victim’s home and/or office to enhance the physical security of either site?

Most law enforcement agencies can provide a security review of victims’ homes and work sites at no cost and offer recommendations to enhance their physical safety. Reentry personnel can help victims implement these recommendations, such as:

- Replacing locks.
- Providing answering machines for the victim’s home.
- Providing cell phones pre-programmed to “911” for 24-hour use.
- Locating a guard dog through the local animal shelter.
- Helping victims to develop varied, alternate routes to and from work.

15. Has the victim been offered the opportunity to participate in victim/offender programming—such as victim/offender meetings or dialogue or family group conferencing—that can help determine an offender accountability plan that takes into consideration the victim’s safety needs?

16. Has the victim received information about possible sanctions for offenders who violate protective orders or in any manner intimidate or harass the victim?

A victim’s sense of security can be enhanced by knowing the sanctions against any individual that poses a threat to his or her safety. As a matter of policy, reentry initiatives should provide a detailed explanation to victims in cases where sanctions are not taken or warranted. This can address victims’ frustrations that offenders who violate their conditions of supervision “get off easy.”

17. Is regular contact maintained with victims who have expressed safety concerns?

Victims should have a strong connection to community and corrections liaisons, as well as to a victim advocate, to ensure that reentry initiatives address their ongoing safety issues.

18. Can the reentry initiative offer interventions—or referrals for and/or coordinated approaches to interventions—if a crisis occurs?

A “coordinated response” to a crisis should involve justice and correctional agencies, victim service providers, and community volunteers. Victim advocates, in particular, are usually qualified to provide services to a victim.

19. Will the agency notify victims if they appear to be in imminent danger?

Agencies should have protocols in place to immediately address words or actions by the offender that constitute a threat to the victim. Agencies should both notify the victim and document the agency's response to the victim. This information allows the victim to take necessary precautions to enhance his or her safety, as needed.

20. Has the victim been advised that his or her safety cannot be guaranteed, but rather that efforts will be made to ensure their safety?

Despite best collaborative efforts, it is not possible to guarantee a victim's safety. All communications with victims—both verbally and in writing—should emphasize this important fact.

# 8

## Law Enforcement Education and Training: Promising Practices in Boston, Massachusetts and Fairfax, Virginia

Law enforcement provides one of the critical means of linking victims to the services that are available to them both at the time of the crime and then when the offender is returning to the community. Several police departments are developing early education and training programs to ensure that law enforcement officers understand the importance of providing victims with information at the time of the crime. In addition, several departments are involving law enforcement officers in reentry partnerships.

### **Why is law enforcement education and training important?**

The Project Advisory Group of Fairfax, Virginia, emphasizes the importance and value of providing law enforcement officials with ongoing training—at police academies, as part of their continuing professional education, and at “roll call” meetings. Law enforcement officers must be aware of their critical role in keeping victims informed and involved throughout criminal justice proceedings. This role takes on even greater implications when one considers that an offender’s reentry may not occur for years. Because of this, it is critical that law enforcement engage victims at the initial point of contact to help them plan early for their needs as their offender prepares to reenter the community.

At the time a crime occurs, law enforcement must provide victims with information about their notification rights. Too often, when victims “get lost” early in the criminal or juvenile justice process, it is difficult to regain and maintain contact with them. Ellen Alexander, Director of Victim Services for the Montgomery County, Maryland, Department of Police, explains: “If we don’t provide that safety, notification, and information at the beginning, they don’t care to follow through. We’ve lost trust. You can’t come in at the 11th hour and say ‘now we are going to contact you to tell you about how to protect yourself’—when the system has already failed them.”

### **What are some current approaches to law enforcement education and training?**

Jeanne Kuley, Victim Advocate for Fairfax County’s Police Department, explains their approach to training law enforcement officers: “We start off at the Academy. We start with the recruits. They are getting the information right off the bat before they get to the streets. They see our faces and know who we are.”

Jim Jordan of the Boston Police Department’s Strategic and Resource Development Division, believes that officers on the streets also have a desire for more training. Their inability to meet victims’ needs can lead to greater job stress and frustration, so they want to be better prepared to deal with victims’ issues:

*The younger officers are trained in the Academy on the rules and regulations, defensive driving, etc. The first night on the job, they remember standing outside the house with a bleeding child or woman, the child is crying out for mother. I arrest Dad. Dad's gone, but I go home feeling this drain and stress. Part of the stress is not being able to do anything to fix it. I think you find a way to hook up for readiness there.*

### **What kind of education and training should law enforcement personnel get?**

In order to relieve stress on officers as well as improve the outcome for victims, training for law enforcement officers should include, but not be limited to, the following:

- *Understand the kinds of information that victims should receive:*
  - Information about the scope and breadth of services available to them from the justice system as well as from community-based victim service providers.
  - Information about enforcing their other core rights, including participation, victim impact statements, protection, restitution, information or referrals, and the right to apply for victim compensation.
  - Contact information for criminal justice and corrections officials who have information about rights and services.
  - Information, resources, and specified professionals who can help them address issues related to personal safety and security.
  - Options that victims can pursue related to the status and location of their offender.
  - Opportunities available to improve our nation's and communities' approaches to justice and victim assistance.
  
- *Understand the advantages of providing victims with information. It:*
  - Empowers victims with vital information that allows them to know the status and location of their alleged or convicted offender.
  - Enables victims to make informed decisions as to how they can prepare for release hearings, as well as for the offender's potential or eventual release.
  - Gives victims a measure of control over their lives and the crucial decisions they must make as they seek to reconstruct their lives in the aftermath of crime.
  
- *Review State constitutional and statutory laws and provisions relating to victim notification.*
  
- *Review agency or inter-agency policies that specify law enforcement's roles and responsibilities relevant to victim notification.*

### **How can law enforcement personnel work with reentry partnerships?**

Law enforcement personnel—including dispatchers, “911” operators, line officers, shift supervisors, and administration personnel—all have important roles in reentry initiatives.

In Boston, where an ongoing unique partnership between police and probation officers is credited with significantly reducing juvenile homicide rates in the late 1990s, the Boston Police Department has also focused on enhancing outreach to crime victims without being intrusive. “We put in place social workers in all station houses who, on a regular basis, can call the victims to check in with them—to find out if they were a recipient of police services, and how they are doing,” Jim Jordan explains. “If they say, ‘Get lost, we don’t want anything to do with you,’ okay. But the families know he is returning, the victim can check in, and we let them know we are available if they need us.”

To develop this type of working relationship, law enforcement officers need to:

- Be apprised of violent offenders who are being returned to their community.
- Work in partnership with allied professionals to determine the best approaches to collaborative offender supervision.
- Be aware of victims who have safety concerns related to their offender’s reentry or who have received credible threats from the offender.
- Be aware of victim services in the community, including the range of services and where they are located.
- Be involved in any meetings or protocols that are designed to enhance victim and community safety in reentry initiatives.

Ellen Alexander stresses the importance of sharing information within police agencies in a jurisdiction. “You may have eight or ten stations, and different commanders. They operate in individual worlds.” She suggests involving agencies’ victim assistance units, if they have them, or otherwise ensuring vital victim information is available at all levels of the law enforcement hierarchy.

## Endnotes

- 1 Information about the S.A.F.E.-T. program has been gathered from personal communications with Carrie Wilhelm at CONNSACS and David D'Amora at CTPSB, February 19, 2003; an article entitled "Partnering in Response to Sexual Violence: How Offender Treatment and Victim Advocacy Can Work Together in Response to Sexual Violence" by D'Amora and Burns-Smith in *Sexual Abuse: A Journal of Research and Treatment*; a S.A.F.E.-T. Brochure distributed by the Connecticut Office of State Probation; and *What About Me?*, a brochure distributed by CONNSACS.
- 2 Information for Come Unite has been gathered from personal communications with Susan S. Russell, M.A. February 17, 2003 and an article by same entitled "Community Awareness: A New Approach to Offender Reentry."
- 3 Information for Reentry-Focused Victim Services at the Ohio Department of Rehabilitation and Correction (DRC) has been gathered from the Ohio Department of Rehabilitation and Correction website, [www.drc.state.oh.us/web/victim.htm](http://www.drc.state.oh.us/web/victim.htm) and a personal communication with Roni Burkes, Assistant Administrator of the Office of Victim Services, February 18, 2003.
- 4 Anne Seymour, 2001, *The Victim's Role in Offender Reentry: A Community Response Manual*, Lexington, KY: American Probation and Parole Association, 3, 8-9.

# Internet resources for reentry initiatives

The following Web sites are cited in the Guide as resources for reentry initiatives.

1. **Florida Department of Corrections “Offender Search” Sample Web Page:**  
[www.dc.state.fl.us](http://www.dc.state.fl.us)

This Web site provides various sample pages, including an “Offender Search” page.

2. **The American Probation and Parole Association (APPA) of Lexington, Kentucky:**  
[www.appa-net.org/directory/](http://www.appa-net.org/directory/)

This Web site includes a page that features state-by-state contact information for probation and parole agencies. This information is particularly helpful if an offender is serving his or her community supervision in another state, or if a victim from another state requests assistance.

The APPA Web site has a good summary of FAQs about probation and parole. FAQs can be accessed at [www.appa-net.org/information%20clearing%20house/faq.htm](http://www.appa-net.org/information%20clearing%20house/faq.htm)

3. **Texas Department of Criminal Justice (TDCJ) Division of Victim Services Web Page:**  
[www.tdcj.state.tx.us/faq/faq-home.htm](http://www.tdcj.state.tx.us/faq/faq-home.htm)

This Web site provides FAQs for victims.

4. **Ohio Department of Rehabilitation and Correction “Community Corrections”:**  
[www.drc.state.oh.us/web/parole.html](http://www.drc.state.oh.us/web/parole.html)

This Web site provides links to the four agencies that comprise community corrections: the Adult Parole Authority, the Bureau of Adult Detention, the Bureau of Community Sanctions, and the Office of Victim Services.

5. **National Institute of Corrections Interstate Compact information:** [www.nicic.org/services/special/compact-adult/default.htm](http://www.nicic.org/services/special/compact-adult/default.htm)

This Web site provides regularly updated information about the Interstate Compact.

6. **Safety planning resources. Three Web sites offer safety planning resources:**

“Domestic Violence Intervention Tips” (which includes personal safety planning, as well as guidelines for workplace safety) from the Family Violence Prevention Fund. Available at <http://endabuse.org/programs/>

“Essential Information for Battered Women: Making a Safety Plan” from Safe Horizon. Available at <http://dvshelptour.org/safety.html>

“Safety Planning for Someone in an Abusive Relationship” from the University of Michigan Health System’s “Abuse Prevention Initiative.” Available at [www.med.umich.edu/abusehurts/checklist.htm](http://www.med.umich.edu/abusehurts/checklist.htm)

7. **U.S. Department of Justice, Bureau of Justice Statistics, sex offender registries:**  
[www.ojp.usdoj.gov/bjs/pub/pdf/ssor01st.pdf](http://www.ojp.usdoj.gov/bjs/pub/pdf/ssor01st.pdf)

This Web site provides updated sex offender registries.

8. **The Social Security Administration's Publication No. 05-10093, "New Numbers for Domestic Violence Victims and Others:"** [www.ssa.gov/pubs/10093.html](http://www.ssa.gov/pubs/10093.html)

This Web site provides a fact sheet for victims about obtaining a new Social Security number. It answers questions such as "How can I apply for a new number?" and "Who can provide the evidence I need?" and discusses confidentiality issues. It also provides a telephone number to call for more information.

9. **The National Coalition Against Domestic Violence (NCADV) "Social Security Information:"** [www.ncadv.org/publicpolicy/ssnumber.htm](http://www.ncadv.org/publicpolicy/ssnumber.htm)

This Web site provides comprehensive guidelines for service providers who assist victims who are seeking to change their Social Security numbers. It addresses the potential impact this change will have in a victim's life and offers advice that should be provided to crime victims.

10. **Missouri Organization for Victim Assistance victim assistance terms:** <http://mova.missouri.org/cjterms.htm>

This Web site provides a "glossary of terms" that explains difficult words and defines acronyms commonly used in victim assistance.



# Appendices

## What is in this chapter?

- Appendix A: Ohio Department of Rehabilitation and Corrections “Institution Summary Report” for a model
- Appendix B: Corrections-based Victim Services Programs—Contact Information
- Appendix C: Wisconsin Department of Corrections Handbooks Relevant to Parole Revocation
- Appendix D: Arizona Victim Notification Form with Pamphlet
- Appendix E: Victim Services’ Needs Assessment Form
- Appendix F: “Duty to Warn” Policy Outline
- Appendix G: Sample Neighborhood Victim Impact Statement
- Appendix H: Reentry Partnership Focus Group Discussion Guide Resource Package
- Appendix I: Victim Assessment/Evaluation Letter and Survey
- Appendix J: Toll Free Numbers for Victims’ Rights, Services, and Criminal and Juvenile Justice Resources
- Appendix K: Information and Referrals on Victims’ Rights, Services, and Resources
- Appendix L: Safety Checklist for Victims of Crime



# Institution Summary Report

Name:	Number:	Institution: SOCF
Unit:	Security Level: 4A	Date:

I. Disciplinary Record: List all Class 2 Violations resulting in DC, LC, or AC since last parole hearing or admission:

Last Parole board date: FIRST

- 2-11-97 Class II R 14,12,19 (Spit on officer) 15 days D/C
- 2-01-97 Class II R 115 days D/C
- 9-30-97 Class II R 19,15 (Broke glass which got in the eye of the officer.) 15 days D/C
- 12-10-97 Class II R 314 days D/C
- 12-26-97 Class II R19 5 Days D/C
- 12-26-97 Class II R 3 6d ys D/C
- 01-16-98 Class III 15 5 days D/C
- 01-16-98 Class II R 4 5 days D/C
- 01-16-98 Class II It 12 5 days D/C
- 02-17-98 Class II It 110 days D/C
- 02-10-98 Class II It 12 5 days D/C
- 04-24-98 Class II R 115 days D/C
- 08-08-98 Class II It 8 (broken Razor) 15 days D/C
- 11-08-01 Class II R 19 (Spit on Correction Officer) 15 days D/C

II. Work Assignment: Adjustment C

III. Programs: Since last parole board hearing or admission:

None Noted	None Noted	None Noted
11/00 No inmate is a island		

Parole Plan:

IV. Comments: Next security review will be 1/04

Submitted by:	Date:
Approved by:	Date:



# Corrections-based Victim Services Programs

States	Adult Corrections	Adult Parole	Juvenile Corrections	Juvenile Parole
<b>Alabama</b> <a href="http://www.agencies.state.al.us/doc/">www.agencies.state.al.us/doc/</a>	Janet E. Findley Victim Service Officer AL Dept of Corrections PO Box 301501 Montgomery AL 36130 Phone: (334) 353-3871 Fax: (334) 353-3871 E-mail: <a href="mailto:jfindley@doc.state.al.us">jfindley@doc.state.al.us</a>	AL Board of Pardon & Paroles  <i>No identified victim services.</i>	AL Dept of Youth Services  <i>No identified victim services.</i>	<i>No juvenile paroling authority. Aftercare under Juvenile Court and local government.</i>
<b>Alaska</b> <a href="http://www.correct.state.ak.us">www.correct.state.ak.us</a>	Sarah A. Williams State of Alaska Department of Corrections 4500 Diplomacy Drive, Suite 109 Anchorage AK 99508 Phone: (907) 269-7417 Fax: (907) 269-7420 E-mail: <a href="mailto:sarah_williams@correct.state.ak.us">sarah_williams@correct.state.ak.us</a>	AK Board of Parole  <i>Same contact as adult corrections.</i>	AK Dept of Health & Social Services, Division of Family & Youth Services  <i>No identified victim services.</i>	<i>Same as juvenile corrections.</i>
<b>Arizona</b> <a href="http://www.adc.state.az.us">www.adc.state.az.us</a>  <a href="http://www.adc.state.az.us/othercor.htm">www.adc.state.az.us/othercor.htm</a>	Cynthia Aydlett, Administrator Offender Information Unit AZ Dept of Corrections 1601 West Jefferson Phoenix AZ 85007 Phone: (602) 542-1870 Fax: (602) 542-5548 E-mail: <a href="mailto:Caydlet@adc.state.az.us">Caydlet@adc.state.az.us</a>	Jim Richard, Supervisor Victim Notification Unit AZ Board of Executive Clemency 1645 W. Jefferson, Suite 326 Phoenix AZ 85007 Phone: (602) 542-5656 Fax: (602) 542-5680	Katrina Montano Victim Rights Administrator AZ Dept of Juvenile Corrections 1624 W. Adams Phoenix AZ 85009 Phone: (602) 255-1099 Fax: (602) 255-1100 E-mail: <a href="mailto:KatrinaM@dj.state.az.us">KatrinaM@dj.state.az.us</a>	Michael Hernandez Parole Supervisor AZ Dept of Juvenile Corrections 8607 N. 59th Ave., D#1 Glendale AZ 85302-5475 Phone: (623) 435-8310 Fax: (623) 435-8799
<b>Arkansas</b> <a href="http://www.state.ar.us/doc/">www.state.ar.us/doc/</a>	Barbara Fort Victim Notification Coordinator AR Dept of Correction P.O. Box 8707 Pine Bluff AR 71611 Phone: (870) 267-6677 Fax: (870) 267-6607 E-Mail: <a href="mailto:Barbara.Fort@mail.state.ar.us">Barbara.Fort@mail.state.ar.us</a>	AR Post-Prison Transfer Board  <i>No identified victim services.</i>	AR Dept of Human Services, Division of Youth Services  <i>No identified victim services.</i>	<i>No juvenile paroling authority.</i>

<b>States</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<b>California</b> www.cdc.state.ca.us www.cya.ca.gov	Sandi J. Menefee, Assistant Director Chief,Victim Services & Restitution Branch CA Dept of Corrections P.O. Box 942883 Sacramento CA 94283-0001 Phone: (916) 358-2438 Fax: (916) 358-2347 E-mail: Sandi.Menefee@corr.ca.gov  Terry Boehme Restitution Services Manager CA Dept of Corrections/OVSR P.O. Box 942883 Sacramento CA 94283-0001 Phone: (916) 358-1657 Fax: (916) 358-2347 E-mail: TBoehme@evalcomp.corr.ca.gov	Katie James Administrative Assistant Victim Services CA Board of Prison Terms 1515 K Street Sacramento CA 95814 Phone: (916) 327-5933	Cynthia Florez-Delyon Deputy Director Office of Prevention & Victims Services CA Dept of the Youth Authority 4241 Williamsborough Dr, Suite 214 Sacramento CA 95823-2088 Phone: (916) 262-1534 Fax: (916) 262-1181 E-mail: cflorez@cya.ca.gov	CA Youthful Offender Parole Board  <i>Same contact as juvenile corrections.</i>
<b>Colorado</b> www.doc.state.co.us	Rose Young, Coordinator Victim Services Unit CO Dept of Corrections 10900 Smith Road Denver CO 80239 Phone: (303) 307-2225 Fax: (303) 307-2226 E-mail: rose.young@doc.state.co.us	CO Board of Parole  <i>No identified victim services.</i>	CO Dept of Human Services, Division of Youth Corrections  <i>No identified victim services.</i>	CO Juvenile Parole Board  <i>No identified victim services.</i>
<b>Connecticut</b> www.state.ct.us/doc/	John Duffey, Counselor Supervisor Victim Service Unit CT Dept of Correction 1151 E Street South Suffield CT 06078 Phone: (860) 292-3478 Fax: (860) 292-3417 E-mail: John.Duffey@po.doc.state.ct.us	CT Board of Parole  <i>No identified victim services.</i>	CT Dept of Children & Families, Juvenile Justice Division  <i>No identified victim services.</i>	<i>Same as juvenile corrections.</i>
<b>Delaware</b> www.state.de.us/correct/ddoc/	Fay Dunning Victim Services Coordinator DE Dept of Correction 245 McKee Road Dover DE 19904 Phone: (302) 739-5601 x-238 Fax: (302) 739-8220 E-mail: Fdunning@state.de.us	Russell Stevenson Victims Input Coordinator DE Board of Parole Carvel Street Office Building 820 N. French Street Wilmington DE 19801 Phone: (302) 577-5233 Fax: (302) 577-3501	DE Dept of Services for Children, Youth & Their Families, Div of Youth Rehabilitative Services  <i>No identified victim services.</i>	<i>Juveniles paroled by individual institutional review committees.</i>

<b>States</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<b>District of Columbia</b> www.doc.dc.gov	Odie Washington, Director DC Dept of Corrections 1923 Vermont Avenue, NW Washington DC 20001 Phone: (202) 673-7316 Fax: (202) 332-1470 E-mail: Owashington@ dcgov.org	<i>As of 8/5/00, for parole information regarding DC inmates contact:</i> Dawn Booze-Hill, Coordinator Victim/Witness Unit U.S. Parole Commission U.S. Dept of Justice 5550 Friendship Boulevard, Suite 420 Chevy Chase MD 20815 Phone: (301) 492-5990 Fax: (301) 492-5307 (301) 492-6694	N. Saleem Hylton Chief, Alternative Detention Division Bureau of Court & Community Services DC Youth Services Administration 25 M St, SW Washington DC 20024 Phone: (202) 724-5071 Fax: (202) 727-1067 E-mail: Shylton@ysa. dcgov.org	<i>Same as juvenile corrections.</i>
<b>Florida</b> www.dc.state.fl.us www.djj.state.fl.us	Mark A. Lazarus, Administrator Victim Assistance Program FL Dept of Corrections 2601 Blair Stone Road Tallahassee FL 32399- 2500 Phone: (850) 413-9354 Fax: (850) 487-7082 E-mail: Lazarus.mark@ mail.dc.state.fl.us	Daphne Asbell Victim Services FL Parole Commission 2601 Blair Stone Road Building C Tallahassee FL 32399- 2450 Phone: (850) 488-3259 Fax: (850) 414-2627	<i>Juvenile Victim Services defunded 2002.</i>	<i>Juvenile Victim Services defunded 2002.</i>
<b>Georgia</b> www.dcor.state.ga.us www.pap.state.ga.us www.doas.state.ga.us/Departments/DJ	Jeff Lacks, Director Office of Victim Services GA Dept of Corrections 2 Martin Luther King Jr Drive Suite 854 East Atlanta GA 30334 Phone: (404) 651-6992 Fax: (404) 656-6434 E-mail: lacksj00@dcor. state.ga.us	Trixie Lee, Director Victims' Advocacy Office GA Board of Pardons & Paroles 2 Martin Luther King Jr Dr, SE Balcony Level, East Tower Atlanta GA 30334 Phone: (404) 651-6668 Fax: (404) 651-8502	GA Dept of Juvenile Justice <i>No identified victim services.</i>	<i>Same as juvenile corrections.</i>
<b>Hawaii</b> www.state.hi.us/icsd/psd	HI Dept of Public Safety <i>Victim Services defunded 2000.</i>	HI Paroling Authority <i>No identified victim services.</i>	Devon Enesa Youth Services Administrator HI Youth Correctional Facility HI Office of Youth Services 42-477 Kalaniana'ole Hwy Kailua HI 96734 Phone: (808) 266-9540 (808) 266-9500 Fax: (808) 266-9506	<i>Same as juvenile corrections.</i>

<b>States</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<b>Idaho</b> www.corr.state.id.us www.djc.state.id.us	Bruce R. Gordon Victim Services Coordinator Idaho Department of Corrections 1299 N. Orchard Ste. 110 Boise, ID 83720 Phone: (208) 658-2191 Fax: (208) 327-7455 Email: bgordon@corr.state.id.us	Barbara McIntosh Management Assistant ID Commission of Pardons & Parole PO Box 83720 Boise ID 83720-1807 Phone: (208) 334-2520 Fax: (208) 334-3501 E-mail: Bmcintos@corr.state.id.us	ID Dept of Corrections No identified victim services.	Same as juvenile corrections.
<b>Illinois</b> www.idoc.state.il.us	IL Dept of Corrections No identified victim services.	IL Prisoner Review Board No identified victim services.	Same contact as adult corrections. IL DOC operates adult and juvenile corrections.	IL Prisoner Review Board* No identified victim services. * Paroling authority for both adult and juvenile offenders.
<b>Indiana</b> www.state.in.us/indcorrection/ www.state.in.us/fssa/	Donnett I. Dempsey-Macon Program Coordinator Victim-Witness Services IN Dept of Correction IN Government Center South 302 West Washington Street IGCS, E329 Indianapolis IN 46204-2738 Phone: (317) 232-1756 Fax: (317) 232-2255 E-mail: ddempsey@coa.doc.state.in.us	Same contact as adult corrections.	Same contact as adult corrections. IN DOC operates adult and juvenile corrections.	IN Juvenile Parole Committee No identified victim services.
<b>Iowa</b> www.doc.state.ia.us	Betty Brown, Administrator Victim & Restorative Justice Programs IA Dept of Corrections 420 Watson Powell, Jr, Way Des Moines IA 50309 Phone: (515) 242-5742 Fax: (515) 281-7345 E-mail: betty.brown@doc.state.ia.us	Diane Jay Victim Coordinator IA Board of Parole Capital Annex 523 East 12th Street Des Moines IA 50319 Phone: (515) 242-5757 Fax: (515) 242-5752	IA Dept of Human Services, Div of Adult, Children & Family Services No identified victim services.	Same as juvenile corrections.
<b>Kansas</b> www.ink.org/public/kdoc www.ink.org/public/kjja	Debi Holcomb Victim Services Director KS Dept of Corrections 900 SW Jackson Topeka KS 66612 Phone: (785) 296-7429 Fax: (785) 296-0014 E-mail: debih@kdoc.state.ks.us	KS Parole Board Marilyn Scafe, Chairperson 900 SW Jackson B 4th Floor Topeka KS 66612 Phone: (785) 296-3469 Fax: (785) 296-7949	KS Juvenile Justice Authority No identified victim services.	KJJA Commissioner or superintendent of the juvenile facility determines release date for juvenile offenders.

<b>States</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<b>Kentucky</b> www.cor.state.ky.us	Steve C. Evans, Administrator Vine Program KY Dept of Corrections PO Box 2400 Frankfort KY 40602-2400 Phone: (502) 564-5061 Fax: (502) 564-7952 E-mail: Steve.Evans@mail.state.ky.us	Jackie Mitchell Victim Advocate KY Parole Board PO Box 2400 Frankfort KY 40602-2400 Phone: (502) 564-3620 Fax: (502) 564-8995	KY Dept of Juvenile Justice No identified victim services.	Same as juvenile corrections.
<b>Louisiana</b> www.corrections.state.la.us	Jean S. Wall, Director Crime Victims Services Bureau LA Dept of Public Safety & Corrections 504 Mayflower Street Baton Rouge LA 70802 Phone: (225) 342-1056 Fax: (225) 342-3095 E-mail: jwall@oyd01.corrections.state.la.us	Same as adult corrections.	Same contact as adult corrections. LA DPSC operates adult and juvenile corrections.	Same contact as adult corrections. LA DPSC operates adult and juvenile parole.
<b>Maine</b> www.state.me.us/corrections/	Denise Giles Victim Services Coordinator ME Dept of Corrections 111 SHS Augusta ME 04333-0111 Phone: (207) 287-4385 Fax: (207) 287-4370 E-mail: Denise.Giles@state.me.us	ME Parole Board* Same contact as adult corrections. * Hears pre-1976 adult cases of parole and juvenile violation cases. Those sentenced under the Criminal Code, effective 5/1/76, have flat sentences and no parole.	Jane Reed Farmer Victim Advocate ME Dept of Corrections* 111 SHS Augusta ME 04333-0111 Phone: (207) 287-4492 Fax: (207) 287-4370 E-mail: Jane.Farmer@state.me.us * ME DOC operates adult and juvenile corrections.	Same contact as juvenile corrections.
<b>Maryland</b> www.dpsc.state.md.us/doc www.dpsc.state.md.us/pnp www.djj.state.md.us	Debra Neighoff Maryland Division of Corrections 115 Sudbrook Ln. Ste. 204 Pikesville, MD 21208 Phone: (410) 585-3331 Email: dneighoff@dpsc.state.md.us Mary E. Flohr Commitment Records Specialist Lead MD Division of Corrections CCRC - 115 Sudbrook Lane, Suite 204 Pikesville MD 21208-4199 Phone: (410) 585-3342 Fax: (410) 764-4015 E-mail: mflohr-howard@dpsc.state.md.us	Betty P. Jones Victim Information Coordinator MD Parole Commission 6776 Reisterstown Road Suite 307 Baltimore MD 21215-2341 Phone: (410) 585-3200 Fax: (410) 764-4355	Cheryl Green, Director Victim Services MD Dept of Juvenile Justice One Center Plaza 120 West Fayette St Baltimore MD 21201 Phone: (410) 230-3105 Fax: (410) 333-4198 E-mail: Greench@djj.state.md.us	Same contact as juvenile corrections. Release of juvenile offenders determined by institutional staff and aftercare worker assigned at time of commitment.

<b>States</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<b>Massachusetts</b> www.magnet.state.ma.us/doc/	Erin Gaffney, Director Victim Services Unit MA Dept of Correction 999 Barretts Mill Road West Concord MA 01742 Phone: (978) 36 -3618 Fax: (617) 727-8607 E-mail: ECGaffney@doc.state.ma.us	Victims Service Unit MA Parole Board 27-43 Wormwood Street, Suite 300 Boston MA 02210- 1606 Phone: (617) 727 - 3271 Fax: (617) 727-2753 E-mail:	Marie-Elena Tringali, Director Victim Services MA Dept of Youth Services 27 Wormwood St, Suite 400 Boston MA 02210 Phone: (617) 960-3299 Fax: (617) 727-0696 E-mail: Marie-Elena. Tringali@state. ma.us	<i>Same contact as juvenile corrections.</i>
<b>Michigan</b> www.michigan.gov/corrections	Lisa Marie Reed, Coordinator Crime Victim Notification MI Dept of Corrections PO Box 30003 Lansing MI 48909 Phone: (517) 335-1381 Fax: (517) 373-2628 E-mail: reedlm@michigan.gov	MI Parole Board <i>Same contact as adult corrections. MI DOC administers MI Parole Board.</i>	MI Family Independence Agency, Child & Family Services Administration, Office of Juvenile Justice  <i>No identified victim services.</i>	<i>Same as juvenile corrections.</i>
<b>Minnesota</b> www.corr.state.mn.us	MN Dept of Corrections	<i>Same as adult corrections. Commissioner of Corrections has responsibility for setting conditions of supervised release for adults, and has delegated this responsibility to the Hearings &amp; Release Unit. The Commissioner also has responsibility for determining parole for life-sentenced inmates.</i>	<i>Same as adult corrections. Both adult and juvenile corrections come under MN DOC.</i>	<i>Same as adult corrections. Commissioner has responsibility for granting parole to juvenile offenders committed to the custody of MN DOC.</i>
<b>Mississippi</b> www.mdcc.state.ms.us	Tara Frazier, Director Victim Services MS Dept of Corrections 723 North President Street Jackson MS 39202 Phone: (601) 359-5628 Fax: (601) 359-5719 E-mail: tfrazier@mdcc.state.ms.us	<i>MS Parole Board abolished on 6/30/00. Offenders sentenced before 7/1/95 who are still incarcerated and become eligible for parole consideration will be considered by a committee established within MS DOC.</i>	MS Dept of Human Services, Division of Youth Services  <i>No identified victim services.</i>	<i>Same as juvenile corrections.</i>
<b>Missouri</b> www.corrections.state.mo.us www.dss.state.mo.us/dys	Kay Crockett Victim Service Coordinator MO Dept of Corrections 1511 Christy Dr. Jefferson City MO 65101 Phone: (573) 526-0546 Fax: (573) 526-2574 E-mail: Kcrockett@mail.doc.state.mo.us	MO Board of Probation & Parole  <i>Same contact as adult corrections. MO Board of Probation &amp; Parole under the supervision of MO DOC.</i>	MO Dept of Social Services, Division of Youth Services  <i>No identified victim services.</i>	<i>Juvenile parole determined by the circuit courts.</i>

<b>States</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<b>Montana</b> <a href="http://www.cor.state.mt.us">www.cor.state.mt.us</a>	Mike Cronin Public & Victim Information Specialist MT Dept of Corrections PO Box 201301 Helena MT 59620-1301 Phone: (406) 444-7461 Fax: (406) 444-4920	MT Board of Pardons & Parole  <i>Same contact as adult corrections. Board of Pardons &amp; Parole attached to MT DOC.</i>	<i>Same contact as adult corrections. MT DOC administers both adult and juvenile corrections.</i>	<i>Same contact as adult corrections. MT DOC administers both adult and juvenile corrections.</i>
<b>Nebraska</b> <a href="http://www.corrections.state.ne.us">www.corrections.state.ne.us</a> <a href="http://www.state.ne.us/jus/jusindex">www.state.ne.us/jus/jusindex</a>	Sara Nelson Victim Services Coordinator Victim Services Program NE Dept of Correctional Services PO Box 94661 Lincoln NE 68509-4661 Phone: (402) 479-5867 Fax: (402) 479-5848 E-mail: <a href="mailto:snelson@dcs.state.ne.us">snelson@dcs.state.ne.us</a>	NE Board of Parole  <i>Same as Adult Correctional Victim Services.</i>	NE Health & Human Services Agency, Protection & Safety Division  <i>No identified victim services.</i>	<i>Release dates of juvenile offenders granted at the discretion of superintendents at the institutional level in cooperation with the Juvenile Service Office/Case Manager.</i>
<b>Nevada</b> <a href="http://www.doc.nv.gov">www.doc.nv.gov</a>	Traci R. Dory Executive Assistant NV Dept of Corrections 4070 Silver Sage Dr Carson City NV 89701 Phone: (775) 887-3216 Fax: (775) 887-3381 E-mail: <a href="mailto:tdory@ndoc.state.nv.us">tdory@ndoc.state.nv.us</a>	NV Board of Parole Commissioners  <i>No identified victim services.</i>	NV Dept of Human Resources, Div of Child & Family Services, Youth Corrections  <i>No identified victim services.</i>	NV Youth Parole Bureau  <i>No identified victim services.</i>
<b>New Hampshire</b> <a href="http://www.state.nh.us/doc">www.state.nh.us/doc</a>	Peter A. Michaud Victim Services Coordinator NH Dept of Corrections PO Box 1806 Concord NH 03302-1806 Phone: (603) 271-1937 Fax: (603) 271-5639 E-mail: <a href="mailto:pmichaud@nhdoc.state.nh.us">pmichaud@nhdoc.state.nh.us</a>	NH Board of Parole  <i>No identified victim services.</i>	NH Dept of Youth Development Services  <i>No identified victim services.</i>	NH Juvenile Parole Board  <i>No identified victim services.</i>
<b>New Jersey</b> <a href="http://www.state.nj.us/corrections">www.state.nj.us/corrections</a>	Melanie Boston Coordinator, Office of Victim Services New Jersey Department of Corrections PO Box 863 Whittlesey Rd. Trenton, NJ 08625 Phone: (609) 943-5390 Fax: (609) 984-4635 Email: <a href="mailto:Melanie.Boston@doc.state.nj.us">Melanie.Boston@doc.state.nj.us</a>	Cheryl Cappilano, Director Victim Services/ Input Unit NJ State Parole Board CN 862 Trenton NJ 08625 Phone: (609) 292-4257 Fax: (609) 984-2188	NJ Dept of Law & Public Safety, Juvenile Justice Commission  <i>No identified victim services.</i>	<i>Same contact as the adult parole. NJ State Parole Board is the paroling authority for juvenile and adult offenders.</i>

States	Adult Corrections	Adult Parole	Juvenile Corrections	Juvenile Parole
<b>New Mexico</b> www.state.nm.us/corrections www.cyfabq.cyfd.state.nm.us	Erma Sedillo Victim Services Coordinator New Mexico Corrections Department P.O. Box 27116 Albuquerque, NM 87502 Phone: (505) 827-8656 Fax: (505) 827-8508 Email: Rachel.Rodriguez@state.nm.us	NM Adult Parole Board <i>No identified victim services.</i>	NM Children, Youth & Families Dept, Juvenile Justice Division <i>No identified victim services.</i>	NM Juvenile Parole Board <i>No identified victim services.</i>
<b>New York</b> www.docs.state.ny.us www.dfy.state.ny.us	Janet Koupash, Director Office of Victim Services NY State Dept of Corrections 1220 Washington Avenue - Bldg 2 Albany NY 12226 Phone: (518) 402-6600 Fax: (518) 402-6618 E-mail: nysdocsvictimservices@compuserve.com	Susan Sagarin, Director Victim Impact Unit NY State Division of Parole 97 Central Avenue Albany NY 12206 Phone: (518) 473-1144	Brenda Flanagan Associate Commissioner NY State Office of Children & Family Services 52 Washington Street Rensselaer NY 12144 Phone: (518) 486-6766 Fax: (518) 486-7196 E-mail: KK6431@dfa.state.ny.us	<i>Same contact as juvenile corrections.</i>
<b>North Carolina</b> www.doc.state.nc.us	Sandy J. Dixon Victim Services Director Office of Victim Services NC Department of Correction 2020 Yonkers Rd. 4223 MSC Raleigh, NC 27699 Phone: (919) 716-3692 Fax: (919) 716-3966 Email: sdixon@doc.state.nc.us	NC Post-Release Supervision & Parole Commission <i>Same contact as adult corrections. DOC Victim Services Section provides parole victim services, although the PRSPC is an autonomous body.</i>	NC Office of Juvenile Justice <i>No identified victim services.</i>	<i>Same contact as juvenile corrections.</i>
<b>North Dakota</b> www.state.nd.us/docr	Charles R. Placek North Dakota Field Service Division PO Box 5521 Bismarck, ND 58506 Phone: (701) 328-6198 Fax: (701) 328-6186 Email: cplacek@state.nd.us	ND Parole Board <i>No identified victim services.</i>	Rhonda Bry Victim Notification Coordinator ND Division of Juvenile Services Black Building 118 Broadway, Suite 200 Fargo ND 58102 Phone: (701) 239-7100 Fax: (701) 239-7102 E-mail: Rbry@pioneer.state.nd.us	<i>Same contact as juvenile corrections.</i>
<b>Ohio</b> www.drc.state.oh.us www.state.oh.us/dys	Karin J. Ho, Administrator Office of Victim Services OH Dept of Rehabilitation & Correction 1050 Freeway Drive N, Suite 302 Columbus OH 43229 Phone: (614) 728-9947 Fax: (614) 728-1980 E-mail: karin.ho@odrc.state.oh.us	OH Adult Parole Authority <i>Same contact as adult corrections. APA is a part of the OH DRC.</i>	M.J. Latta, Administrator Office of Victim Services OH Dept of Youth Services 51 North High Street, #851 Columbus OH 43215 Phone: (614) 644-5614 Fax: (614) 995-0289 E-mail: Latta@mail.dys.state.oh.us	<i>Same contact as juvenile corrections.</i>

States	Adult Corrections	Adult Parole	Juvenile Corrections	Juvenile Parole
<b>Oklahoma</b> www.doc.state.ok.us www.state.ok.us/~oja	Robbie Fullerton Victim Services Coordinator OK Dept of Corrections 900 NW 10th Street Oklahoma City OK 73106 Phone: (405) 228-2064 Fax: (405) 228-2077 E-mail: robbie.fullerton@doc.state.ok.us	Bonnie Yarbrough OK Pardon & Parole Board 4040 North Lincoln Blvd, Ste 219 Oklahoma City OK 73105 Phone: (405) 427-8601 Fax: (405) 427-6648	OK Office of Juvenile Affairs <i>No identified victim  services.</i>	OK Juvenile Parole Board <i>No identified victim  services.</i>
<b>Oregon</b> www.doc.state.or.us www.oja.state.or.us	OR Dept of Corrections <i>No identified victim  services.</i>	Jim Eckland, Executive Director OR Board of Parole & Post-Prison Supervision* 2575 Center Street, NE Salem OR 97310-0470 Phone: (503) 945-0919 Fax: (503) 373-7558 * Paroling authority for adult offenders committed before 11/1/89. Criminal courts now operate under sentencing guidelines.	Karen Andall, Executive Assistant OR Youth Authority 530 Center St, NE, Suite 200 Salem OR 97301-3765 Phone: (503) 373-7234 Fax: (503) 373-7622 E-mail: Karen.andall@oja.state.or.us	<i>Same contact as juvenile  corrections.</i>
<b>Pennsylvania</b> www.cor.state.pa.us www.pbpp.state.pa.us www.oja.state.pa.us	Mary Achilles Victim Advocate Office of the Victim Advocate PA Board of Probation & Parole 3101 South Front Street, Ste 5200 Harrisburg PA 17104- 2537 Phone: (717) 783-7501 Fax: (717) 787-0867 E-mail: Machilles@state.pa.us  Kathy Buckley Director;Victim Services Office of the Victim Advocate PA Dept of Corrections PO Box 598 Camp Hill PA 17001- 0598 Phone: (717) 731-7060 Fax: (717) 731-7067 E-mail: Kbuckley@cor.state.pa.us	Mary Achilles Victim Advocate Office of the Victim Advocate PA Board of Probation & Parole 3101 South Front Street, Ste 5200 Harrisburg PA 17104- 2537 Phone: (717) 783-7501 Fax: (717) 787-0867 E-mail: Machilles@state.pa.us  Victoria Sostack Director;Victim Services Office of the Victim Advocate PA Board of Probation & Parole 1101 South Front Street, Ste 5200 Harrisburg PA 17104 Phone: (717) 783-5157 (800) 563-6399 Fax: (717) 787-0867 E-mail: VSostack@state.pa.us	PA Dept of Public Welfare, Office of Chil- dren, Youth & Families, Bureau of State Children & Youth Programs <i>No identified victim  services.</i>	<i>No paroling authority for  juvenile offenders in PA.  The Juvenile Court has  complete and original  jurisdiction over juvenile  offenders.</i>

<b>States</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<b>Rhode Island</b> <a href="http://www.doc.state.ri.us">www.doc.state.ri.us</a> <a href="http://www.state.ri.us/manual/data/queries/stdept_.id?id=20">www.state.ri.us/manual/data/queries/stdept_.id?id=20</a>	Teresa Foley Professional Services Coordinator RI Dept of Corrections 40 Howard Avenue Cranston RI 02920 Phone: (401) 462-1129 Fax: (401) 462-1964 E-mail: <a href="mailto:tfoley@doc.state.ri.us">tfoley@doc.state.ri.us</a>	RI Adult Parole Board <i>No identified victim services.</i>	RI Dept of Children, Youth & Families, Div of Juvenile Correctional Services  <i>No identified victim services.</i>	<i>Same as juvenile corrections.</i>
<b>South Carolina</b> <a href="http://www.state.sc.us/doc">www.state.sc.us/doc</a> <a href="http://www.state.sc.us/ppp">www.state.sc.us/ppp</a> <a href="http://www.state.sc.us/djj">www.state.sc.us/djj</a>	Barbara W. Grissom, Director Division of Victim Services SC Dept of Corrections PO Box 21787 Columbia SC 29221-1787 Phone: (803) 896-1733 Fax: (803) 896-1220 E-mail: <a href="mailto:grissom.barbara@doc.state.sc.us">grissom.barbara@doc.state.sc.us</a>	Marian Lindsey, Director Victims Services SC Dept of Probation, Parole & Pardon Services PO Box 50666 Columbia SC 29250-0666 Phone: (803) 734-9274 Fax: (803) 734-9240 E-mail: <a href="mailto:Mlindsey@ppp.state.sc.us">Mlindsey@ppp.state.sc.us</a>	Brett MacGargle, Director Office of Prevention & Victim Services SC Dept of Juvenile Justice PO Box 21069 Columbia SC 29221-1069 Phone: (803) 896-9766 Fax: (803) 896-9767 E-mail: <a href="mailto:Bmmacg@winthrop.djj.state.sc.us">Bmmacg@winthrop.djj.state.sc.us</a>	Saylor Fox, Jr. Victim Assistance Coordinator SC Board of Juvenile Parole 100 Executive Center, Suite 103 Columbia SC 29210 Phone: (803) 896-5617 Fax: (803) 896-5627
<b>South Dakota</b> <a href="http://www.state.sd.us/state/executive/corrections">www.state.sd.us/state/executive/corrections</a>	Sheila Shatter Victim Services Coordinator SD Dept of Corrections PO Box 5911 Sioux Falls SD 57117 Phone: (605) 367-5140 Fax: (605) 367-5584 E-mail: <a href="mailto:Sheila.Shatter@state.sd.us">Sheila.Shatter@state.sd.us</a>	SD Board of Pardons & Parole  <i>No identified victim services.</i>	<i>SD DOC administers both adult and juvenile corrections.</i>	<i>Juvenile offenders discharged upon recommendation of superintendent of the facility and upon approval of Secretary of SD DOC.</i>
<b>Tennessee</b> <a href="http://www.state.tn.us/correction">www.state.tn.us/correction</a> <a href="http://www.state.tn.us/youth">www.state.tn.us/youth</a>	Connie S. Klein Victim Notification Coordinator TN Dept of Correction 320 Sixth Avenue North, 4th Floor Nashville TN 37243-0465 Phone: (615) 741-1000 x-4009 Fax: (615) 532-8281 E-mail: <a href="mailto:Cklein@mail.state.tn.us">Cklein@mail.state.tn.us</a>	Cindy Jenkins Victim Liaison TN Board of Pardons 404 James Robertson Pkwy, Suite 1300 Nashville TN 37243-0850 Phone: (615) 741-1673	TN Dept of Children's Services  <i>No identified victim services.</i>	<i>No juvenile parole board.</i>

States	Adult Corrections	Adult Parole	Juvenile Corrections	Juvenile Parole
<b>Texas</b> www.tcdj.state.tx.us www.tyc.state.tx.us	Raven Kazen, Director Victim Services Division TX Dept of Criminal Justice PO Box 13401, Capitol Station Austin TX 78711 Phone: (512) 406-5411 Fax: (512) 452-0825 E-mail: dot.foy@tcdj.state.tx.us	TX Board of Pardons & Parole <i>Victim services provided by the TDCJ Victim Services Division:</i> Dan Guerra Assistant Director Office of Victim Services TX Dept of Criminal Justice PO Box 13401, Capitol Station Austin TX 78711-3401 Phone: (512) 406-5427 Fax: (512) 406-5417	Shirley Cochran, Administrator Victim Services TX Youth Commission PO Box 4260 Austin TX 78765 Phone: (512) 424-6073 Fax: (512) 424-6010 E-mail: Shirley.cochran@tyc.state.tx.us	<i>Same contact as juvenile corrections.</i>
<b>Utah</b> www.cr.ex.state.ut.us www.hsdyc.state.ut.us	Sharon Daurelle, Administrator Victim Services UT Dept of Corrections 14717 Minuteman Dr Draper UT 84020 Phone: (801) 545-5899 Fax: (801) 545-5726 E-mail: sdaurelle@utah.gov	Crystal Albertoni Victim Coordinator UT Board of Pardons & Parole 448 East 6400 South Suite 300 Murray UT 84107 Phone: (801) 261-6464	UT Dept of Human Services, Division of Youth Corrections <i>No identified victim services.</i>	UT Youth Parole Authority <i>No identified victim services.</i>
<b>Vermont</b> www.doc.state.vt.us	Sherry Burnette, Director Victim Services VT Dept of Corrections 103 South Main Street Waterbury VT 05671-1001 Phone: (802) 241-2302 Fax: (802) 241-2565 E-mail: sburnett@doc.state.vt.us	VT Board of Parole <i>No identified victim services.</i>	VT Dept of Social & Rehabilitation Services <i>No identified victim services.</i>	<i>No juvenile parole system.</i>
<b>Virginia</b> www.vadoc.state.va.us	Kathie Catlin, Director Victim Services VA Dept of Corrections 6900 Atmore Dr Richmond VA 23225 Phone: (804) 674-3243, ext. 1156 Fax: (804) 674-3054 E-mail: catlinkg@vadoc.state.va.us	VA Parole Board VA DOC Victim Services <i>Division provides parole victim services although Parole Board is an autonomous body.</i>	VA Dept of Juvenile Justice <i>No identified victim services.</i>	<i>Same as juvenile corrections.</i>
<b>Washington</b> www.wa.gov/doc www.wa.gov/isrb www.wa.gov/dshs	William A. Stutz, Manager Victim Witness Unit WA State Dept of Corrections PO Box 41119 Olympia WA 98504-1119 Phone: (360) 753-6211 Fax: (360) 586-9055 E-mail: wastutz@docl.wa.gov	WA Indeterminate Sentence Review Board <i>No identified victim services.</i> <i>Parole abolished, 7/1/84; however, state is currently transitioning from indeterminate sentencing to a determinate sentencing model.</i>	Elyse May Program Manager Victim/Witness Notification Program WA Dept of Social & Health Services Olympia WA 98504-5130 Phone: (360) 902-7832 Fax: (360) 902-0730 E-mail: Mayem@dshs.wa.gov	<i>Same contact as juvenile corrections. Juvenile offender release dates established by the residential facility.</i>

<b>States</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<b>West Virginia</b> www.wvf.state.wv.us/wvdoc	Sandi Jaynes Victim Services Manager WV Division of Corrections 112 California Ave, Bldg 4, Rm 300 Charleston WV 25305 Phone: (304) 558-2036 ext. 29 Fax: (304) 558-5934 E-mail: jaynes@mail.wvnet.edu	WV Parole Board <i>No identified victim services.</i>	WV Division of Juvenile Services <i>No identified victim services.</i>	<i>Juvenile offenders return to the committing court for institutional release.</i>
<b>Wisconsin</b> www.badger.state.wi.us/agencies/doc www.badger.state.wi.us/agencies/doc/html/djc	Shelley Justiliano Corrections Program Specialist Office of Victim Services & Programs WI Dept of Corrections PO Box 7925 Madison WI 53707-7925 Phone: (608) 240-5881 Fax: (608) 240-3353 E-mail: shelleyjustiliano@doc.state.wi.us	WI Parole Commission <i>No identified victim services.</i>	Quala Champagne Corrections Unit Supervisor Ethan Allen School Division of Juvenile Corrections WI Dept of Corrections PO Box 900 Wales WI 53183-0900 Phone: (262) 646-3341 x- 404 Fax: (262) 646-3761 E-mail: Quala.champagne@doc.state.wi.us	Elaine M. Olsen Juvenile Review Supervisor Office of Juvenile Offender Review Division of Juvenile Corrections WI Dept of Corrections PO Box 8930 Madison WI 53708-8930 Phone: (608) 266-5502 Fax: (608) 267-3693
<b>Wyoming</b> doc.state.wy.us/corrections.asp	Carol DuQuoin, Supervisor Victim Notification Program WY Dept of Corrections 700 W. 21st St Cheyenne WY 82002 Phone: (307) 777-7405 Fax: (307) 777-7479  Betty M. Abbott Assistant Program Manager Victim Notification Program WY Dept of Corrections 700 W. 21st St Cheyenne WY 82002 Phone: (307) 777-6104 Fax: (307) 777-7479 E-mail: babbot@wdoc.state.wy.us	WY Board of Parole <i>No identified victim services.</i>	WY Dept of Family Services, Division of Juvenile Services <i>No identified victim services.</i>	<i>Same as juvenile corrections.</i>
<b>American Samoa</b>	Michael Fuiava, Deputy Commissioner Department of Public Safety PO Box 1086 Pago Pago, American Samoa 96799 Phone: (684) 633-1111 ext. 61 Fax: (684) 633-7296 E-mail: dpsfuiava@samoatelco.com			

<b>States</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<b>Guam</b> <a href="http://ns.gov.gu/government.html">http://ns.gov.gu/government.html</a>	Linda M. Ortiz CSW III Guam Dept of Corrections PO Box 3236 Hagatna GU 96932 Phone: (671) 734-2459 Fax: (671) 734-4490			
<b>Puerto Rico</b>	Ginet Clivilles-Rivera Population Management Director Administration of Corrections PO Box 71308 San Juan PR 00936 Phone: (787) 273-0515 Fax: (787) 792-2877			
<b>Federal Bureau  of Prisons</b> <a href="http://www.bop.gov">www.bop.gov</a>	Claudia Hill, Assistant Administrator Correctional Programs Federal Bureau of Prisons 320 First Street NW Washington DC 20534 Phone: (202) 307-0222 Fax: (202) 305-4847			
<b>U.S. Parole  Commission</b> <a href="http://www.usdoj.gov/uspc/victim.htm">www.usdoj.gov/uspc/victim.htm</a>	Dawn Booze-Hill, Coordinator Victim/Witness Unit U.S. Parole Commission U.S. Dept of Justice 5550 Friendship Boulevard, Suite 420 Chevy Chase MD 20815 Phone: (301) 492-5990 Fax: (301) 492-5307 (301) 492-6694			

**MILITARY CORRECTIONS-BASED VICTIM SERVICES PROGRAMS**

<b>Agencies</b>	<b>Adult Corrections</b>	<b>Adult Parole</b>	<b>Juvenile Corrections</b>	<b>Juvenile Parole</b>
<p><b>U.S. Dept of the Air Force</b> www.af.mil/sites/usaf.asp</p>	<p>Michael J. Beard, T Sgt, USAF Victim Witness Coordinator Air Force Corrections Division HQ Air Force Security Forces Center/SFC 1720 Patrick Street Lackland AFB TX 78236-5226 Phone: (210) 671-0890 Fax: (210) 671-0788 E-mail: michael.beard@lackland.af.mil</p>			
<p><b>U.S. Dept of the Army</b> www.army.mil</p>	<p>U.S. Dept of the Navy Nancy L. Stover Victim &amp; Witness Assistance Corrections &amp; Programs Division (PERS-84) 2 Navy Annex Washington DC 20370-8400 Phone: (703) 614-2794 Fax: (703) 614-4009</p>			



## Handbooks

This Appendix contains three Handbooks: a Guide for Agents, a Guide for Victims, and an Offender Handbook.

All of the Handbooks are formatted so that you can print them as a booklet. After you print the following pages, you can copy them back-to-back and fold them to make a booklet.

**CONDUCTING VICTIM  
SENSITIVE INVESTIGATIONS  
AND REVOCATION  
HEARINGS**

**A GUIDE FOR AGENTS**



POC-27 (7/00)

- **Conducting Victim Sensitive Investigations and Revocation Hearings**

- **A Guide for Agents**

- **Communicating with Crime Victims when Conducting Violation Investigations**
- Prepare yourself. Crime victims' stories can affect professionals as well. Take the time to prepare yourself so you can be most effective in your work.
- Have patience. Use low key approach. Listen to victims' account of what happened even though it may be very detailed and repetitive.
- Be supportive. It is important to assure victims they are not to blame.
- Be respectful. Allow victims to describe the incident without interruption. Be prepared for victims to exhibit a variety of emotions including numbness, anger, sadness, guilt, etc. Avoid fixed gazing or staring that may cause victims to be fearful or hostile.
- Use counseling rather than investigative techniques. Reflect and repeat back to them what they said in order to help them assimilate the experience of the crime and to start to make order out of the chaos.
- Ask questions and restate basic ideas emphasizing the facts. It is important to help clarify information especially if it is distorted or incorrect. It also shows you are interested and want to help.
- Summarize statement. Allow victims to correct misrepresented information.
- Address safety needs. Assure victims that their safety is of primary concern.

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- **How County Victim/Witness Programs Can Assist with the Revocation Process**

- May be familiar with and have valuable information about victims or witnesses needed to testify at the revocation hearing (special needs and concerns, ability to testify, and other support systems available).
- Provide support, advocacy and accompaniment.
- Help address victims' safety needs.
- Assist with exploring alternative hearing room location or room set-up.
- Assist with providing a secure waiting area to help minimize intimidation of victims.
- May have available child-appropriate toys to keep child occupied while waiting to testify.
- Help identify available community resources.
- Help explain the process and outcome.

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## Community Resources

- Use the Wisconsin Resource Directory for Crime Victims from the Wisconsin Department of Justice. A copy has been provided to all DCC unit offices. The resources in the directory are listed by county.
- Use the statewide directory, *Linking People and Resources Throughout Wisconsin*. Resources in this directory are also listed by county. This directory is available by contacting
- Victims can call the Victim Services Unit in the Department of Corrections and talk to the Victim Advocate about any concern, issues, etc. that they have. The telephone number of the Victim Services Unit is 800 947-5777.
- Be aware of the Parole Eligibility Notification System (PENS) and the information victims can receive from the system if registered.
- Become familiar with the PENS registration process. The Victim/Witness Coordinator in the county of sentencing provides registration forms and brochures to victims at the time of an offender's sentencing. If victims did not register at the time of an offender's sentencing, they can register by contacting the Victim/Witness Coordinator in the county of sentencing or by calling the Victim Advocate with the Department of Corrections at 800 947-5777 or at 608 266-7669.
- Be aware of the Victim Information and Notification System (VINE). This system provides victims with the opportunity to obtain information about their offender and is available 24 hours a day, 7 days a week. Victims are provided with VINE access capability through the Victim/Witness Coordinator in the county of sentencing. Victims may also contact the Victim Advocate with the Department of Corrections at 800 947-5777 or at 608 266-7669 for information regarding VINE access. Victims must be registered in the PENS system to have VINE access capability.
- Assure victims that violations are regarded as serious and will result in consequent action.
- Be informed. Prepare yourself with as much information about the crime as possible. You will find that sometimes, victims do not have the whole story.
- Have a working knowledge about the dynamics of being traumatized so you will know what the victims are experiencing.
- Be aware of other issues that might influence victims' current state (i.e., mental health, drug/alcohol, and prior trauma).
- Ask questions to determine victims' emotional state (crying, shouting, fearful, etc.) at time of incident.
- Document any visible injuries or property damage.
- Whenever possible, obtain signed statements from victims that may be used during hearings should the victims recant or not appear.
- Ask offenders and victims to draw schematic of incident noting locations of all parties involved.
- Visit scene of incident to clarify varying accounts of incident.
- Obtain victims' written permission to acquire medical records.
- Record names, addresses and telephone numbers of all witnesses.
- Encourage victims to report incident to local police.
- Use guides for victim interviews available in Domestic Violence: A Handbook for Agents, Wisconsin Department of Corrections, 1996.

## Special Considerations When Working with Child Victims

- Explore whether a preliminary transcript may be used in place of child's live testimony.
- Spend time with the child to develop rapport. Find out if the child has any disabilities, need for medication at a particular time of the day, how the family and child are coping with stress, if the child laughs or giggles when nervous or at inappropriate times, and whether child has any special speech or comprehension problems.
- Be sure to use language understood by the child, taking into consideration the child's development, language skills, ability to understand and the sensitivity of the crime.
- Work closely with the child's parents. How parents react to the situation often dictates how the child will respond. Remind parents their most important role is to provide comfort, support and love to their child during this difficult time.
- Ask the parent about the child's nap and meal times. You want the child to be alert and as comfortable as possible when testifying.
- Ask if there is a special person who might help support the child, such as a counselor, teacher or victim/witness advocate.

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## Notification of Hearing Decision

- Upon receipt of the hearing decision, Agent is to contact the victims in person or by phone to provide notification of decision, answer questions, address concerns and provide information regarding case plan decisions relevant to victims.
- Listen to victims to determine if they understand the meaning of the decision and what to expect. Repeat information if necessary.
- A follow-up letter should be sent to victims briefly providing victims with the decision, the name of the Agent and the Agent's phone number. Remind victims to call if there are any further questions or concerns.

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## Presentation of Hearsay Evidence

- State ex rel. Thompson v. Riveland, 109 Wis. 2d 580 (1982) held that reliable hearsay evidence may be considered exclusive proof of allegations in revocation hearings.
- The agent must prepare to argue and defend the reliability of hearsay evidence.  
Arguments may include the following:
  - Hearsay evidence presented corroborates other evidence entered into the record (photographs of injuries, testimony of witnesses, police reports, etc.).
  - Evidence is presented as a sworn statement.
  - Evidence is comprised of records maintained in the normal course of business (DOC records, 911 tapes, medical records, police reports, etc.)
  - Should the administrative law judge sustain an objection to the admission of hearsay evidence from the defense attorney, the agent should request presentation of evidence as an “offer of proof” to preserve the record. The offer of proof ensures that inadmissible evidence is included in the record to be considered on appeal, if necessary.

- Explain who will be present, each person’s role and responsibility, and where they will be physically located. If possible, in advance of the hearing show the child and the child’s parent the hearing room, waiting area/room and bathrooms.
- Make arrangements for a child appropriate waiting area/room with quiet toys and snacks to help pass the time.
- Arrange the hearing room to minimize possible intimidation of the child by the presence of the offender. Explore whether the child may testify out of the presence of the offender by use of screens or audio or video teleconferencing.
- Reassure the child that he/she is not to blame.
- When preparing the child to testify, use the child’s own terminology; and remind the child to tell the truth and that it is all right if he/she does not know all the answers to the questions.
- After testifying, reassure the child that he/she did a good job.
- For tips on working with children who witnessed domestic violence refer to Domestic Violence: A Handbook for Agents, Wisconsin Department of Corrections, 1996.

## Preparing Victims for Hearings

- Assess the safety needs of victims. Listen to victims to determine their level of fear. Often the questions asked, the comments made, whether positive or negative, will provide you with an understanding of victims' fear. Often victims fear the unknown.
- Inform victims of the exact location of the hearing, where parking can be found, others who might be in the waiting area and the location of rest rooms.
- Prepare victims for the hearing process, the roles of the administrative law judge, defense attorney and agent. Indicate that the offender will be present. Describe the setting of the hearing. Discuss possible outcomes of the hearing and that the administrative law judge has ten working days to issue a decision.
- Encourage victims to bring an advocate, friend or relative to the hearing for support. Take measures to provide an advocate or support person to sit with victims prior to and at the hearing.
- Review information provided by victims relative to the violation. Ask victims if they want to review any written statements that they have provided.

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## Presentation of Testimony Without Victim Present

- Victims' refusal to testify should be accepted by the agent.
- An agent may deem it inadvisable for victims to testify by reason of "good cause." "Good cause" is determined by:
  - Substantial risk of harm
  - Age (very young or very old)
  - Illness or infirmity
  - Absence from the jurisdiction
- Advance notice (within 5 working days of the hearing) and an affidavit detailing reasons for a "good cause" determination must be prepared by the agent and provided to the offender, offender's attorney, and the administrative law judge prior to the hearing.
- The administrative law judge may accept or reject such a request.
- If approved, victims' testimony may be entered into the hearing via affidavit.

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## During the Hearing

- Ask victims to provide an account of the incident. Ask follow-up questions to elicit specific detailed information about the offender's behavior and the effect of that behavior on the victims and the victims' family.
- Be aware of intimidating stares, glares, fist clenching, etc. by the offender and call the administrative law judge's attention to such behavior.
- Be prepared for victims' fear, tears, hyperventilation or other emotional response.
- Suggest that victims focus on the agent and avoid eye contact with the offender during the hearing, even during cross-examination.
- Prepare victims for defense attorney cross-examination and possible questions to be presented at hearing. Encourage truthful answers but do not tell victims what to say.
- Be empathetic but clear in your intention to proceed with the hearing even without the help of victims.
- Allow victims to leave the hearing room, the building and the parking lot in a timely manner to avoid any confrontation following the hearing.
- Issue subpoenas to all victims who are to appear and testify at the hearing.
- Assist victims with making transportation arrangements to the hearing.
- Remind victims to complete the Claim for Witness Fees (DOC-424). Witness fees are \$5.00 per day and mileage to and from victims' residences can be claimed at \$.20 per mile.

## Presentation of Testimony when Victims Recant

- Corroborate victims' original statement using police or witness testimony detailing victims' condition at time of incident (crying, screaming, hyperventilating, etc.).
- Present victims' signed statement.
- Present photographs of injuries and/or property damage.
- Present medical reports describing injuries.
- Present tape or transcript of 911 call to police.
- Present testimony of expert witnesses who can describe dynamics of why victims may recant.

## Arranging the Hearing

### Location of Hearing

- Discuss alternate location with your supervisor prior to submitting a hearing request.
- Moving the location of the hearing to a different city may cause delay, problems for offender's witnesses and require appointment of a different public defender.
- If request to change location is made after a request for hearing is submitted, the agent should address this issue in a pre-hearing conference call with the Division on Hearing and Appeals and the defense attorney.

### Support Person for Victims during Testimony

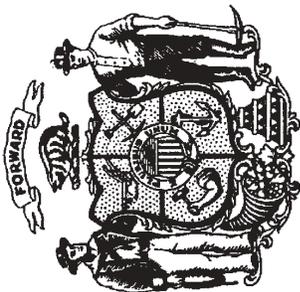
- Victims of abusive conduct as defined under s. 895.73 and Chapter 950 can be accompanied by a support person called a service representative.
- Encourage ALJs to allow a support person to accompany victims, if requested, into the hearing. Support person may include victim-witness program staff, victim advocates and family members.
- Remind support person not to coach or influence the testimony of victims.
- Ask that the support person be allowed to testify first if the support person is also a witness.

### Selection and Layout of Hearing Room

- Contact the Sheriff or jail staff to find out if a larger or more convenient room is available. Alert the jail staff to any special victim needs, including a separate victim waiting area.
- Contact the county victim-witness coordinator for assistance in arranging a safe place for victims to wait prior to testifying.
- Inform all parties of the new location to avoid delay or confusion.
- Raise concerns about room set-up with the ALJ at time of the hearing. Ask to move chairs to allow for as much distance as possible between victims and the offender and to minimize eye contact between victims and offender.
- HA 2.05(5), Wis., Admin. Code gives ALJ authority:
  - To use screen or other means to isolate victims from offender; and
  - In extreme circumstances, to remove offender from room during victims' testimony.
- HA 2.05(5) requires that the agent show that victims will "suffer significant psychological or emotional trauma" or that there is reason to believe that victims "will not be able to give effective truthful testimony" without protective action.
- A showing under HA 2.05(5) can take various forms, including use of a report or testimony from a treatment provider, therapist, counselor or medical provider.
- These additional protective measures require advance preparation and discussion and should be raised with ALJ and defense attorney in a pre-hearing conference call.

**CONDUCTING VICTIM  
SENSITIVE INVESTIGATIONS  
AND REVOCATION  
HEARINGS**

**A GUIDE FOR AGENTS**



POC-27 (7/00)

Use this space to write down any questions you might want to ask the agent or the victim/witness advocate.

Agent Name:

---

Agent Telephone Number:

---

Agent Address

---

---

---

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### Parents of Child Victim/Witnesses

As the parent of a child who must testify, remind your child that you know he or she is telling the truth and no matter what the offender or the offender's attorney says, you believe your child. Tell your child that your feelings toward him or her will not change. Your child will testify more effectively and with less trauma if you control your own anxiety. Your most important role is to provide comfort, support and love to your child during this difficult time.

#### Hearing Waiver

The offender may waive the right to an attorney and to the revocation hearing. In some cases, the offender waives that right to a hearing just prior to the final revocation hearing taking place. In this case, the paperwork is processed to complete the revocation and witnesses will not have to testify.

#### Victim/Witness Advocate

If requested in advance, the Department of Corrections will take measures to provide an advocate or support person, to sit with you prior to and at the hearing. In some cases, however, the ALJ may not allow the advocate or support person to come into the hearing with the victim/witness. If you would like to speak to a victim/witness advocate, or have one assist you in any way, please feel free to contact the agent of record identified in the subpoena or contact the Victim/Witness Office in your county.



### The Revocation Process

When an offender violates the conditions of Probation and Parole supervision, or commits a new law violation, the supervising agent must investigate and make a decision whether to recommend revocation of the offender's supervision. This decision is discussed with and must be approved by the agent's supervisor.

The offender has the right of a revocation hearing held before an Administrative Law Judge (ALJ). The ALJ will determine, based on the evidence presented, if the revocation is appropriate. The ALJ, who by law is a licensed attorney, is not employed by the Department of Corrections.

At the time of the hearing, the offender, the offender's attorney, and the agent are all permitted to present evidence on the issues for which the revocation is recommended. The evidence may include testimony, witnesses, and documents. All parties present may question witnesses and the testimony is recorded. The issues the ALJ must decide at the hearing are:

- ◆ Did the agent provide sufficient evidence to establish that the offender did, in fact, violate the conditions of probation of parole, and, if so,
- ◆ Is revocation of the probation or parole appropriate?

After the hearing, the ALJ will enter a written order with regard to the revocation. This order will be furnished to the offender's attorney and the agent within ten working days.

Revocation of the offender's supervision will result in a return to court for sentencing or incarceration in a jail or a prison. A decision not to revoke the offender will result in a continued supervision in the community with the probability of additional rules.

If you are not contacted directly by the agent and wish to know the outcome of the hearing, please feel free to contact the agent listed on the brochure or the subpoena by phone or in writing.

## Subpoenas

The offender and the offender's attorney, as well as the agent, have the right to subpoena victims and/or witnesses to testify at the revocation hearing. Victims and/or witnesses will be asked to give testimony that relates to the allegation(s) upon which revocation is being recommended.

If you receive a subpoena, you must appear at the hearing. If you have issues which make it difficult for you to appear at the hearing, discuss them with the agent listed on the subpoena. Prior to the hearing, the offender's attorney or investigator may want to talk with you. You can decide whether or not to discuss the case. Always make sure you know with whom you are talking when discussing the case.

If you receive a subpoena, you have the right to compensation for the time and travel incurred in attending the revocation hearing. The fee is \$5.00 per day and the mileage rate to and from your residence is 20 cents per mile. To request payment, a form (DOC-424) can be obtained from the agent, if it was not attached to your subpoena. Return the completed form to the agent.

Revocation hearings are not typically held in courtrooms. Most revocation hearings are held in a county jail or detention facility. Refer to your subpoena for the location, time and date of the hearing. Take your subpoena with you to the hearing. You may be asked for identification upon entering the detention facility.

When it is time for you to testify, the agent will accompany you and lead you into the room where the hearing is held. The offender will be present in the room. You will be asked some background questions and questions about the violations. The offender and the offender's attorney will have a chance to question you. The agent will also have an opportunity to ask questions.

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## Tips on Testifying

Testifying can be uncomfortable. Use these tips to prepare for testifying.

### **Refresh your memory.**

Picture the scene, the distances between things and what happened. If you gave a written statement to the agent or to the police, ask to review it.

### **Always tell the truth.**

Never forget that you are under oath.

### **Don't guess.**

If you don't know an answer to a question, say that you don't know.

### **Answer only what is asked.**

Take your time. Don't volunteer information, ramble or stray from the question. If a question can be answered with a "yes" or "no," do so.

### **Speak loudly and clearly.**

Everything you say is being recorded by the ALJ. Do not nod your head.

### **Think before speaking. Take a deep breath.**

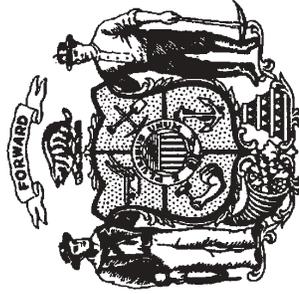
If you don't understand a question, ask that it be repeated or explained. If you don't know the answer or can't remember what happened, say so.

## Victim/Witness Intimidation

If you are harassed or threatened in any way by the offender or others, contact law enforcement immediately. Also notify the agent named on the subpoena. Threatening a witness is a crime.

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**State of Wisconsin  
Department of Corrections  
Division of Community Corrections  
Offender Handbook**



POC-0004 (Rev. 7/00)

**U.S. OFFICE OF EDUCATION**

Educational aids through high school counselors or college financial aid offices

**TRIBAL AGENCIES**

Financial assistance for Menominee Tribal members or other tribal members living on tax-free Indian lands, Relief of Needy Indian persons (RNIP).

Please check your local phone book for the location and phone numbers of agencies in your area.

**Offender Handbook  
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**INTRODUCTION**

This handbook is for your use as a person placed on Probation by the Court, or released from prison on parole. The handbook will help you to understand what your Probation/Parole Agent will expect from you and why.

.....

**WHAT DOES PROBATION OR PAROLE SUPERVISION MEAN?**

Being placed on probation by a Circuit Court Judge or released from prison on parole, means that you may complete your sentence outside of prison or jail. You will be supervised by the Department of Corrections in your community.

Probation means your supervision is community-based. Usually, as part of probation, the court orders you to do certain things that relate to the history of your crime, such as: spending time in jail, paying restitution, attending treatment or education groups, or doing community service. Your agent has a copy of the court order and you should ask him/her about the court-ordered conditions of your probation.

- Alcohol and Other Drug Abuse
- Cognitive Restructuring
- Domestic Violence
- Employment
- Sexual Assault
- Anger Management

You may also benefit from programs offered throughout the state. Some of them include:

**COUNTY SOCIAL SERVICES AND HUMAN SERVICES:**

General Assistance, emergency assistance, food stamps, Wisconsin Works, medical assistance, energy assistance, home weatherization, WIC program, daycare services

**SOCIAL SECURITY OFFICES**

Social Security, SSI, Medicare

**JOB SERVICE OFFICES, DEPT. OF WORKFORCE DEVELOPMENT**

Worker's compensation, unemployment compensation preparation for employment, job referrals

**U.S. VETERANS AFFAIRS OFFICES**

Variety of veteran services

### **WHAT IS REVOCATION?**

Depending on the violation and your overall adjustment on supervision, your agent may recommend revocation of your supervision. The process involves a hearing in front of an administrative law judge, with your attorney and your agent. If your supervision is revoked, you will either be returned to court for sentencing or transported to a correctional institution.

### **ARE THERE ANY PROGRAMS THAT I MAY BENEFIT FROM?**

Your agent may refer you to programs sponsored by the Department of Corrections. These may include educational and therapeutic programs addressing the following concerns:

Because these conditions are ordered by the court, your agent cannot change them.

Following is a description of the court orders for probation:

#### **Sentence Withheld, Placed On Probation:**

The court has not imposed a sentence and has ordered you to be placed in the custody of the Department of Corrections through community-based supervision. You will be subject to the control of the department under conditions set by the court and rules and regulations established by the Department of Corrections for your supervision. If you violate the conditions of your supervision and your probation is revoked, you will be returned to court for sentencing.

#### **Sentence Imposed And Stayed, Placed On Probation:**

The court has sentenced you to a specific term, but has ordered that sentence not be carried out and has placed you in the custody of the Department of Corrections for a stated period. If you violate rules or conditions of probation and your

supervision is revoked, you will then be required to serve the sentence imposed by the court. You will not return to court.

Parole means that the parole commission has released you from prison and has set your conditions of parole or that you have been released from prison after having reached your mandatory release date.

#### **WHEN WILL I SEE MY AGENT?**

When your agent meets with you for the first time, s/he will let you know how often you must see him/her. These meetings may occur at your home, job, school, or in the agent's office. These meetings are an opportunity for you to discuss any problems or concerns you have. At least once every six months, your agent will review this reporting schedule and may make changes in the schedule.

***Remember, it is very important that you keep all appointments with your agent.***

If you have a problem you need to discuss with your agent and it is not a regular meeting, call your agent and ask if s/he can see you sooner.

permit in advance. If your request to travel out of state is approved by your agent, you will be given a travel permit which will allow you to leave Wisconsin for up to 15 days.

In order for your agent to issue a travel permit, s/he will need to know exactly where you want to go, why you need to go there, how long you plan on being there, how you will be traveling and with whom you will be staying. Your agent will need the name(s) and exact address and phone number of the person(s) you will be staying with while you are out of state.

#### **WHAT HAPPENS IF I VIOLATE THE LAW OR THE RULES OF SUPERVISION?**

If you violate the law or the rules of your supervision, your agent will complete a violation investigation. You may be placed in jail by your agent while the violation is being investigated. Your agent will investigate the facts and will meet with you to discuss the violation. A serious violation may lead to the revocation of your supervision.

any misdemeanor crime which has as an element of the crime, domestic abuse behavior. In addition, Wisconsin law prohibits persons subject to domestic abuse or child abuse restraining orders from firearm possession. Wisconsin judges may prohibit firearm possession by persons subject to harassment restraining orders.

In addition, Corrections policy prohibits you from possessing firearms or ammunition if you have a history of domestic violence-related behavior or have ever been convicted of any offense where the behavior is domestic violence in nature. You should check with your attorney and/or the District Attorney in the county where you live to determine if these prohibitions regarding firearms and ammunition apply to you when you are no longer on supervision.

Finally, Probation/Parole Agents, based on a case by case determination, may prohibit any person on supervision from possessing a firearm and any other weapon.

#### **TRAVEL OUTSIDE THE STATE OF WISCONSIN**

If you need to leave Wisconsin for ANY reason, you must get permission from your agent *and* a travel

If you reach your agent's voice mail, or if s/he is not available, and it is an emergency, contact the receptionist and inform him/her of the urgency of the matter s/he will then obtain assistance for you.

You will be required to follow the rules of your supervision as set forth by your agent. Violations of the rules of your supervision may lead to revocation of your probation or parole and return to court to be sentenced, or return to prison.

#### **WHAT WILL MY PROBATION AND PAROLE AGENT DO?**

When your agent meets with you, s/he may do required paperwork, collect restitution, verify your employment and attendance at treatment or education groups, obtain a urine sample, and discuss your progress on probation or parole. This is also a chance for you to ask questions and request help in obtaining needed services.

Your agent will also visit you at your home. The agent must be familiar with your living situation, and with whom you are living. Home visits help an agent understand your living situation.

**If you quit reporting to your agent, and your agent cannot locate you, a warrant will be issued for your arrest.**

In addition, the time that passes until you are caught will not count toward your time on supervision. In other words, your probation or parole will be extended for the amount of time that passed while you quit reporting to your agent. It is also possible that your supervision may be revoked for not reporting.

#### **WHAT ARE CONDITIONS OF SUPERVISION?**

During your first meeting, your agent will discuss the rules and conditions of supervision.

The court, as well as your agent, may require that you do certain things while you are on supervision. For instance, you may have to take part in drug or alcohol counseling, family counseling, a school program, a job program as well as a number of other programs. The court may also order that you pay a fine, court costs, and attorney fees, perform community service work, and/or pay restitution to the victim. Your agent will explain exactly what money you owe, if any,

While you are in the process of appealing a decision, the initial decision made by your agent will remain in effect. You **MUST** comply with the agent's decision or directive during the appeal process. You will not be penalized for filing a complaint.

#### **CAN I GO HUNTING OR HAVE A GUN WHILE I AM ON SUPERVISION?**

(Federal Gun Control Act of 1968, 18 USC 921 to 928 & Wisconsin Statutes Sec. 941.29, 813.12, 813.122 and 813.125)

Both Federal and State law have a lifetime prohibition for firearm possession by convicted felons. Federal law also prohibits firearm possession by fugitives from justice, any person who is a user or addicted to any controlled substance, any person committed to a mental health institution, illegal aliens, any person discharged from the Armed Forces under dishonorable conditions, any person subject to a court order restraining the person from harassing or stalking an intimate partner or child, and any person who has been convicted of

### IF I AM HAVING A DISAGREEMENT WITH MY AGENT, WHAT DO I DO?

If you are having difficulties with your agent, you should first discuss them with your agent. If you are not satisfied with your agent's response, you have the right to appeal to your agent's supervisor. Ask your agent for Form DOC-127 "Client Request for Administrative Review." Your agent will explain the procedure to you. **All complaints/appeals must be submitted to your agent's supervisor in writing.**

The following cannot be appealed:

- Custody and detention
- Revocation
- Violation of criminal laws or municipal ordinances
- Firearms denial if you have ever been convicted of a felony
- Conditions of supervision ordered by the Court or Parole Commission
- Mandatory detention

and set a payment plan based on your financial situation. Your supervision cannot end until all of the money you owe is paid. If you are not able to pay, your agent may ask the court to give you more time to pay or change the financial condition of your supervision in some way.

### RESTITUTION

The purpose of restitution is to make you aware of, and responsible for, the damage caused to your victim(s) and society as a result of the crime you committed. Restitution is your chance to make amends to the victim(s) of your crime for the economic loss they've suffered as a result of your crime.

You will submit restitution payments to your agent. If the end of your probation or parole sentence nears, and you haven't paid the restitution you owe, you will have to explain, to a judge, why you haven't paid your restitution. It is possible that your probation will be extended until you pay all of the restitution you owe. In some cases, community service can be performed in lieu of some of your restitution, if agreed to by the Court. A civil judgement may also be entered against you if you fail to pay restitution.

**SUPERVISION FEES:**

The legislature has determined that all probationers and parolees must pay for a portion of the cost of their supervision. (1995 WI Act 27) In order to successfully complete probation or parole, you must pay supervision fees. Supervision fees are to be paid in addition to court-ordered obligations, and have the same priority as restitution. Supervision fees are to be paid monthly, and are based on your gross monthly income. There are penalties for not paying your supervision fees. These range from a warning from your agent and/or time in jail to revocation of your probation or parole. The fee schedule for probationers and parolees on medium, maximum or high risk supervision is a two-tiered system based on gross monthly income. The fee schedule identifies a maximum rate for each category.

Category	Gross Mo. Income	Mo. Supervision Fee	Maximum Rate
I	\$0 - \$599.99	\$10.00	\$30.00
II	\$600 or more	\$30.00	\$45.00

The Department currently charges Category I offenders \$10.00 per month and Category II offenders \$30.00 per month.

Your agent may adjust the supervision fee when there is a change in your ability to pay. You must give both your supervision fee payments and your personally assigned coupon to your agent who will mail it for you. Payments must be made with a money order or a cashier's check.

For those on administrative/minimum supervision who report by telephone, the fee charge is \$20.00 per month. You pay the fee as a part of your regular phone bill. (Please note that the above rates are subject to change)

**CAN I GET AN EARLY DISCHARGE?**

You may earn an early discharge from probation or parole if you do all of the following:

- Abide by all court-ordered conditions of your probation or parole.
- Abide by the Rules of Probation/Parole.
- Successfully complete ALL treatment programs you were ordered to attend.
- Pay all financial obligations in full
- Have no outstanding warrants.



### **When A Suspect Is Arrested**

Box 3 of the request/waiver form provides information to assist you in exercising your rights immediately following the arrest of a suspect; however, you must act quickly.

**If the suspect is an adult and has been arrested**, you can exercise certain rights by contacting the court prior to the Initial Appearance. You can also exercise your right to be informed of the suspect's release by contacting the custodial agency.

**If the suspect is a juvenile and has been detained**, you can obtain detention hearing information and exercise certain rights by contacting the juvenile probation department. You can also exercise your right to be informed of the juvenile suspect's release by contacting the detention center.

**If an adult or juvenile suspect is cited and released, or a juvenile suspect is referred to the Juvenile Court but not detained**, you can exercise certain rights by contacting the court prior to the date and time that the suspect must appear.

**If the arrest of a suspect is not immediate and you are not notified of an arrest within 30 days, you can call the law enforcement agency to obtain case status information.**

### **Suspect Is An Adult And Has Been Arrested**

#### **Initial Appearance (Court Hearing)**

- Purposes:
- (1) Determine whether to release the accused;
  - (2) If the accused is released, determine the terms and conditions of release;
  - (3) Set the next court date(s);
  - (4) Obtain a plea from the accused (for some misdemeanor offenses);

When Held: Within 24 hours of arrest

Location/: Court and Custodial Agency

Contact : (see INFORMATION & RESOURCE numbers)

Your Rights: To be present and heard at the initial appearance, and, upon request, to be informed of the suspect's release.

### **Suspect Is A Juvenile And Has Been Detained**

#### **Detention Hearing**

- Purposes:
- (1) Determine whether to release the juvenile;
  - (2) If the juvenile is released, determine the terms and conditions of release;
  - (3) Obtain a plea from the juvenile (misdemeanor offenses)

When Held: Within 24 hours of detention

Location/: Detention Screening Section, County Juvenile Probation

Contact : (see INFORMATION & RESOURCE numbers)

Your Rights: To be present and heard at the detention hearing, and, upon request, to be informed of the juvenile's release.

## **INFORMATION FOR ARIZONA'S VICTIMS OF CRIME**

Being the victim of a crime is traumatic. You may feel isolated and confused, and not know where to turn for practical advice or support. This brochure highlights community resources available to assist you and explains your rights, as a victim under Arizona law. It will help you to understand your rights, the procedures for exercising them, and who may assist you further.

### **VICTIM ASSISTANCE**

#### **Agencies & Services**

Organizations such as victim assistance programs, sexual assault centers, child abuse treatment programs, support groups and domestic violence shelters are established throughout the state to help crime victims regain control over their lives. Some of the services are listed below. They provide emergency and long-term support to victims and their families. Services which may be available include:

- emergency safe homes or shelters
- 24-hour crisis telephone lines
- follow-up crisis and long-term counseling
- advocating for your needs and rights
- accompanying you to medical examinations
- transportation
- child care

See "Information and Resource Numbers" on the next page for a list of the agencies that can provide victim assistance services.

#### **Victim Compensation**

If you are a victim of a violent crime or the next of kin of a victim who has died as the result of a criminal act, you may apply to the county's Crime Victim Compensation Board to recover certain expenses. Some expenses you may be able to recover include:

- medical and dental expenses
- mental health counseling
- lost wages
- funeral costs

The Crime Victim Compensation Board does not compensate for loss of property or property damage. There are conditions which must be met to be eligible for compensation, and eligibility does not guarantee an award. To obtain an application or receive more information on Crime Victim Compensation, contact your county Victim Compensation Coordinator (see "Information and Resource Numbers" for the phone number).

Also, for certain sexual offenses, costs for medical examinations that are done to preserve evidence may be paid for by the County in which the crime occurred. Check with a victim/witness program advocate in your County for more information.

## Domestic Violence

If you are the victim of domestic violence, you may seek an Order of Protection. Orders of Protection prohibit spouses, persons living together, and close relatives from harming each other. Injunctions Prohibiting Harassment can be obtained when the relationship is not covered under the domestic violence law and when there is a series of harassing acts.

Orders and Injunctions can be filed by any adult without a lawyer in a Justice of the Peace Court or City Court. If you are in the process of a legal separation or dissolution of marriage, or if the Order or Injunction is filed on behalf of or against a juvenile, you may have to apply to the Clerk of the Superior Court. You will be asked to fill out a petition stating why you want the Court to grant the Order or Injunction.

When the court is not open, an Emergency Order, good until 5 PM the next business day, may be obtained through a law enforcement officer.

An Order or Injunction can serve to keep the abuser from having any contact with you, committing further offenses, going to your residence (even if the abuser has been living at this address), going to your workplace or provide any other relief necessary for your protection. An Order of Protection can also prohibit the abuser from possessing or purchasing a firearm.

If there is a firearm present in a domestic violence matter, and a law enforcement officer determines that you or others could be exposed to serious injury or death, the firearm may be taken and held by the law enforcement agency. To ensure that you, as the victim, are notified of the release of a firearm that has been seized, you must provide the law enforcement agency with any change of address or phone number.

The person seeking an Order or Injunction may request that her/his address be kept confidential, and may request that filing and service fees be waived. The court may or may not waive the fees; however, an agency that is serving the Order of Protection MAY NOT require prepayment of service fees.

## VICTIMS' RIGHTS

As a victim of crime in Arizona, you have a Constitutional right to be treated with fairness, respect and dignity and to be free from intimidation, harassment or abuse throughout the criminal or juvenile justice process. All state, county, and municipal justice agencies and courts in Arizona are required to perform certain duties to ensure that you receive your rights. Please carefully read the overview that follows

### Who Is A Victim For Purposes of Exercising Rights?

State law says a victim is a person against whom a criminal offense has been committed. This includes any felony, or any misdemeanor involving physical injury, the threat of physical injury, or a sexual offense. If a person is killed or incapacitated, the person's spouse, parent, child, or

other lawful representative is the victim. Legal entities and neighborhood associations may also be victims of felony offenses, though rights for these entities are limited. Rights do not apply to persons in custody for an offense, or to persons accused of crimes.

### Requesting/Waiving Rights

Some rights are given to victims automatically and some rights need to be requested. The law enforcement officer will provide you with a form that asks you to request or waive (decline) your rights. You will be given a copy of the completed request/waiver form for your records. Following is a list of the "upon request" rights that you may request or waive (these rights apply after arrest):

- To be notified of the suspect's release from custody (see **When A Suspect is Arrested** for instructions on how to exercise this right).
- To receive a copy of the terms and conditions of release.
- To receive notification of scheduled court proceedings.
- To talk with a prosecutor prior to a plea, dismissal, or trial.
- To make a Victim Impact Statement.
- To receive a copy of the presentence or predisposition report.
- To receive notice of a defendant's conviction (or adjudication), acquittal, or the dismissal of the charges.
- To receive notice of sentencing or disposition results.
- To have property taken as evidence returned after the case is resolved.

#### LEGAL ENTITY "UPON REQUEST" RIGHTS

To receive notice of restitution and sentencing/disposition hearings, and notice of the sentencing or disposition results.

#### NEIGHBORHOOD ASSOCIATION "UPON REQUEST" RIGHTS

To receive notification of scheduled court proceedings, and to make a Victim Impact Statement at sentencing/adjudication.

Your decision to request or waive your rights does not mean that you cannot change your mind later. However, if at first you waive your rights and then request them at a later time, you may be giving up some rights that only apply at certain stages of the justice process.

There are other important benefits and protections that apply to crime victims as a case proceeds through the system. **To request a copy of the full text of Arizona's victims' rights laws, you may contact the Attorney General's Office of Victim Services at (602) 542-4911 (Phoenix) or 888-377-6108 toll free.** You can also learn more about Arizona's victims' rights laws and available services by visiting the Arizona Attorney General web page at [www.az.ag.state.us](http://www.az.ag.state.us).

### Your Right To Restitution

If someone is found guilty of the crime(s) committed against you, the court may order that person to re-pay the financial costs of your victimization. This court-ordered payment is known as **restitution**. Victims of crime have a Constitutional right to receive prompt restitution. If charges are filed in your case, it is important that you contact the prosecutor's Victim Services program for more information and assistance with the restitution process (see Information & Resource Numbers).

**INFORMATION AND RESOURCE NUMBERS - PIMA, PINAL, & SANTA CRUZ COUNTIES, THEIR CITIES & TOWNS**

**VICTIM SERVICES**

★ EMERGENCY SERVICES ONLY	911
Community Information & Referral	1-800-362-3474
Tucson	(520) 881-1794
Apache Junction	(602) 263-8856
Mothers Against Drunk Driving (MADD):	
Arizona State Organization	1-800-553-6233

<b>PIMA</b>	
Pima City Victim Witness Program	(520) 740-5525
Juvenile Victim Witness Prog	(520) 740-4503
Tucson City Prosecutor	(520) 791-4104
Pima City Victim Compensation	(520) 740-5526
Help-On-Call, 24-Hour Crisis Line	(520) 323-9373
Domestic Violence Crisis Services:	
Brewster Center For Victims	(520) 881-7201
Tucson (Ast. for Vict. of Abuse)	(520) 795-4880
Tucson Ctr For Women & Children	(520) 795-4266
Casa De Los Ninos	(520) 624-5600
Tucson Shalom House	(520) 292-5667
Gospel Rescue Mission	(520) 690-1295
Tucson Domestic Violence Commission	(520) 791-3244
Pascua Yaqui Domestic Violence Program	(520) 883-5190
Sexual Assault Programs:	
Las Familias	(520) 327-7122
Tucson Rape Crisis Center 24-Hour	
Crisis (Spanish Available)	(520) 327-7273
or	1-800-400-1001
Child Protective Services	1-800-330-1822

<b>PINAL</b>	
Pinal City Victim Services Program	(520) 868-6913
or	1-800-209-6897 x6813
Apache Junction PD Victim Assistance	(480) 671-5485
Pinal Cnty Shr's Office Victims' Rights	(520) 868-0075
Pinal City Victim Compensation	(520) 868-6274
Domestic Violence Crisis Services	(520) 836-0858
Against Abuse	(520) 836-1239
or	(520) 836-0858
Tri-Community Mental Health	(520) 896-9240
Superstition Mtn Mental Hlth Cntr	(480) 963-0571
Behavioral Health Agency of Central Arizona	(520) 836-1688
Pinal County Domestic Violence Coalition	(520) 466-7765
Child Protective Services:	
Coolidge	(520) 723-5351
Casa Grande	(520) 426-1164
Apache Junction	(480) 963-0320
Mammoth	(520) 487-2366

<b>SANTA CRUZ</b>	
St. Cruz Cnty Victim Witness Prog	(520) 281-5868
message	(520) 761-7850

St. Cruz Cnty Victim Compensation	(520) 397-0480
message	(520) 281-5866
Domestic Violence Shelter & Crisis Intervention:	
New Life Center @ the Nogales Mission	(520) 287-5828
Family Guidance Center	(520) 287-4960
Hot Line	(520) 281-9009
Child Protective Svcs or Local Police	(520) 287-4126

**CUSTODIAL AGENCIES**

<b>PIMA</b>	
Pima County Jail	(520) 740-5875
Pima County Juvenile Detention	(520) 740-2003

<b>PINAL</b>	
Pinal County Jail	(520) 868-6039
Pinal County Juvenile Detention	(520) 868-6690
or	1-800-208-6897 x6690

<b>SANTA CRUZ</b>	
Santa Cruz County Jail	(520) 761-7874
Santa Cruz County Juv. Detention	(520) 761-7906

**PROSECUTORS**

<b>PIMA</b>	
Pima County Attorney's Office	(520) 740-5600
Juvenile Division	(520) 740-2991

<b>MUNICIPAL PROSECUTORS</b>	
Marana	(520) 623-1461
Oro Valley	(520) 229-4760
Sahuarita	(520) 648-1461
South Tucson	(520) 320-9000
Tucson	(520) 791-4104

<b>PINAL</b>	
Pinal County Attorney's Office	(520) 868-6271
or	1-800-208-6897 x6271

<b>MUNICIPAL PROSECUTORS</b>	
Apache Junction	(480) 982-8230
Casa Grande	(520) 421-8600 x504
Coolidge	(520) 426-3824
Eloy	(520) 466-7570
Florence	(520) 723-4623
Kearny	(520) 836-8265
Mammoth	(520) 836-8265
Superior	(520) 425-3227

<b>SANTA CRUZ</b>	
Santa Cruz Cnty Attorney's Office	(520) 761-7850
<b>MUNICIPAL PROSECUTORS</b>	
Nogales	(520) 287-6571 x244
Patagonia	(520) 452-1879

**LAW ENFORCEMENT**

<b>PIMA</b>	
Pima County Sheriff's Office	(520) 741-4700
AZ Dept of Public Safety	(520) 746-4500
<b>MUNICIPAL POLICE</b>	
Marana Police Dept.	(520) 682-4466
Oro Valley Police Dept.	(520) 229-4900
Pima Community College DPS	(520) 206-2700
Sahuarita Police Dept.	(520) 648-7746
South Tucson Police Dept.	(520) 622-0655
Tucson Airport Authority	(520) 573-8182
Tucson Police Dept.	(520) 791-4444
University of AZ Police Dept.	(520) 621-8273

<b>PINAL</b>	
Pinal County Sheriff's Office	(520) 868-6800
AZ Dept. of Public Safety	(520) 746-4500
<b>MUNICIPAL POLICE</b>	
Apache Junction Police Dept.	(602) 982-8260
Casa Grande Police Dept.	(520) 421-8700
Coolidge Police Dept.	(520) 723-5311
Eloy Police Dept.	(520) 466-7324
Eloy City Jail	(520) 466-7324
Florence Police Dept.	(520) 868-5873
Kearny Police Dept.	(520) 363-5566
Mammoth Police Dept.	(520) 487-2347
Superior Police Dept.	(520) 689-5254

<b>SANTA CRUZ</b>	
Santa Cruz County Sheriff's Office	(520) 761-7869
AZ Dept. of Public Safety	(520) 746-4500
<b>MUNICIPAL POLICE</b>	
Nogales Police Dept.	(520) 287-9111
Patagonia Marshal's Office	(520) 394-2091

**COURTS**

<b>PIMA</b>	
U.S. District Court	(520) 670-7200
Pima County Superior Court:	
Administration	(520) 740-3238
Calendar / Case Information	(520) 740-8426
Restitution Clerk	(520) 740-3263
Pima County Juvenile Court	(520) 740-2000
Victim Liaison (Restitution)	(520) 740-2001

**COURTS CONTINUED**

<b>MUNICIPAL COURTS</b>	
Marana	(520) 682-3980
Oro Valley	(520) 229-4780
South Tucson	(520) 792-2424
Tucson	(520) 791-3260
<b>JUSTICE COURTS</b>	
Precinct #1 - Tucson	(520) 740-3505
Precinct #2 - Tucson	(520) 740-3504
Precinct #3 - Ajo	(520) 387-7684
Precinct #4 - Tucson	(520) 740-3502
Precinct #5 - Tucson	(520) 740-3505
Precinct #6 - Tucson	(520) 740-3505
Precinct #7 - Green Valley	(480) 648-0658
or	(480) 648-1531

<b>PINAL</b>	
Pinal County Superior Court	(520) 868-6000
Apache Junction	(520) 982-4166
Pinal County Juv. Court Services	(520) 868-6469
or	1-800-208-6897 x6469
Pinal County Juvenile Probation	(520) 868-6494
or	1-800-208-6897 x6494

<b>MUNICIPAL COURTS</b>	
Apache Junction	(480) 982-8250
Casa Grande	(520) 421-8675
Coolidge	(520) 723-5361
Eloy	(520) 466-3913
Florence	(520) 868-0955
Kearny	(520) 363-7752
Mammoth	(520) 487-2262
Superior	(520) 689-5871

<b>JUSTICE COURTS</b>	
Precinct #1 - Florence	(520) 868-6578
Precinct #2 - Casa Grande	(520) 836-5471
Precinct #3 - Eloy	(520) 466-9221
Precinct #4 - Mammoth	(520) 487-2262
Precinct #5 - Oracle	(520) 896-9250
Precinct #6 - Superior	(520) 689-5871
Precinct #7 - Apache Junction	(520) 982-2921
Precinct #8 - Maricopa	(520) 568-2451
Kearny Justice Court	(520) 363-5308

<b>SANTA CRUZ</b>	
Santa Cruz Cty Superior Court	(520) 761-7806
Santa Cruz Cty Probation Dept.	(520) 761-7902

<b>MUNICIPAL COURTS</b>	
Nogales	(520) 287-3181
Patagonia	(520) 394-2958

<b>JUSTICE COURTS</b>	
Precinct #1 - Nogales	(520) 761-7852
Precinct #2 - Patagonia	(520) 761-7887

FOR A COPY OF THE TEXT DETAILING ALL OF YOUR RIGHTS, YOU MAY CALL:  
Arizona Attorney General • Office of Victim Services • (602) 542-4911 (Phoenix) or 1-888-377-6108 toll-free



9. What was/is your relationship to the offender?

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10. Describe the incident which brought you to the judicial system.

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11. List any other relationships which this crime may have impacted and how:

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12. Describe the last contact you had with the offender and when that contact occurred.

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13. What are your immediate concerns?

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**PHYSICAL AND MENTAL HEALTH STATUS**

14. How would you describe your physical health?

Poor \_\_\_ Fair \_\_\_ Good \_\_\_ Excellent \_\_\_

15. Are you currently taking medications for any medical conditions? Yes \_\_\_ No \_\_\_

If yes what is the condition (s) \_\_\_\_\_

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16. Have you ever received therapeutic counseling for the incident? Yes \_\_\_ No \_\_\_

If yes when? \_\_\_\_\_

where? \_\_\_\_\_

what was the \_\_\_\_\_

outcome? \_\_\_\_\_

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what were the presenting issues? \_\_\_\_\_

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Court Services and Offender Supervision Agency

**Disposition of the referral (completed by Victim Services Program)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Agreed plan of action with CSO and Victim Services**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Intervention Plans include use of wireless cell phone Yes \_\_\_\_\_ No \_\_\_\_\_  
911 access only \_\_\_\_\_ Multiple number access \_\_\_\_\_  
Cell phone number \_\_\_\_\_

\_\_\_\_\_  
Signature of Interviewer

\_\_\_\_\_  
Date of Interview

I \_\_\_\_\_ authorize the information on this form to be shared  
with other parties, including treatment provider (s), for the purpose of receiving resources.

\_\_\_\_\_  
Signature of Victim

\_\_\_\_\_  
Date of Interview

30 Day follow up \_\_\_\_\_  
\_\_\_\_\_

60 Day follow up \_\_\_\_\_  
\_\_\_\_\_

90 Day follow up \_\_\_\_\_  
\_\_\_\_\_

Closing assessment \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Victim Advocate

\_\_\_\_\_  
Date Case Closed

\_\_\_\_\_  
Date CSO Notified of Case Closure



# Duty to Warn Policy Outline

STATE OF MARYLAND  
DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

{there should be a seal here}  DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES DIRECTIVE	PROGRAM: MENTAL HEALTH SERVICES	
	DPSCSD#: 124-160	
	TITLE: Duty to Protect/Warn	
	ISSUED: December 20, 2000	
	CLINICAL AUTHORITY:	ASST. DIRECTOR CORR
	AUTHORITY:	DIRECTOR
	APPROVED:	DEPUTY SECRETARY

I. REFERENCES:

- A. DPSCSD 124—003
- B. DCD95-1
- C. Courts and Judicial Proceedings, § 5-3 16 and 9-901, ACM

II. PURPOSE: To establish guidelines for the notification of appropriate individuals of information concerning a threat to harm someone or to disrupt institutional operations received during the mental health treatment process.

III. PROCEDURE:

- A. There is a limit to confidentiality of information received during the mental health treatment process. The mental health provider may reveal information without the written authorization of the inmate in certain circumstances. These circumstances include, but are not limited to, the following:
  - a. The information is important to the safety or operation of the facility.
  - b. When the mental health provider becomes aware of intent to do harm to self or others.
  - c. When the mental health provider becomes aware of suspected or actual child abuse.

Whenever possible, the inmate shall be notified in writing of the limitations to confidentiality in accordance with DPSCSD 124-150.

- B. In the event that a mental health provider receives general information that in the provider's judgment constitutes a threat or is important to the operation of the facility, the provider shall be free of the constraints of confidentiality. The provider shall take the following actions:
  - a. Place documentation of the information received in the mental health file.
  - b. Formulate a diagnostic impression and develop a treatment plan to deal with the information.
  - c. Advise the warden and any other appropriate individual(s).
- C. In the event that a mental health professional becomes aware, during the treatment process, that the inmate being treated (patient) intends to inflict imminent physical injury on a specific victim(s), and the mental health professional determines the inmate's threat to be serious due to knowledge of the inmate's propensity for violence, the mental health professional shall make a reasonable and timely effort to either treat the mental illness to decrease the threat and/or to warn the specific victim or authority.
  - 1. The mental health professional shall strive to protect by:
    - a. Documenting the threat and placing the documentation in the base file and the mental health file.
    - b. Formulating a diagnostic impression and establishing and undertaking a documented treatment plan calculated to eliminate the possibility that the inmate will carry out the threat.
  - 2. If the above is not possible to perform in a timely manner, the mental health professional shall:
    - a. Inform in writing the appropriate law enforcement agency and, if feasible, (e.g. current address known), inform the victim(s) of:
      - i. The nature of the threat;
      - ii. The identity of the inmate making the threat;
      - iii. The identity of the intended victim(s);
      - iv. The approximate release date of the inmate;
      - v. Action the victim(s) may take, specifically that the victim(s) may request notification of the inmate escape, recapture, approved leave or release of any kind or death in accordance with DCD 95-1.

- b. Advise the victim(s) to write to the following individual and address if notification of the inmate's escape or release is desired:

Director of Inmate Aft  
Division of Correction  
6776 Reisterstown Road - Suite 310  
Baltimore, Maryland 21215-234

- c. Advise the victim(s) to write to the following address to request notification of the inmate's parole:

Maryland Parole Commission  
6776 Reisterstown Road - Suite 307  
Baltimore, Maryland 2 1215-2342

- 3. Inform the managing officer in writing of these actions.

IV. ATTACHMENT: None

V. SUPERSEDES: DCD 124-160, dated December 1, 1995

Distribution:

A

C

L



## Sample Neighborhood Victim Impact Statement

*(Completed by a Community Member)*

**PHYSICAL IMPACT:** *Due to drug dealing in your neighborhood, have you, or neighbors, or anyone in your family been assaulted or hurt?*

NO, thank God! There was an incident where I was chased by 3 men. I was able to unlock my car door and lock it before they reached my car. One man ran over my car, and another pounded on my window. Seconds later I was able to drive away. I am so grateful that nobody had a gun, and that I was able to get into my car and lock the door before I was physically touched by the men. I'm not quite sure, however, if this incident was tied into current drug dealings within the neighborhood.

**EMOTIONAL IMPACT:** *Due to drug dealing, how has your neighborhood changed? Has your safety been affected? How is the neighborhood different?*

Safety has drastically changed. Every day I fear someone mugging, robbing, or even raping me. I never used to carry safety devices. Now that pepper spray is legal, I have it. When I get home from work, usually after 9 p.m., I drive around the block looking for anyone walking around. If there is someone, I will not park my car immediately. I'm afraid to go for a walk in the evening — even with my dog. What was once a peaceful and safe neighborhood has become a place surrounded by fear!

**FINANCIAL IMPACT:** *Has drug dealing in your neighborhood caused any financial loss? Has anything been stolen from your house, apartment, or business? Has an act of vandalism taken place, such as graffiti?*

My most recent concern is the eyesore within my neighborhood. Two homes were vandalized with graffiti. The obnoxious red paint on an elderly man's house is a disgrace. He is harmless. I think that he is aware and observant of the happenings in the neighborhood, and the graffiti was an attempt to stop him from "snooping." The other home that was vandalized was an innocent elderly woman. I'm no longer proud of my neighborhood because of this, and feel that (offender) and (offender) should pay for the cleaning of the graffiti.

**ANY OTHER COMMENTS:**

What might be helpful to the neighborhood is information concerning the warning signs of drug traffic. Maybe there was a sign that I didn't know about that would have helped this case. By offering information about drug traffic to the neighborhood, I believe we can stop another case from going too far.



# Reentry Partnership Focus Group Discussion Guide Resource Package

Sponsored by the  
*American Probation and Parole Association*  
Lexington, Kentucky

Written by  
Anne Seymour  
Justice Solutions  
Washington, D.C.

August 2001

## **Introduction**

As offenders prepare to reenter communities from secure institutional settings, there are many issues and concerns among key stakeholders including community members, offenders, and their crime victims, that must be identified and addressed by Reentry Partnerships. It is vital that Reentry Partnerships provide opportunities to elicit ideas and input from those most affected by offender reentry.

The American Probation and Parole Association has developed this *Reentry Partnership Focus Group Discussion Guide Resource Package* to help Reentry Partnerships gather information about key issues and concerns, as well as ways to address them. Three discussion guides, along with individual worksheets for each group, have been developed for focus groups of:

- Crime victims and victim service providers.
- Community members.
- Offenders who have reentered the community.

Each focus group is designed to last from two to three hours. The discussion guides should be revised, as needed, to reflect the activities of each individual Reentry Partnership.

The enclosed *letter of invitation* can be sent to prospective group participants. At the beginning of each group, Reentry Partnership sponsors should provide an overview — both orally and in written materials — about the goals and objectives of their initiative.

It is helpful to audiotape focus group proceedings (with written permission from *all* participants), and to use tear sheets to record participant responses, in order to ensure the accuracy of

the group discussion. The input from the *individual participant worksheets* can also contribute to the overall focus group data.

It is also a good idea to provide all participants with a brief summary report of focus group findings, in order to validate their participation and provide them with an overview of the discussion.

## LETTER OF INVITATION

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Name/Title  
Agency (if applicable)  
Mailing Address

Dear :

Our community is sponsoring a collaborative Reentry Partnership to provide services and guidance to ex-offenders who will be supervised in our area upon their release from secure institutional settings. Our primary goals are to promote community safety, help offenders become law-abiding and productive citizens, prevent future victimization by offenders who are returning to our community, and provide supportive services to crime victims.

It is vital that we receive input from members of our community about how we can most effectively help offenders to successfully reintegrate while, at the same time, identify and address the needs of crime victims and community members. You may have concerns and ideas that can help us develop our programs and services for ex-offenders, crime victims, and community members.

Our Reentry Partnership is hosting a focus group of (type of stakeholders) to address these issues on (day), (date), at (time) at (location). This will give us an opportunity to share our vision and goals with you, and to get your input about how we can work together to ensure the success of our program. The discussion should last no more than two hours.

Please call me at (area code/telephone number) if you are able to join our focus group discussion or, if you are unable to attend, to offer any ideas you may have that we should bring to the table on (date of focus group).

I appreciate your consideration of this request, and look forward to hearing your ideas on how to make our community's Reentry Partnership as effective as possible.

Sincerely,

**The Victim Role in Offender Reentry**  
**Sponsored by the American Probation and Parole Association**

*Focus Group for Crime Victims and Victim Service Providers*

**DISCUSSION GUIDE**

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1. When offenders are initially sentenced to incarceration, what kinds of rights and services do victims expect from the justice process?

*Probes:*

- Core rights to notification, information, protection, restitution, and input prior to release.
- Someone they can contact if they have questions or concerns.
- Victim/offender programming.

2. In our community, are victims' rights and services readily available to victims when their offenders are incarcerated?

- If "no," what happens to these victims? Do they have any remedies?

3. As offenders prepare to be released back into the community, what are some common concerns that victims of crime might have? (See "*Individual Worksheet*" for focus group participants)

*Probes:*

- Protection.
- Information about offender status and location.
- Restitution.
- Others?

4. Can members of our community play a role in addressing victims' needs throughout the offender preentry/reentry process?

- If "no," what are some barriers to community involvement with victims?
- If "yes," what are some of the roles that community members can fulfill?

5. Our community is sponsoring victim/offender meetings with trained volunteers who serve as facilitators. Is this program a good idea?

*Probes:*

- What are any concerns that you have about victim/offender meetings?
- What might prompt a victim to seek a meeting with his/her offender?
- What are some concerns that victims might have about such a meeting?

6. Do you see any role for our community's victim service providers in this program?
  - If "yes," what is that role?
7. If a victim and offender complete the meeting/dialogue process, what type of follow-on services might the victim request or need?

*Probes:*

- List these services.
  - Who can provide them?
  - How can we ensure that the victims' needs are adequately met?
8. Is there anything else you would like to add about either our community's reentry partnership, victim/offender meetings, or victims' needs throughout the preentry and reentry process?

**The Victim Role in Offender Reentry**  
**Sponsored by the American Probation and Parole Association**

*Focus Group for Community Members*

**DISCUSSION GUIDE**

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1. Most offenders who are sentenced to prison or jail terms will eventually be released to the community. As a member of a community to which offenders will eventually return, do you have any issues or concerns? (See “Individual Worksheet” for focus group participants):

*Probes:*

- Just don’t want them here.
- Information about the status and location of offenders.
- Individual and community protection.
- Close supervision by correctional agencies.
- Role of community members in offender management and/or victim assistance.

3. When offenders re-enter our community, there are collaborative efforts among justice agencies and community members to help offenders successfully reintegrate. When you think of “successful offender reintegration,” what are some of the components that come to mind?

*Probes:*

- Close supervision.
- Information to the neighborhood/community.
- Employment assistance.
- Victim awareness programming.
- Substance abuse treatment.
- Other mental health treatment.
- Others?

3. How can the reentry partnership address the issues and concerns you just raised?

4. “Successful reintegration” also includes providing opportunities for offenders to be held accountable for their actions, and to “repair the harm” to the community that was affected by their crimes. Do you have any suggestions for how offenders can “repair the harm” and be held accountable?

*Probes:*

- Community service.
- Gainful employment.
- Meeting with community members and having community members serve as “mentors” or “guardians.”
- Refrain from re-offending.
- Apologies to victims and/or the community.
- Others?

5. Crime victims whose offenders are reentering the community often have many needs, including protection, restitution, notification of the offender's status, and input into conditions of supervision. Can members of our community play a role in addressing victims' needs throughout the offender preentry and reentry process?

- If no, what are some barriers to community involvement with victims?
- If yes, what are some of the roles that community members can fulfill?

*Probes:*

- Helping victims with safety and protection issues.
- Volunteering as mediators for victim/offender dialogues.
- Participating in "wrap-around" programs that address victims' key needs
- Others?

6. Do you have anything else to add relevant to the community's role in offender reentry?

The Victim Role in Offender Reentry  
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*Focus Group for Offenders Who Have Reentered the Community*

DISCUSSION GUIDE

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1. What are some of the challenges you face in reentering our community, and trying to be a productive member of our community? (See “*Individual Worksheet*” for focus group participants)

*Probes:*

- Housing.
- Employment.
- Different types of treatment.
- Avoiding criminal activity and behavior.
- Others?

2. You’ve identified a number of challenges to your successful reentry. How can members of our reentry partnership — including community members — help address these challenges, and help you?
3. Many members of our community express concerns about having ex-offenders living and working among them. Can you think of what some of these concerns might be?

*Probes:*

- Just don’t want them here.
- Information about the status and location of offenders.
- Fear — individual and community protection.
- Close supervision by correctional agencies.
- Role of community members in offender management and/or victim assistance.

4. Are there any things that you specifically can do to help address the concerns of our community?

*Probes:*

- Get a job.
- Stay drug-free.
- Comply with conditions of supervision.
- Don’t commit new crimes.
- Ask for a mentor/guardian.
- Others?

5. Our reentry partnership believes it is important for you to show that you understand how your past criminal activity has hurt our community and its members, including your victims. Can you think of any things you can do that shows your accountability?

*Probes:*

- Restorative community service.
- Apologies/clarification.
- Meet with members of the community.
- Attend victim awareness programming.
- Don't commit new crimes.
- Stay drug-free.

6. Is there anything else you would like to add about either our community's reentry partnership, or how it can best meet your needs?

*Focus Group for Crime Victims and Victim Service Providers*

INDIVIDUAL WORKSHEET

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As offenders prepare to be released back into the community, what are some common concerns that victims of crime might have?

1.

2.

3.

4.

5.

*Focus Group for Community Members*

INDIVIDUAL WORKSHEET

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Most offenders who are sentenced to prison or jail terms will eventually be released to the community. As a member of a community to which offenders will eventually return, do you have any issues or concerns?

1.

2.

3.

4.

5.

*Focus Group for Offenders Who Are Reentering the Community*

INDIVIDUAL WORKSHEET

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What are some of the challenges you face in reentering our community, and trying to be a productive member of our community?

1.

2.

3.

4.

5.



# Victim Assessment/Evaluation Letter and Survey

Name  
Mailing Address  
City/State/Zip Code

Dear:

Juvenile Community Justice of Deschutes County is committed to helping crime victims, and providing quality services to people in our community who have been hurt by crime. We are grateful to you for participating in the juvenile justice process, as the involvement of crime victims is vital to promoting individual and community safety, as well as offender accountability.

We continually seek ways to improve our programs and services that help victims. As a client of Juvenile Community Justice, your input regarding how you were treated by our agency and staff is very important to us.

I hope you can take a few moments to complete the enclosed Client Evaluation Form. By rating our staff and services, and giving us ideas about how to improve our victim assistance services, you can help Deschutes County Juvenile Community Justice better serve crime victims in the future.

I am also interested in any additional comments or insights you think might benefit our agency. Please feel free to attach any documentation you feel is relevant to the Client Evaluation Form, and return it in the self-addressed stamped envelope.

If you have any additional needs or questions, or would like a referral for further assistance, please contact (name), (title) of our Victim Assistance Unit at (area code/telephone).

I appreciate your willingness to help Deschutes County Juvenile Justice evaluate and improve our programs and services for victims of crime, and look forward to receiving your Client Evaluation Form.

Sincerely,

DENNIS MALONEY

*The Victim Evaluation Package was developed in 2000 by Deschutes County Juvenile Justice, Bend, Oregon; and Victim Advocate Anne Seymour, Justice Solutions, Washington, D.C.*







## Toll-Free Telephone Numbers for Victim's Rights, Services, and Criminal & Juvenile Justice Resources

Battered Women's Justice Project	800-903-0111
Bureau of Indian Affairs Indian Country Child Abuse Hotline	800-633-5155
Childhelp USA National Hotline	800-4-A-CHILD TDD 800-2-A-CHILD
Justice Statistics Clearinghouse	800-732-3277
Juvenile Justice Clearinghouse	800-638-8736
Mothers Against Drunk Driving	800-GET-MADD
National Center for Missing and Exploited Children	800-843-5678 TDD 800-826-7653
National Center for Victims of Crime	800-FYI-CALL
National Children's Alliance	800-239-9950
National Clearinghouse for Alcohol and Drug Information	800-729-6686 TDD Hotline 800-487-4889 Hearing Impaired 800-735-2258
National Clearinghouse on Child Abuse and Neglect	800-394-3366
National Criminal Justice Reference Service	800-851-3420
National Domestic Violence Hotline	800-799-7233 TTY Hotline 800-787-3224
National Fraud Information Hotline	800-876-7060
National Organization for Victim Assistance	800-TRY-NOVA
National Resource Center on Domestic Violence	800-537-2238 TTY Hotline 800-553-2508
National Violence Against Women Prevention Research Center	866-472-8824

Office for Victims of Crime Resource Center	800-627-6872
Office for Victims of Crime Training and Technical Assistance Center	866-OVC-TTAC TTY Telephone 866-682-8880
Parents of Murdered Children	888-818-POMC
Rape, Abuse & Incest National Network	800-656-4673
Resource Center on Domestic Violence, Child Protection and Custody	800-527-3223
VALOR/National Victim Assistance Academy	877-748-NVAA

*Presented as a public service by Justice Solutions, Washington, D.C.*

# **K** Information and Referrals on Victims' Rights, Services, and Resources

The advent of information technologies, especially the enormous growth of the Internet, has changed the way in which information about crime victims' issues is being made available to researchers, advocates, and practitioners. Today, victims and victim service providers can instantly access an enormous amount of information specific to their needs, including the latest research findings, statistical reports, program descriptions, grant and funding sources, evaluations on victim issues, promising practices, and referrals to professional organizations in the victim-serving community.

For victims and victim service providers, information access begins with the Office for Victims of Crime Resource Center (OVCRC), a component of the National Criminal Justice Reference Service (NCJRS). Its Web site address is [www/ojp.usdoj.gov/ovc/ovcres](http://www/ojp.usdoj.gov/ovc/ovcres).

Established by the Office for Victims of Crime (OVC), U.S. Department of Justice, OVCRC is your primary source for crime victim information. OVCRC is accessible 24 hours a day through the NCJRS World Wide Web Justice Information Center and Fax-on-Demand where menus provide information and publications from all Office for Justice Program (OJP) agencies, Office for Victims of Crime, National Institute of Justice, Office of Juvenile Justice and Delinquency Prevention, Bureau of Justice Statistics, and Bureau of Justice Assistance, as well as from the Office of National Drug Control Policy. In addition to the web site, victim assistance professionals can benefit by taking advantage of various online services, such as the Justice Information (*JUSTINFO*) Electronic Newsletter, e-mail inquiries, the Conference Calendar Database, and the Online Ordering Store. NCJRS also has highly trained information specialists to personally answer questions and direct individuals to the best resources available. Furthermore, NCJRS offers allied professionals an opportunity to be placed on their mailing list to receive up-to-date information via the *NCJRS Catalog*. Together with online services, Fax-on-Demand, and personal assistance, NCJRS and OVCRC can help victim advocates *know more* to better serve the needs of victims of crime.

## **ACCESSING NCJRS AND OVCRC**

To contact OVCRC, call (800) 627-6872. To contact NCJRS, call (800) 851-3420. NCJRS can be accessed online in the following ways:

***NCJRS World Wide Web Homepage.*** The homepage provides NCJRS information, and links to other criminal justice resources from around the world. The NCJRS Web page provides information about NCJRS and OJP agencies, grant-funding opportunities, full-text publications, key-word searching of NCJRS publications, access to the NCJRS Abstracts Database, the current *NCJRS Catalog*, and a topical index. The address for the NCJRS Homepage is [www.ncjrs.org](http://www.ncjrs.org).

**NCJRS Online Ordering System.** Publications, videos, and other materials that pertain to criminal justice, juvenile justice, and drug control policy can now be ordered at any time. The online store is open 24 hours a day, 7 days a week at [www.puborder.ncjrs.org/](http://www.puborder.ncjrs.org/).

**Justice Information (JUSTINFO) Electronic Newsletter.** This free, online newsletter is distributed to your Internet e-mail address on the 1st and 15th of each month. JUSTINFO contains information concerning a wide variety of subjects, including news from all Office of Justice Programs (OJP) agencies and the Office of National Drug Control Policy; criminal justice resources on the Internet; criminal justice funding and program information; and announcements about new NCJRS products and services. To subscribe, send an e-mail to [listproc@ncjrs.org](mailto:listproc@ncjrs.org) with the message *subscribe justinfo [your name]*.

**E-Mail: Information and Help.** Users requiring technical assistance or having specific questions about criminal and juvenile justice topics can send an e-mail to [askncjrs@ncjrs.org](mailto:askncjrs@ncjrs.org). To place an order for publications, users may send an e-mail to [puborder@ncjrs.org](mailto:puborder@ncjrs.org).

#### OTHER NCJRS ELECTRONIC INFORMATION SERVICES

**Fax-on-demand.** NCJRS has established a “fax-on-demand” service that allows the user to obtain copies of selected NCJRS documents directly through their own fax machine, using a toll-free telephone number. To access the fax-on-demand menu, simply call 1-(800)-851-3420, and follow the prompts.

**CD-ROM and Online Access to the Abstracts Database.** Users with CD-ROM capability can also obtain the NCJRS Abstracts Database on CD-ROM. This disc features citations and abstracts of more than 140,000 criminal justice books, research reports, journal articles, government documents, program descriptions, program evaluations, and training manuals contained in the NCJRS Research and Information Center library collection. The disc also contains search software that supports retrieval, using any combination of words to search individual fields or all fields globally. The disc can be searched using “free text” methods, or in combination with the National Criminal Justice Thesaurus. In addition, the NCJRS Abstracts Database is available on the NCJRS Homepage at [www.ncjrs.org/database.htm](http://www.ncjrs.org/database.htm).

#### VICTIM-RELATED INTERNET SITES

Crime victims and victim service providers have witnessed a remarkable growth in the amount of information available to them through the World Wide Web. Now, victim-serving agencies and advocacy organizations have the ability to instantly provide information about new issues, services, and promising practices designed to improve the welfare of victims of all types of crime. To present the most comprehensive and timely information available through this vast medium, the Office for Victims of Crime has substantially revised its World Wide Web homepage. OVC encourages crime victims and victim service providers alike to visit this comprehensive resource, located at [www.ojp.usdoj.gov/ovc/](http://www.ojp.usdoj.gov/ovc/).

Many other agencies and organizations are now providing victim-related information through the World Wide Web. The following is a list of sites on the Web that contain information on selected crime victimization topics. Please note that this list is intended only to provide a sam-

ple of available resources, and does not constitute an endorsement of opinions, resources, or statements made therein.

### **Federal Agencies/Resources**

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Bureau of Justice Assistance	<a href="http://www.ojp.usdoj.gov/BJA">www.ojp.usdoj.gov/BJA</a>
Bureau of Justice Statistics	<a href="http://www.ojp.usdoj.gov/bjs/">www.ojp.usdoj.gov/bjs/</a>
Center for Substance Abuse Prevention	<a href="http://www.samhsa.gov/centers/csap/csap.html">www.samhsa.gov/centers/csap/csap.html</a>
Center for Substance Abuse Treatment	<a href="http://www.samhsa.gov/centers/csap2002/csap_frame.html">www.samhsa.gov/centers/csap2002/csap_frame.html</a>
Centers for Disease Control	<a href="http://www.cdc.gov">www.cdc.gov</a>
Community-Oriented Police Office (COPS)	<a href="http://www.usdoj.gov/cops/">www.usdoj.gov/cops/</a>
Department of Education, Safe & Drug Free Schools	<a href="http://www.ed.gov/offices/OESE/SDFS">www.ed.gov/offices/OESE/SDFS</a>
FBI Uniform Crime Reports Statistical Data	<a href="http://fisher.lib.virginia.edu/crime/">http://fisher.lib.virginia.edu/crime/</a>
Federal Judicial Center	<a href="http://www.fjc.gov/">www.fjc.gov/</a>
GovBot Database of Government Web sites	<a href="http://ciir.cs.umass.edu/ciirdemo/Govbot/">http://ciir.cs.umass.edu/ciirdemo/Govbot/</a>
Higher Education Center for Alcohol and Other Drug Prevention	<a href="http://www.edc.org/hec/">www.edc.org/hec/</a>
National Archive of Criminal Justice Data	<a href="http://www.icpsr.umich.edu/NACJD/index.html">www.icpsr.umich.edu/NACJD/index.html</a>
National Clearinghouse for Alcohol and Drug Information	<a href="http://www.health.org/">www.health.org/</a>
National Highway Traffic Safety Administration	<a href="http://www.nhtsa.dot.gov">www.nhtsa.dot.gov</a>
NCJRS Justice Information Center	<a href="http://www.ncjrs.org">www.ncjrs.org</a>
National Institute of Corrections	<a href="http://www.nicic.org/">www.nicic.org/</a>
National Institute of Justice	<a href="http://www.ojp.usdoj.gov/nij/">www.ojp.usdoj.gov/nij/</a>
National Institute on Alcohol Abuse and Alcoholism	<a href="http://www.niaaa.nih.gov">www.niaaa.nih.gov</a>
National Institute on Drug Abuse	<a href="http://www.drugabuse.gov">www.drugabuse.gov</a>
HRSA Information Center	<a href="http://www.hrsa.gov/grantsnet/grantinfo.htm">www.hrsa.gov/grantsnet/grantinfo.htm</a>
Nonprofit Gateway	<a href="http://www.nonprofit.gov">www.nonprofit.gov</a>
Office of Justice Programs	<a href="http://www.ojp.usdoj.gov">www.ojp.usdoj.gov</a>

Office of Juvenile Justice Delinquency and Prevention	<a href="http://www.ojjdp.ncjrs.org">www.ojjdp.ncjrs.org</a>
Office for Victims of Crime (OVC)	<a href="http://www.ojp.usdoj.gov/ovc/">www.ojp.usdoj.gov/ovc/</a>
Office of National Drug Control Policy Information Clearinghouse	<a href="http://www.whitehousedrugpolicy.gov">www.whitehousedrugpolicy.gov</a>
THOMAS: Federal Legislation	<a href="http://thomas.loc.gov">http://thomas.loc.gov</a>
U.S. Department of Education Campus Security and Safety	<a href="http://www.ed.gov/offices/OPE/index.html">www.ed.gov/offices/OPE/index.html</a>
U.S. Department of Health and Human Services Grantsnet	<a href="http://www.os.dhhs.gov/progorg/grantsnet/index.html">www.os.dhhs.gov/progorg/grantsnet/index.html</a>
U.S. Department of Justice	<a href="http://www.usdoj.gov">www.usdoj.gov</a>
U.S. Department of Veterans Affairs National Center on PTSD	<a href="http://www.ncptsd.org">www.ncptsd.org</a>
U.S. Parole Commission	<a href="http://www.usdoj.gov/uspc/parole.htm">www.usdoj.gov/uspc/parole.htm</a>
U.S. Supreme Court	<a href="http://www.supremecourtus.gov">www.supremecourtus.gov</a>
Violence Against Women Office	<a href="http://www.ojp.gov/vawo/">www.ojp.gov/vawo/</a>

#### **National Victim-related Organizations**

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American Bar Association Center on Children and the Law	<a href="http://www.abanet.org/child/">www.abanet.org/child/</a>
American Professional Society on the Abuse of Children	<a href="http://www.apsac.org/">www.apsac.org/</a>
Anti-Defamation League	<a href="http://www.adl.org/hate-patrol/main.asp">www.adl.org/hate-patrol/main.asp</a>
Asian Task Force Against DV	<a href="http://www.atask.org/">www.atask.org/</a>
Child Abuse Prevention Network	<a href="http://child-abuse.com">http://child-abuse.com</a>
Childhelp USA	<a href="http://www.childhelpusa.org">www.childhelpusa.org</a>
Child Quest International	<a href="http://www.childquest.org/">www.childquest.org/</a>
Child Welfare League of America	<a href="http://www.cwla.org">www.cwla.org</a>
Concerns of Police Survivors (COPS)	<a href="http://www.nationalcops.org">www.nationalcops.org</a>
Family Violence Prevention Fund	<a href="http://endabuse.org/">http://endabuse.org/</a>
Institute on Domestic Violence in the African American Community	<a href="http://www.dvinstitute.org">www.dvinstitute.org</a>
Mothers Against Drunk Driving	<a href="http://www.madd.org">www.madd.org</a>
National Center for Missing & Exploited Children	<a href="http://www.missingkids.org">www.missingkids.org</a>

National Center for Victims of Crime	<a href="http://www.ncvc.org">www.ncvc.org</a>
National Center on Elder Abuse	<a href="http://www.elderabusecenter.org">www.elderabusecenter.org</a>
National Childrens Alliance	<a href="http://www.nncac.org">www.nncac.org</a>
National Clearinghouse on Child Abuse and Neglect Information	<a href="http://www.calib.com/nccanch">www.calib.com/nccanch</a>
National Coalition Against Domestic Violence	<a href="http://www.ncadv.org">www.ncadv.org</a>
National Coalition of Homicide Survivors	<a href="http://www.mivictims.org/nchs">www.mivictims.org/nchs</a>
National Commission Against Drunk Driving	<a href="http://www.ncadd.com">www.ncadd.com</a>
National Court Appointed Special Advocates (CASA) Association	<a href="http://www.nationalcasa.org/">www.nationalcasa.org/</a>
National Crime Victims Research and Treatment Center	<a href="http://www.musc.edu/cvc/">www.musc.edu/cvc/</a>
National Fraud Information Center	<a href="http://www.fraud.org">www.fraud.org</a>
National Insurance Crime Bureau	<a href="http://www.nicb.org">www.nicb.org</a>
National Organization for Victim Assistance	<a href="http://www.try-nova.org">www.try-nova.org</a>
National Sexual Violence Research Center	<a href="http://www.nsvrc.org">www.nsvrc.org</a>
National Victim Assistance Academy (OVC)	<a href="http://www.ojp.usdoj.gov/ovc/assist/vaa.htm">www.ojp.usdoj.gov/ovc/assist/vaa.htm</a>
National Victim Assistance Academy (VALOR)	<a href="http://www.nvaa.org">www.nvaa.org</a>
National Victims Constitutional Amendment Network	<a href="http://www.nvcn.org">www.nvcn.org</a>
National Violence Against Women Prevention Research Center	<a href="http://www.wcwoonline.org/violenceprev/">www.wcwoonline.org/violenceprev/</a>
Neighbors Who Care	<a href="http://www.neighborswhocare.org">www.neighborswhocare.org</a>
Parents of Murdered Children (POMC)	<a href="http://www.pomc.com">www.pomc.com</a>
Safe Campuses Now	<a href="http://www.uga.edu/~safe-campus/wwa/">www.uga.edu/~safe-campus/wwa/</a>
Security on Campus	<a href="http://www.securityoncampus.org/">www.securityoncampus.org/</a>
Stalking Resource Center	<a href="http://www.ncvc.org/src/">www.ncvc.org/src/</a>
Victims' Assistance Legal Organization (VALOR)	<a href="http://www.valor-national.org">www.valor-national.org</a>

## National Criminal and Juvenile Justice- and Public Policy-related Associations

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American Correctional Association	<a href="http://www.corrections.com/aca">www.corrections.com/aca</a>
American Correctional Health Services Association	<a href="http://www.corrections.com/achsa/">www.corrections.com/achsa/</a>
American Council for Drug Education	<a href="http://www.drughelp.org">www.drughelp.org</a>
American Jail Association	<a href="http://www.corrections.com/aja">www.corrections.com/aja</a>
American Probation and Parole Association	<a href="http://www.appa-net.org">www.appa-net.org</a>
American Youth Policy Forum	<a href="http://www.aypf.org">www.aypf.org</a>
Association of State Correctional Administrators	<a href="http://www.asca.net">www.asca.net</a>
Balanced and Restorative Justice Project	<a href="http://sww.che.umn.edu/rjp/BARJ.htm">http://sww.che.umn.edu/rjp/BARJ.htm</a>
Center for Juvenile and Criminal Justice	<a href="http://www.cjcj.org">www.cjcj.org</a>
Center for Restorative Justice & Mediation	<a href="http://sww.che.umn.edu/ctr4rjm">http://sww.che.umn.edu/ctr4rjm</a>
Center for Restorative Justice & Peacemaking	<a href="http://sww.che.umn.edu/rjp">http://sww.che.umn.edu/rjp</a>
Center for Sex Offender Management	<a href="http://www.csom.org">www.csom.org</a>
Coalition for Juvenile Justice	<a href="http://www.nassembly.org/html/mcm_cjj.html">www.nassembly.org/html/mcm_cjj.html</a>
Community Anti-drug Coalitions of America	<a href="http://www.cadca.org">www.cadca.org</a>
Community Justice Exchange	<a href="http://www.communityjustice.org">www.communityjustice.org</a>
Community Policing Consortium	<a href="http://www.communitypolicing.org">www.communitypolicing.org</a>
Correctional Education Association	<a href="http://metalab.unc.edu/icea">http://metalab.unc.edu/icea</a>
Council of State Governments	<a href="http://www.csg.org">www.csg.org</a>
Higher Education Center for Alcohol & Drug Prevention	<a href="http://www.cdc.org/hec">www.cdc.org/hec</a>
Institute for Law and Justice	<a href="http://www.ilj.org">www.ilj.org</a>
International Association of Campus Law Enforcement Administrators	<a href="http://www.iaclea.org/">www.iaclea.org/</a>
International Association of Chiefs of Police	<a href="http://www.theiacp.org">www.theiacp.org</a>
Join Together to Reduce Substance Abuse	<a href="http://www.jointogether.org">www.jointogether.org</a>
National Association for Community Mediation	<a href="http://www.nafcm.org/">www.nafcm.org/</a>

National Association of Attorneys General	<a href="http://www.naag.org">www.naag.org</a>
National Association for Conflict Resolution	<a href="http://www.crenet.org/">www.crenet.org/</a>
National Association of Counties	<a href="http://www.naco.org">www.naco.org</a>
National Association of Drug Court Professionals	<a href="http://www.nadcp.org">www.nadcp.org</a>
National Association for Native American Children of Alcoholics	<a href="http://www.nanocoa.org">www.nanocoa.org</a>
National Association of Police Organizations	<a href="http://www.napo.org">www.napo.org</a>
National Association of State Alcohol & Drug Abuse Directors	<a href="http://www.nasasad.org">www.nasasad.org</a>
National Center on Addiction and Substance Abuse	<a href="http://www.casacolumbia.org">www.casacolumbia.org</a>
National Center for Neighborhood Enterprise	<a href="http://www.ncne.com">www.ncne.com</a>
National Center for State Courts	<a href="http://www.ncsconline.org">www.ncsconline.org</a>
National Conference of State Legislatures	<a href="http://www.ncsl.org">www.ncsl.org</a>
National Consortium for Justice Information and Statistics	<a href="http://www.search.org">www.search.org</a>
National Council of Juvenile and Family Court Judges	<a href="http://www.ncjfcj.unr.edu/">www.ncjfcj.unr.edu/</a>
National Criminal Justice Association	<a href="http://www.sso.org/ncja/index.htm">www.sso.org/ncja/index.htm</a>
National Criminal Justice Services' Victims of Crime Publications	<a href="http://www.virlib.ncjrs.org/victimsofCrime.asp">www.virlib.ncjrs.org/victimsofCrime.asp</a>
National District Attorneys Association	<a href="http://www.ndaa-apri.org">www.ndaa-apri.org</a>
National Governors Association	<a href="http://www.nga.org/">www.nga.org/</a>
National Indian Justice Center	<a href="http://www.nijc.indian.com/">www.nijc.indian.com/</a>
National Institute on Drug Abuse	<a href="http://www.nida.nih.gov">www.nida.nih.gov</a>
National Judicial College	<a href="http://www.judges.org">www.judges.org</a>
National Juvenile Detention Association	<a href="http://www.corrections.com/njda/top.html">www.corrections.com/njda/top.html</a>
National Law Enforcement and Corrections Technology Center	<a href="http://www.nlectc.org">www.nlectc.org</a>
National League of Cities	<a href="http://www.nlc.org">www.nlc.org</a>

National Mental Health Association	<a href="http://www.nmha.org">www.nmha.org</a>
National Organization for Black Law Enforcement	<a href="http://www.noblenatl.org">www.noblenatl.org</a>
National Sheriffs= Association	<a href="http://www.sheriffs.org/">www.sheriffs.org/</a>
Office of Correctional Education	<a href="http://www.ed.gov/offices/OVAE/AdultEd/OCE">www.ed.gov/offices/OVAE/AdultEd/OCE</a>
Parents Resource Institute for Drug Education	<a href="http://www.prideusa.org">www.prideusa.org</a>
Partnership for a Drug-Free America	<a href="http://www.drugfreeamerica.org">www.drugfreeamerica.org</a>
Police Executive Research Forum	<a href="http://www.policeforum.org">www.policeforum.org</a>
Police Foundation	<a href="http://www.policefoundation.org">www.policefoundation.org</a>
Restorative Justice Online	<a href="http://www.restorativejustice.org">www.restorativejustice.org</a>
Restorative Justice Project	<a href="http://www.fresno.edu/pacs/rjp/">www.fresno.edu/pacs/rjp/</a>
Southern Poverty Law Center	<a href="http://splcenter.org">http://splcenter.org</a>
State Justice Institute	<a href="http://www.statejustice.org">www.statejustice.org</a>
Victim Offender Mediation Association	<a href="http://www.voma.org/">www.voma.org/</a>

### **State-level Crime Victim Compensation Programs**

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Alabama	<a href="http://www.agencies.state.al.us/crimevictims/">www.agencies.state.al.us/crimevictims/</a>
Alaska	<a href="http://www.dps.state.ak.us/vccb/htm/">www.dps.state.ak.us/vccb/htm/</a>
Arizona	<a href="http://www.acjc.state.az.us">www.acjc.state.az.us</a>
Arkansas	<a href="http://www.ag.state.ar.us/">www.ag.state.ar.us/</a>
California	<a href="http://www.boc.ca.gov">www.boc.ca.gov</a>
Colorado	<a href="http://dcj.state.co.us/ovp/">http://dcj.state.co.us/ovp/</a>
Connecticut	<a href="http://www.jud.state.ct.us/faq/crime.html">www.jud.state.ct.us/faq/crime.html</a>
Delaware	<a href="http://www.state.de.us/cjc/index.html">www.state.de.us/cjc/index.html</a>
Florida	<a href="http://www.myfloridalegal.com">www.myfloridalegal.com</a>
Georgia	<a href="http://www.ganet.org/cjcc">www.ganet.org/cjcc</a>
Hawaii	<a href="http://www.ehawaii.gov.org/cvcc">www.ehawaii.gov.org/cvcc</a>
Idaho	<a href="http://www2.state.id.us/iic/crimevictims.htm">www2.state.id.us/iic/crimevictims.htm</a>
Illinois	<a href="http://www.ag.state.il.us/">www.ag.state.il.us/</a>
Indiana	<a href="http://www.state.in.us/cji/victim/comp.htm">www.state.in.us/cji/victim/comp.htm</a>
Iowa	<a href="http://www.state.ia.us/government/ag/cva.html">www.state.ia.us/government/ag/cva.html</a>
Kansas	<a href="http://www.ink.org/public/ksag/contents/crime/cvcbrochure.htm">www.ink.org/public/ksag/contents/crime/cvcbrochure.htm</a>

Kentucky	<a href="http://cvcb.ppr.ky.gov">http://cvcb.ppr.ky.gov</a>
Louisiana	<a href="http://www.cole.state.la.us/cvr.htm">www.cole.state.la.us/cvr.htm</a>
Maine	<a href="http://www.state.me.us/ag/crime/victimscomp.html">www.state.me.us/ag/crime/victimscomp.html</a>
Maryland	<a href="http://www.dpscs.state.md.us/cicb/">www.dpscs.state.md.us/cicb/</a>
Massachusetts	<a href="http://www.ago.state.ma.us">www.ago.state.ma.us</a>
Minnesota	<a href="http://www.dps.state.mn.us/mccvcs">www.dps.state.mn.us/mccvcs</a>
Mississippi	<a href="http://www.dfa.state.ms.us/cvcomp.html">www.dfa.state.ms.us/cvcomp.html</a>
Missouri	<a href="http://www.dolir.state.mo.us/wc/dolir6f.htm">www.dolir.state.mo.us/wc/dolir6f.htm</a>
Montana	<a href="http://www.doj.state.mt.us/ago.victimservices/cvindex.htm">www.doj.state.mt.us/ago.victimservices/cvindex.htm</a>
Nebraska	<a href="http://www.nol.org/home/crimecom/">www.nol.org/home/crimecom/</a>
New Hampshire	<a href="http://www.state.nh.us/nhdoj/index.html">www.state.nh.us/nhdoj/index.html</a>
New Jersey	<a href="http://www.state.nj.gov/victims/">www.state.nj.gov/victims/</a>
New Mexico	<a href="http://www.state.nm.us/cvrc/">www.state.nm.us/cvrc/</a>
New York	<a href="http://www.cvb.state.ny.us/">www.cvb.state.ny.us/</a>
North Carolina	<a href="http://www.nccrimecontrol.org/vjs/">www.nccrimecontrol.org/vjs/</a>
Ohio	<a href="http://www.ag.state.oh.us/crimevic/cvcomps.asp">www.ag.state.oh.us/crimevic/cvcomps.asp</a>
Oklahoma	<a href="http://www.odawan.net/victim/victimcomp.asp">www.odawan.net/victim/victimcomp.asp</a>
Oregon	<a href="http://www.doj.state.or.us/CrimeV/comp.htm">www.doj.state.or.us/CrimeV/comp.htm</a>
Pennsylvania	<a href="http://www.pccd.state.pa.us/">www.pccd.state.pa.us/</a>
Rhode Island	<a href="http://www.state.ri.us/treas/vcfund.htm">www.state.ri.us/treas/vcfund.htm</a>
South Carolina	<a href="http://www.govoepp.state.sc.us/sova">www.govoepp.state.sc.us/sova</a>
South Dakota	<a href="http://www.sdvictims.com">www.sdvictims.com</a>
Tennessee	<a href="http://www.treasury.state.tn.us/injury">www.treasury.state.tn.us/injury</a>
Texas	<a href="http://www.oag.state.tx.us/victims/cvc.htm">www.oag.state.tx.us/victims/cvc.htm</a>
Utah	<a href="http://www.crimevictim.utah.gov">www.crimevictim.utah.gov</a>
Vermont	<a href="http://www.ccvs.state.vt.us/">www.ccvs.state.vt.us/</a>
Virginia	<a href="http://www.vwc.state.va.us">www.vwc.state.va.us</a>
Washington	<a href="http://www.Ini.wa.gov/insurance/cvc.htm">www.Ini.wa.gov/insurance/cvc.htm</a>
West Virginia	<a href="http://www.legis.state.wv.us/Joint/court/victims/page1.html">www.legis.state.wv.us/Joint/court/victims/page1.html</a>
Wisconsin	<a href="http://www.doj.state.wi.us/cvs/index.html">www.doj.state.wi.us/cvs/index.html</a>
Wyoming	<a href="http://www.vssi.state.wy.us">www.vssi.state.wy.us</a>

## State-level VOCA Victim Assistance Agencies

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Alabama	<a href="http://www.agencies.state.al.us/crimevictims/">www.agencies.state.al.us/crimevictims/</a>
Alaska	<a href="http://www.dps.state.ak.us/Cdvsa">www.dps.state.ak.us/Cdvsa</a>
Arizona	<a href="http://www.dps.state.az.us/azvictims/">www.dps.state.az.us/azvictims/</a>
Arkansas	<a href="http://www.accessarkansas.org/dfa/intergovernmental/index.html">www.accessarkansas.org/dfa/intergovernmental/index.html</a>
California	<a href="http://www.ocjp.ca.gov/index.html">www.ocjp.ca.gov/index.html</a>
Colorado	<a href="http://cdpsweb.state.co.us/ovp/ovp.htm">http://cdpsweb.state.co.us/ovp/ovp.htm</a>
Connecticut	<a href="http://www.jud.state.ct.us/faq/crime.html">www.jud.state.ct.us/faq/crime.html</a>
Delaware	<a href="http://www.state.de.us/cjc/index.html">www.state.de.us/cjc/index.html</a>
Florida	<a href="http://www.myfloridalegal.com">www.myfloridalegal.com</a>
Georgia	<a href="http://www.ganet.org/cjcc/voca.html">www.ganet.org/cjcc/voca.html</a>
Guam	<a href="http://www.justice.gov.gu/dol/agpro1a.htm">www.justice.gov.gu/dol/agpro1a.htm</a>
Hawaii	<a href="http://www.cpja.ag.state.hi.us">www.cpja.ag.state.hi.us</a>
Idaho	<a href="http://www.state.id.us/crimevictim/">www.state.id.us/crimevictim/</a>
Illinois	<a href="http://icjia.org/public/index">http://icjia.org/public/index</a>
Indiana	<a href="http://www.in.gov/cji/victim/index.htm">www.in.gov/cji/victim/index.htm</a>
Iowa	<a href="http://www.state.ia.us/government/ag/cva.html">www.state.ia.us/government/ag/cva.html</a>
Kansas	<a href="http://www.ink.org/public/ksag/contents/crime/main.htm">www.ink.org/public/ksag/contents/crime/main.htm</a>
Kentucky	<a href="http://www.law.state.ky.us/victims/Default.htm#Top">www.law.state.ky.us/victims/Default.htm#Top</a>
Louisiana	<a href="http://www.cole.state.la.us/cvr.htm">www.cole.state.la.us/cvr.htm</a>
Maine	<a href="http://www.state.me.us/dhs/welcome.htm">www.state.me.us/dhs/welcome.htm</a>
Maryland	<a href="http://www.oag.state.md.us/">www.oag.state.md.us/</a>
Massachusetts	<a href="http://www.state.ma.us/mova">www.state.ma.us/mova</a>
Michigan	<a href="http://www.michigan.gov/mdch/0,1607,7-132-29403184---,00.html">www.michigan.gov/mdch/0,1607,7-132-29403184 - - , 00.html</a>
Minnesota	<a href="http://www.dps.state.mn.us/mccvs">www.dps.state.mn.us/mccvs</a>
Mississippi	<a href="http://www.dps.state.ms.us/dps/dps.nsf/divpages/ps2ojp?OpenDocument">www.dps.state.ms.us/dps/dps.nsf/divpages/ps2ojp?OpenDocument</a>
Missouri	<a href="http://www.dps.state.mo.us/dps/DPS2002/victimservices/Victimsservices.htm">www.dps.state.mo.us/dps/DPS2002/victimservices/Victimsservices.htm</a>
Montana	<a href="http://bccdoj.doj.state.mt.us">http://bccdoj.doj.state.mt.us</a>
Nebraska	<a href="http://www.nol.org/home/crimecom/">www.nol.org/home/crimecom/</a>
New Hampshire	<a href="http://www.state.nh.us/nhdoj/victimwitness/vw.html">www.state.nh.us/nhdoj/victimwitness/vw.html</a>

New Jersey	<a href="http://www.state.nj.us/lps/dcj/victimwitness/home.htm">www.state.nj.us/lps/dcj/victimwitness/home.htm</a>
New Mexico	<a href="http://www.state.nm.us/cvrc/">www.state.nm.us/cvrc/</a>
New York	<a href="http://www.cvb.state.ny.us/">www.cvb.state.ny.us/</a>
North Carolina	<a href="http://www.gcc.state.nc.us">www.gcc.state.nc.us</a>
Ohio	<a href="http://www.ag.state.oh.us/crimevic/crimevictimservices.htm">www.ag.state.oh.us/crimevic/crimevictimservices.htm</a>
Oklahoma	<a href="http://www.dac.state.ok.us">www.dac.state.ok.us</a>
Oregon	<a href="http://www.doj.state.or.us/CrimeV/welcome1.htm">www.doj.state.or.us/CrimeV/welcome1.htm</a>
Pennsylvania	<a href="http://www.pccd.state.pa.us/">www.pccd.state.pa.us/</a>
Rhode Island	<a href="http://www.rijustice.state.ri.us/voca/">www.rijustice.state.ri.us/voca/</a>
South Carolina	<a href="http://www.scdps.org/ojp/voca/voca.html">www.scdps.org/ojp/voca/voca.html</a>
Tennessee	<a href="http://www.state.tn.us/financial/rds/ocjp">www.state.tn.us/financial/rds/ocjp</a>
Texas	<a href="http://www.state.tx.us/category.jsp?language=eng&amp;categoryId=8.10">www.state.tx.us/category.jsp?language=eng&amp;categoryId=8.10</a>
Utah	<a href="http://www.crimevictim.utah.gov">www.crimevictim.utah.gov</a>
Virginia	<a href="http://www.dss.state.va.us/family/treatment.htm">www.dss.state.va.us/family/treatment.htm</a>
West Virginia	<a href="http://www.wvdcjs.com/">www.wvdcjs.com/</a>
Wisconsin	<a href="http://www.doj.state.wi.us/cvs/index.html">www.doj.state.wi.us/cvs/index.html</a>
Wyoming	<a href="http://vssi.state.wy.us">http://vssi.state.wy.us</a>

### **Federal and State Corrections**

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Federal Bureau of Prisons	<a href="http://www.bop.gov">www.bop.gov</a>
Alaska Department of Correction	<a href="http://www.correct.state.ak.us/">www.correct.state.ak.us/</a>
Alabama Department of Corrections	<a href="http://www.agencies.state.al.us/doc/">www.agencies.state.al.us/doc/</a>
Arizona Department of Correction	<a href="http://www.adc.state.az.us">www.adc.state.az.us</a>
Arkansas Department of Correction	<a href="http://www.state.ar.us/doc/">www.state.ar.us/doc/</a>
California Department of Correction	<a href="http://www.cdc.state.ca.us/">www.cdc.state.ca.us/</a>
Colorado Department of Correction	<a href="http://www.doc.state.co.us/index.html">www.doc.state.co.us/index.html</a>
Connecticut Department of Correction	<a href="http://www.state.ct.us/doc/">www.state.ct.us/doc/</a>
Delaware Department of Corrections	<a href="http://www.state.de.us/correct">www.state.de.us/correct</a>
Florida Department of Correction	<a href="http://www.dc.state.fl.us/">www.dc.state.fl.us/</a>
Georgia Department of Correction	<a href="http://www.dcor.state.ga.us/">www.dcor.state.ga.us/</a>
Hawaii Department of Public Safety	<a href="http://www.hawaii.gov/icsd/psd/psd.html">www.hawaii.gov/icsd/psd/psd.html</a>
Idaho Department of Correction	<a href="http://www.corr.state.id.us/">www.corr.state.id.us/</a>

Illinois Department of Correction	<a href="http://www.idoc.state.il.us/">www.idoc.state.il.us/</a>
Indiana Department of Correction	<a href="http://www.ai.org/indcorrection/">www.ai.org/indcorrection/</a>
Iowa Department of Correction	<a href="http://www.doc.state.ia.us/">www.doc.state.ia.us/</a>
Kansas Department of Correction	<a href="http://www.ink.org/public/kdoc/">www.ink.org/public/kdoc/</a>
Kentucky Justice Cabinet	<a href="http://www.jus.state.ky.us/">www.jus.state.ky.us/</a>
Louisiana Commission on Law Enforcement & Criminal Justice	<a href="http://www.cole.state.la.us/">www.cole.state.la.us/</a>
Maine Department of Correction	<a href="http://www.state.me.us/corrections/">www.state.me.us/corrections/</a>
Maryland Department of Correction	<a href="http://www.dpscs.state.md.us/doc/">www.dpscs.state.md.us/doc/</a>
Massachusetts Department of Correction	<a href="http://www.magnet.state.ma.us/doc/">www.magnet.state.ma.us/doc/</a>
Michigan Department of Correction	<a href="http://www.state.mi.us/mdoc/">www.state.mi.us/mdoc/</a>
Minnesota Department of Corrections	<a href="http://www.corr.state.mn.us/">www.corr.state.mn.us/</a>
Mississippi Department of Corrections	<a href="http://www.mdoc.state.ms.us/">www.mdoc.state.ms.us/</a>
Missouri Department of Corrections	<a href="http://www.corrections.state.mo.us/">www.corrections.state.mo.us/</a>
Montana Department of Corrections	<a href="http://www.state.mt.us/cor">www.state.mt.us/cor</a>
Nebraska Department of Correctional Services	<a href="http://www.corrections.state.ne.us/">www.corrections.state.ne.us/</a>
Nevada Department of Corrections	<a href="http://www.ndoc.state.nv.us/home.php">www.ndoc.state.nv.us/home.php</a>
New Hampshire Department of Corrections	<a href="http://www.state.nh.us/doc/">www.state.nh.us/doc/</a>
New Jersey State Department of Correction	<a href="http://www.state.nj.us/corrections">www.state.nj.us/corrections</a>
New Mexico Department of Correction	<a href="http://www.corrections.state.nm.us/">www.corrections.state.nm.us/</a>
New York State Department of Correctional Services	<a href="http://www.docs.state.ny.us/">www.docs.state.ny.us/</a>
New York City Department of Correction	<a href="http://www.ci.nyc.ny.us/html/doc/">www.ci.nyc.ny.us/html/doc/</a>
North Carolina Department of Correction	<a href="http://www.doc.state.nc.us/">www.doc.state.nc.us/</a>
Ohio Department of Rehabilitation and Correction	<a href="http://www.drc.state.oh.us/">www.drc.state.oh.us/</a>
Oregon Department of Correction	<a href="http://www.doc.state.or.us/">www.doc.state.or.us/</a>
Oklahoma Department of Correction	<a href="http://www.doc.state.ok.us/">www.doc.state.ok.us/</a>
Pennsylvania Department of Correction	<a href="http://www.cor.state.pa.us/">www.cor.state.pa.us/</a>
Rhode Island Department of Correction	<a href="http://www.doc.state.ri.us/">www.doc.state.ri.us/</a>
South Carolina Department of Correction	<a href="http://www.state.sc.us/scdc/">www.state.sc.us/scdc/</a>

South Dakota Department of Correction	<a href="http://www.state.sd.us/corrections/corrections.html">www.state.sd.us/corrections/corrections.html</a>
Tennessee Department of Correction	<a href="http://www.state.tn.us/correction">www.state.tn.us/correction</a>
Texas Department of Correction	<a href="http://www.tdcj.state.tx.us/">www.tdcj.state.tx.us/</a>
Utah Department of Correction	<a href="http://www.crex.state.ut.us/">www.crex.state.ut.us/</a>
Vermont Criminal Justice Services	<a href="http://170.222.24.9/cjs/index.html">http://170.222.24.9/cjs/index.html</a>
Virginia Department of Correction	<a href="http://www.vadoc.state.va.us/">www.vadoc.state.va.us/</a>
Washington State Department of Correction	<a href="http://www.wa.gov/doc/">www.wa.gov/doc/</a>
West Virginia Division Of Corrections	<a href="http://www.state.wv.us/wvdoc/">www.state.wv.us/wvdoc/</a>
Wisconsin Department of Correction	<a href="http://www.wi-doc.com/">www.wi-doc.com/</a>
Wyoming Department of Correction	<a href="http://doc.state.wy.us/corrections.html">http://doc.state.wy.us/corrections.html</a>

### **State Coalitions and Related Resources**

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Connecticut Sexual Assault Crisis Services	<a href="http://www.connsacs.org/">www.connsacs.org/</a>
Iowa Organization for Victim Assistance	<a href="http://www.netins.net/showcase/i_weaver/iowa/">www.netins.net/showcase/i_weaver/iowa/</a>
Michigan Crime Victim Rights	<a href="http://www.gop.senate.state.mi.us/cvr/">www.gop.senate.state.mi.us/cvr/</a>
Missouri Victim Assistance Network	<a href="http://mova.missouri.org/">http://mova.missouri.org/</a>
Safe Horizon (New York City region)	<a href="http://www.safehorizon.org/">www.safehorizon.org/</a>
South Carolina Victim Assistance Network	<a href="http://www.scvan.org/">www.scvan.org/</a>
Texans for Equal Justice	<a href="http://www.tej.lawandorder.com/index.htm">www.tej.lawandorder.com/index.htm</a>

### **Other Victim Resources**

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Action Without Borders - Nonprofit Directory	<a href="http://www.idealists.org">www.idealists.org</a>
Alliance for Justice	<a href="http://www.afj.org">www.afj.org</a>
American Humane Association	<a href="http://www.americanhumane.org">www.americanhumane.org</a>
APA - American Psychological Association	<a href="http://www.apa.org/">www.apa.org/</a>
Battered Women's Justice Center	<a href="http://www.law.pace.edu/bwjc">www.law.pace.edu/bwjc</a>
Boys & Girls Club of America Natl Headquarters	<a href="http://www.bgca.org">www.bgca.org</a>
Cecil Greek's Criminal Justice Page	<a href="http://www.fsu.edu/~crimdo/law.html">www.fsu.edu/~crimdo/law.html</a>

Children's Institute International	<a href="http://www.childrensinstitute.org/">www.childrensinstitute.org/</a>
Communities Against Violence Network (CAVNET)	<a href="http://www.asksam.com/cavnet/">www.asksam.com/cavnet/</a>
The Compassionate Friends	<a href="http://www.compassionatefriends.com/">www.compassionatefriends.com/</a>
Corporate Alliance to End Partner Violence	<a href="http://www.caepv.org/">www.caepv.org/</a>
Elder Abuse Prevention	<a href="http://www.oaktrees.org/elder">www.oaktrees.org/elder</a>
Family Violence & Sexual Assault Institute	<a href="http://www.fvsai.org">www.fvsai.org</a>
International Society for Traumatic Stress Studies	<a href="http://www.istss.org/">www.istss.org/</a>
International Victimology Website	<a href="http://www.victimology.nl/">www.victimology.nl/</a>
Jewish Women International	<a href="http://www.jewishwomen.org/">www.jewishwomen.org/</a>
Justice for All	<a href="http://www.jfa.net/">www.jfa.net/</a>
Michigan State University Victims and the Media Program	<a href="http://www.victims.jrn.msu.edu">www.victims.jrn.msu.edu</a>
National Coalition of Homicide Survivors	<a href="http://www.mivictims.org/nchs/">www.mivictims.org/nchs/</a>
National Organization on Male Sexual Victimization	<a href="http://www.malesurvivor.org">www.malesurvivor.org</a>
National Parent Information Network	<a href="http://www.npin.org">www.npin.org</a>
Out of the Blue (Domestic Violence in the Jewish Community)	<a href="http://hometown.aol.com/blue10197/index.html">http://hometown.aol.com/blue10197/index.html</a>
Post Trauma Resources	<a href="http://www.posttrauma.com">www.posttrauma.com</a>
Rape, Abuse, and Incest National Network	<a href="http://www.rainn.org/">www.rainn.org/</a>
Rape Recovery Help and Information	<a href="http://www.geocities.com/HotSprings/2402/">www.geocities.com/HotSprings/2402/</a>
Search Yahoo for Victims' Rights	<a href="http://www.yahoo.com/Society_and_Culture/Crime/Victims__Rights/">www.yahoo.com/Society_and_Culture/Crime/Victims__Rights/</a>
Sexual Assault Nurse Examiners	<a href="http://www.sane-sart.com/">www.sane-sart.com/</a>
The Stalking Victim's Sanctuary	<a href="http://www.stalkingvictims.com/">www.stalkingvictims.com/</a>
Stephanie Roper Committee and Foundation	<a href="http://www.stephanieroper.org">www.stephanieroper.org</a>
Survivors of Stalking	<a href="http://www.soshelp.org">www.soshelp.org</a>
Victim Assistance Online	<a href="http://www.vaonline.org">www.vaonline.org</a>
Violence Policy Center	<a href="http://www.vpc.org">www.vpc.org</a>
Workplace Violence Research Institute	<a href="http://www.noworkviolence.com/">www.noworkviolence.com/</a>

### **Legal Research/Resources**

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Findlaw	<a href="http://www.findlaw.com/">www.findlaw.com/</a>
State Law and Legislative Information	<a href="http://www.washlaw.edu/">www.washlaw.edu/</a>
U.S. Supreme Court Decisions	<a href="http://supct.law.cornell.edu/supct/">http://supct.law.cornell.edu/supct/</a>

### **Media**

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American Journalism Review Newslink	<a href="http://www.newslink.org/">www.newslink.org/</a>
Criminal Justice Journalists	<a href="http://www.reporters.net/cjj">www.reporters.net/cjj</a>
News Index	<a href="http://newsindex.com">http://newsindex.com</a>
Newspapers Online	<a href="http://www.newspapers.com">www.newspapers.com</a>
Public Relations Society of America	<a href="http://www.prsa.org">www.prsa.org</a>

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# L Safety Checklist for Victims of Crime

*This “checklist” is intended to serve as a general guide for a wide range of issues relevant to victim safety and security. Not all items on the checklist will be necessary for, nor requested by, all victims.*

- Notification of the status of the offender.
- Notification of the location of the offender.
- Given the opportunity to provide input into conditions of the offender’s release, including “no contact” or “stay away” orders.
- Provided written documentation of the conditions of the offender’s release.
- Provided with the opportunity to have the offender sign a “consent form” to share information about his/her status and compliance with conditions of release.
- Provided with the option to have the offender reside a specified distance from the victim’s home.
- Receipt of contact information for the supervising agency/officer.
- Receipt of the name(s) and contact information for law enforcement officers who patrol the victim’s neighborhood or area around the work site.
- Receipt of a roster of victim services, accessible in person, by phone, e-mail, or the Internet.
- Support in developing a victim-specific roster of telephone numbers for emergency assistance, counseling and support, and/or information about the status of the offender.
- Advised to document, in detail, any incidents that comprise intimidation, harassment, or threats of harm.
- Offered a free cell phone that automatically (and only) dials “911” in cases of emergency.
- Advised to call “911” at any time in cases of emergency.
- Provided with an answering machine and advice to dial “\*69” or any other numeric combinations that can trace telephone calls.
- Provided with assistance in obtaining “caller ID” services from the local telephone company.

- Advised to have designated friends or community members to call for support, 24/7 (multiple contacts are encouraged).
- Advised to keep copies of important documents, such as birth certificates, drivers license, a will, insurance papers for home, apartment or car, etc., relevant to the victim and his/her children in a safe place.
- Advised to keep an extra prescription of medication that is needed to maintain the health and well-being of the victim and his/her family.
- Provided with assistance in developing a “safety plan” for home and place of employment.
- Advised to have co-employees screen calls at work.
- Provision of “safety check” provided by law enforcement for home and place of work.
- Assistance in obtaining a home security system, as needed and upon request.
- Recommend ways to improve the safety of the home or place of work by community volunteers.
- Provision of a designated neighbor or friend to whose home the victim can come, whenever needed (multiple sites and routes are recommended).
- Advised to *always* check the back seat of the car, and underneath and around the car, when entering it.
- Advised to always ask for escorts to the car at work (from co-employees or security personnel) and at home (from neighbors and community volunteers).
- Provided support to distribute a current photograph of the offender to persons whom the victim designates (along with conditions of release, upon request from the victim).
- Provided with guidance in developing multiple, alternate routes to work and other locations that the victim regularly visits.
- Advised to vary daily schedules to avoid patterns.
- Advised to make additional sets of keys for the car, home and office.
- Advised to maintain cash on-hand in cases of emergency.
- Advised to maintain a suitcase full of basic necessities in case of emergency.
- Advised to maintain a post office box if there are concerns about safety and security.
- Advised to never leave mail in a home or work site mail drop that can be easily accessed.

- Provided with assistance to physically move from a home or work site to a new location, upon request and as need by the victim.

A. Seymour, 2001, *"The Victim Component of Offender Reentry," Lexington, KY: American Probation and Parole Association.*



