



## **Victim Witness Grant Program Services Explanation**

### A Guide to Documenting Grant-Funded Activities

Data reported by Victim Witness Grant Program (VWGP) subrecipients plays a critical role in demonstrating the value and impact of victim services. The Office for Victims of Crime (OVC), along with federal and state partners, relies on this information to highlight the specific benefits of the program to government agencies, the victim services field, the general public, and other stakeholders. These reports also provide accountability and transparency by showing how services directly support victims throughout the justice process. Therefore, it is imperative that grantees make every effort to report performance measure data accurately, thoroughly, and consistently.

VWGP funded staff at both local and state levels should record each instance of service delivery in the Victims Services Data Collection System (VSDCS) throughout the duration of support provided to a victim during grant-funded time. For example, if staff assist at a bond hearing, protective order hearing, preliminary hearing, trial, and sentencing, each of these events should be documented separately. VSDCS reports generate data based on the service date, therefore timely entry, along with an effective data validation process, is crucial to ensure complete and accurate reporting.

This guide outlines definitions and examples of services, activities, and costs that are eligible under VOCA victim assistance grant funding. It aligns with the services reported in VSDCS and is updated regularly based on federal and state guidance.

Please note that this guide is not comprehensive and does not list all allowable or unallowable activities. Only services provided during grant-funded time should be documented in VSDCS. Subrecipients should contact the DCJS Victim Witness Grant Program Coordinator or their assigned DCJS grant monitor with any questions.

Service names in **bold** indicate required services in the Virginia's Crime Victim and Witness Rights Act.

Service Categories and Service Names	Service Definitions
<b>A. Information and Referral</b>	Virginia Code § 19.2-11.01, <b>Information and Referral Services</b> ensure that victims of crime are promptly informed of their rights and connected to appropriate local, state, and federal resources—including legal aid, counseling, medical care, financial assistance, and emergency services—so they can access the support necessary for recovery and meaningful participation in the criminal justice process.
<b>Compensation: Explanation</b>	<ul style="list-style-type: none"> <li>Explain the state crime victim (Virginia Victims Fund) compensation process and the steps to process a claim.</li> </ul> <p>NOTE: Explanation of restitution and other forms of compensation are documented in <b>Section A. Information and Referral - Victims and Witness Rights Explanation: Financial Assistance and Social Services.</b></p>
<b>Compensation: Services</b>	<ul style="list-style-type: none"> <li>Assist with completing forms and <a href="#">Webfile</a> submissions, coordinating with Virginia Victims Fund (VVF) to navigate the claim process, answer questions, if requested.</li> <li>Follow-up contact with Virginia Victims Fund on behalf of the victim to obtain the status of a claim; contact medical providers and employers who have failed to respond to requests for information; provide Virginia Victims Fund with the status and disposition of the criminal case; and provide information to victims on appeal procedures.</li> <li>Includes in-person, telephone, and written communication.</li> </ul>
<b>Criminal Justice Process</b>	<ul style="list-style-type: none"> <li>Explain the criminal justice process and legal terminology.</li> <li>Explain rights in proceeding with criminal charges, civil avenues for redress, and college/university judicial system.</li> <li>Explain how to file a police report, request a protective order, how a case might progress through the legal system, and post sentencing services.</li> </ul> <p>NOTE: Assistance or facilitation of property return from law enforcement or prosecutor is documented as <b>Section B. Personal Advocacy/Accompaniment - Individual Advocacy.</b></p>
<b>Referral to Other Services, Supports, Resources: Crime Protection</b>	<ul style="list-style-type: none"> <li>Direct victims to law enforcement agencies for the purpose of obtaining crime protection services (includes emergency cell phone coordination and safety planning).</li> <li>Provide referrals to increase victim safety and stabilization.</li> </ul> <p>Note: Providing a needs assessment or safety planning assessment should be documented as <b>Section B. Personal Advocacy/Accompaniment - Individual Advocacy.</b></p>
<b>Referral to Other Services, Supports, Resources: Crisis Referrals</b>	<ul style="list-style-type: none"> <li>Provide immediate support to a victim in distress with contact information and referral to obtain services on their own.</li> <li>Provide names, addresses, and telephone numbers of appropriate agencies that offer crisis intervention (including hotlines), follow-up counseling (private and public mental health providers), and support groups.</li> <li>Referrals can be made in person or by telephone.</li> </ul>

<b>Referral to Other Services, Supports, Resources: Emergency Assistance</b>	<ul style="list-style-type: none"> <li>• Refer victims to emergency assistance agencies, such as those that provide shelter, food, clothing, etc.</li> <li>• This can be documented even if the victim does not follow through with the referral. For example, if you refer a victim of domestic violence to a shelter and the victim does not go to the shelter, you can still count this service as Emergency Assistance-Referral.</li> </ul>
Referral to Other Victim Services Programs	<ul style="list-style-type: none"> <li>• Provide referrals to other victim service providers for services, supports, and resources, including other Victim Witness Assistance Programs or community-based nonprofit victim service programs, including services that correlate with the offense experienced.</li> <li>• This can include legal, medical, faith-based organizations, protection programs, address-confidentiality programs, state and federal witness protection, etc.</li> <li>• Referrals to Virginia Victim Assist Helpline 1-855-443-5782 (1-855-4-HELP-VA) and/or Virginia Family Violence &amp; Sexual Assault Hotline: 1-800-838-8238 (call) or 804-793-9999 (text).</li> </ul>
<b>Summary of Virginia's Crime Victim and Witness Rights Act: Explanation</b>	<ul style="list-style-type: none"> <li>• Explain crime victims' rights and services available through the Virginia Crime Victim and Witness Rights Act.</li> <li>• Advise victims that they may remain in the courtroom during all court proceedings, unless the court finds that their presence would impair the conduct of a fair trial.</li> </ul>
<b>Summary of Virginia's Crime Victim and Witness Rights Act: Pre-printed Materials</b>	<ul style="list-style-type: none"> <li>• Provide written materials such as brochures, forms, pamphlets, flyers, and applications that provide information regarding the following: victims' compensation, restitution, financial assistance and social services, victim impact statements, confidentiality of address and telephone numbers, interpreter services, employer services, protection, advanced notification of judicial proceedings, notification of a prisoner's custody status, victims' responsibilities in being notified, parole process and parole input forms, support person for minor circuit television in certain offenses, and an explanation of the steps in the criminal justice process.</li> <li>• Other pre-printed materials may include initial contact/introduction to services letter, referral lists, maps, directions to court, or local food and lodging establishments.</li> <li>• Pre-printed materials may be distributed in person or by mail.</li> </ul>
<b>Victims and Witness Rights Explanation: Confidentiality</b>	<ul style="list-style-type: none"> <li>• Explain the program's confidentiality policy, in accordance with VOCA Rule <a href="#">28 C.F.R 94.115</a> and that information will not be disclosed without written, reasonably time-limited consent.</li> <li>• Explain exceptions to confidentiality such as obligation to share information with prosecutor/investigator, as well as other legally required mandated reporting, if applicable.</li> <li>• Inform victims that they may request that their addresses and telephone numbers not be disclosed from court-generated information and law enforcement-generated information (Incident Based Reports) contained in secure governmental registries for protection order enforcement purposes.</li> </ul>
<b>Victims and Witness Right Explanation: Courtroom Assistance</b>	<ul style="list-style-type: none"> <li>• Advise victims that there may be a closed preliminary hearing for certain sexual offenses, and that closed-circuit television may be used in cases involving certain criminal offenses with victims who are 14 years of age or younger at the time of offense or 16 years of age or younger at the time of trial.</li> <li>• Inform minor victims that an adult of their choosing may be present during court proceedings.</li> </ul>

	<ul style="list-style-type: none"> <li>Advise victims that they may remain in the courtroom, during all court proceedings, unless the court finds that their presence would impair the conduct of a fair trial.</li> </ul>
<b>Victims and Witness Rights Explanation: Employer Services</b>	<ul style="list-style-type: none"> <li>Provide information to victims on their right to receive employer intercession services.</li> <li>Employer intercession services involve victim advocates communicating with a victim's employer to explain court-related absences or safety concerns, helping ensure job security and support during the legal process as outlined in § 19.2-11.01 of the Code of Virginia.</li> </ul>
<b>Victims and Witness Rights Explanation: Financial Assistance and Social Services</b>	<ul style="list-style-type: none"> <li>Inform victims of financial assistance (<b>beyond crime victims' compensation</b>) and social services available to them on both a state and local level as a result of their victimization.</li> </ul> <p>Note: Explaining crime victims' rights to restitution is documented in <b>Section E. Restitution: Explanation, Enforcement, and Monitoring</b>.</p>
<b>Victims and Witness Rights Explanation: Interpreter Services</b>	<ul style="list-style-type: none"> <li>Explain available interpreter assistance services, the right to use the services of an interpreter, and how to obtain an interpreter.</li> <li>Under Virginia Code § 19.2-11.01, interpreter services are provided to ensure that victims and witnesses who are not proficient in English or who are hearing impaired can fully understand and participate in the criminal justice process. This includes access to qualified interpreters during interviews, court proceedings, and when receiving information about their rights and available services.</li> </ul>
<b>Victims and Witness Rights Explanation: Notices</b>	<ul style="list-style-type: none"> <li>Provide information on the right to receive advance notification of judicial proceedings and any changes in court dates from the local Commonwealth's Attorney.</li> <li>Advise victims that to receive notices and offer input, all agencies and persons having such duties must have current victim addresses and telephone numbers given by the victims.</li> <li>Explain the opportunity to prepare a written Victim Impact Statement prior to sentencing of a defendant in felony cases.</li> <li>Explain the right to be notified of the filing and disposition of any appeals/habeas corpus proceedings involving the defendant, case disposition, defendant appeal rights, and restitution information.</li> <li>Provide information on the right to be notified by the Department of Corrections or the local sheriff or jail superintendent in whose custody an escape, change of name, transfer, release, discharge, or parole of a prisoner occurs.</li> <li>If the defendant is incarcerated in a local jail or awaiting trial, a victim may register for status change notifications using VINELink.com. If the defendant is convicted and sentenced to 12 months of incarceration or more, a system called NAAVI (Notification And Assistance for Victim Inclusion) is used by the Virginia Department of Corrections Victim Services Unit, the Office of the Attorney General Victim Notification Program, and the Virginia Parole Board Victim Input Program to assist victims with post sentencing services and information. NAAVI provides automated status change notifications regarding inmates that are in the custody of the Virginia Department of Corrections (VADOC) and allows all three agencies access to provide services and information to crime victims regarding the correctional and parole processes, appeal and habeas corpus proceedings, and civil commitment. To register for</li> </ul>

	<p>post-conviction victim services and notification, visit <a href="http://NAAVI.virginia.gov">NAAVI.virginia.gov</a>. If you have additional NAAVI questions, please call (800) 560-4292.</p> <p>Note: The Notification and Assistance for Victim Inclusion (NAAVI) system is not connected to VINE notifications at local jails. You will need to register directly with VADOC to receive notifications about inmates under state custody.</p>
<b>Victims and Witness Rights</b> <b>Explanation:</b> <b>Protection</b>	<ul style="list-style-type: none"> <li>• Provide information on levels of protection available to victims of crime when harm or threats of harm are present including “no contact” restrictions on bonds, increased police patrol, etc.</li> <li>• Explain protective orders and no-contact orders, and the action needed to obtain them. This would include victims of domestic violence, child physical abuse, child sexual abuse, elder abuse, stalking, sexual assault, assault, and harassment.</li> </ul>
<b>Victims and Witness Rights</b> <b>Explanation:</b> <b>Victim Input</b>	<ul style="list-style-type: none"> <li>• Advise victims that they may submit to the court a written impact statement or may be given an opportunity to testify about the impact of the crime on the victim and his or her family.</li> <li>• Explain the parole process and victim input for crimes occurring before January 1, 1995.</li> <li>• Advise victims of felonies that the commonwealth’s attorney shall consult with the victim either verbally or in writing to inform the victim of the contents of a proposed plea agreement and to obtain the victim’s views about the disposition of the case, including the victim’s views concerning dismissal, pleas, plea negotiations, and sentencing. The victim shall be notified of any proceeding in which the plea agreement will be tendered to the court, if the victim has provided their current address and telephone number.</li> <li>• Advise victims of felonies that, given their written requests, Commonwealth’s Attorneys are to provide victims advance notice of any proceedings in which plea agreements will be offered to the courts.</li> <li>• Advise victims that Commonwealth’s Attorneys direct the prosecution and can enter into a plea agreement, whether or not victims agree with such agreements, and that the courts can accept plea agreements, about which victims were not consulted, given good cause.</li> </ul>
<b>Victims and Witness Rights</b> <b>Explanation:</b> <b>Appeal / Habeas Corpus</b> <b>Services</b>	<ul style="list-style-type: none"> <li>• Provide information of the right to receive notification from the Office of the Attorney General of the filing and disposition of any appeals or habeas corpus proceedings involving the defendant(s) in their case.</li> <li>• In Virginia, the habeas corpus process allows individuals to challenge the legality of their detention, typically after a criminal conviction, by filing a petition in state or federal court.</li> <li>• Post-dispositional Services are offered by the Office of the Attorney General (OAG), Virginia Department of Corrections (VADOC), and the Parole Board. All three of these state agencies use the Notification and Assistance for Victim Inclusion (<a href="http://NAAVI">NAAVI</a>) form to communicate notifications to crime victims. Contact the (3) directly at: Virginia Department of Corrections Victim Services Unit: (800) 560-4292 or email <a href="mailto:VictimServices@vadoc.virginia.gov">VictimServices@vadoc.virginia.gov</a>; Office of the Attorney General Victim Notification Program: (800) 370-0459 or email <a href="mailto:VNP@oag.state.va.us">VNP@oag.state.va.us</a>; Virginia Parole Board Victim Input Program: (800) 560-4292 or email <a href="mailto:VictimInput@vpb.virginia.gov">VictimInput@vpb.virginia.gov</a>.</li> </ul>

<b>B. Personal Advocacy/ Accompaniment</b>	Under Virginia Code § 19.2-11.01, <b>Personal Advocacy/Accompaniment Services</b> involve assisting crime victims with navigating the criminal justice system by providing emotional support, helping with safety planning, accompanying them to court proceedings, medical appointments, or law enforcement interviews, and advocating on their behalf to ensure their rights such as notification, participation, and restitution and their right to dignity, respect, and sensitivity throughout the process.
Child / Dependent Care	<ul style="list-style-type: none"> <li>• Provide child/dependent care to help victims manage caregiving responsibilities while accessing services or participating in the criminal justice process.</li> <li>• Arranging or providing childcare during court proceedings, coordinating with service providers to ensure safe, temporary care for children.</li> </ul> <p>Note: Referrals for childcare services with a provider would be documented in <b>Section A. Information and Referral</b>.</p>
Emergency Medical Care	<ul style="list-style-type: none"> <li>• Assist victims in coordinating and/or helping a victim to obtain emergency medical care.</li> </ul>
Immigration Assistance (Advocacy)	<ul style="list-style-type: none"> <li>• This service is only provided by an attorney and not applicable to the grant program. An attorney provides assistance to persons who are not natives of the United States or who do not possess citizenship (including victims of human trafficking) with relief services that may include, but not limited to, special visas, continued presence application, and other immigration relief.</li> </ul> <p>Note: Explanation of immigration process and referrals to relief services by a victim advocate is documented in <b>Section A. Information and Referral</b>.</p>
<b>Individual Advocacy</b>	<ul style="list-style-type: none"> <li>• Assist victims in securing rights, remedies, and services from other agencies that are not otherwise specified in this document.</li> <li>• Assist victims in retrieving any property being held for evidentiary purposes, unless there is a compelling law enforcement reason for retaining it. Staff can accomplish this through coordination between the Commonwealth's Attorney's Office and law enforcement. Upon release, advise the victim where and how it may be picked up.</li> <li>• Coordinate the use of courtroom/therapy dogs and services.</li> </ul>
<b>Intercession: Academic Institution</b>	Intercession also includes advocacy to help the victim maintain financial and/or academic stability in the aftermath of a victimization by intervention with Academic Institution, Creditor, Employer, and or Landlord. <ul style="list-style-type: none"> <li>• Assistance with academic institutions, including preschool, primary, secondary, post-secondary colleges or universities, and or educational settings on religiously affiliated entities (e.g., seminary, religious-affiliated college).</li> </ul>
<b>Intercession: Creditor</b>	<ul style="list-style-type: none"> <li>• Assistance with bill collectors, medical providers, and other third parties.</li> </ul>
<b>Intercession: Employer</b>	<ul style="list-style-type: none"> <li>• Assistance with the employer to minimize loss of pay due to court appearances.</li> </ul>
<b>Intercession: Landlord</b>	<ul style="list-style-type: none"> <li>• Assistance with landlords on behalf of the victim.</li> </ul>
<b>Interpreter Services</b>	<ul style="list-style-type: none"> <li>• Act as a liaison between the victim and criminal justice agencies to obtain the services of a qualified interpreter.</li> </ul>

	<ul style="list-style-type: none"> <li>See Code Section 19.2-164 regarding interpreters and reimbursement. Note: Pre-court interviews with the prosecutor qualify for reimbursement.</li> </ul> <p>Further information on the responsibilities to provide language services to LEP individuals can be found at <a href="https://www.lep.gov/">https://www.lep.gov/</a>. Note: Court Interpreters only interpret inside the courtroom, per the Virginia Supreme Court.</p>
<b>Law Enforcement</b>	<ul style="list-style-type: none"> <li><b>Coordinate</b> and/or help victims schedule and prepare for interviews and/or meetings with law enforcement. Note: Accompaniment and support during interviews/meetings with law enforcement is documented in <b>Section E. Criminal/Civil Justice System Assistance – Law Enforcement Interview</b>. Law enforcement interview advocacy/accompaniment is listed in both the <b>Personal Advocacy/Accompaniment</b> and <b>Criminal/Civil Justice System Assistance</b> categories. If an agency provides both categories of service, it should report on law enforcement interview advocacy/accompaniment only once, in whichever category best applies.</li> </ul>
Medical Forensic Exam Accompaniment	<ul style="list-style-type: none"> <li>Accompany the victim to a forensic medical exam.</li> <li>Provide assistance to victims with processing vouchers for payment by the Virginia Supreme Court or the Virginia Victims Fund of all certified costs relating to the gathering of evidence in forensic medical examinations of a crime victim.</li> </ul>
Transportation Services: Reimbursements	<ul style="list-style-type: none"> <li>Assist victims in seeking reimbursement for mileage, hotel, meals, etc. See <a href="#">Supreme Court Chart of Allowances</a> for instructions. Travel costs are not limited to allowable expenses by the Virginia Supreme Court. Local or private funds may be used to coordinate reimbursements or direct bill to the agency for transportation service provided that proper internal spending controls are in place.</li> <li>Draft and complete Travel and Expense Reimbursement requests for reimbursements in collaboration with the local courts where the victim was subpoenaed as a Commonwealth witness.</li> <li>Complete court-related reimbursement forms or to preauthorize reimbursements for the subpoenaed victim (to include parent/guardian of minor victim) to attend meetings, court hearings, or trials.</li> </ul> <p>Note: Reimbursement for travel, mileage, lodging and meal costs are authorized under Virginia Code 19.2-278, 16.1-276, and 17.1-612.</p>
Transportation Services: Reservations	<ul style="list-style-type: none"> <li>Assist or coordinate reservations: e.g., hotel, airline, or bus reservations.</li> <li>Arrange transportation by commercial carrier or law enforcement.</li> </ul>
Transportation Services: Transport provided by Agency	<ul style="list-style-type: none"> <li>Grant funded staff provide transportation to victims. Ex. Law Enforcement sponsored programs may allow the use of vehicles by grant-funded staff.</li> <li>Providing transportation in personal vehicles is discouraged.</li> </ul>

<b>C. Emotional Support or Safety Services</b>	Under Virginia Code § 19.2-11.01, <b>Emotional Support or Safety Services</b> ensure that victims of crime are treated with dignity, respect, and sensitivity by providing trauma-informed care such as crisis counseling, emotional support, and safety planning. These services may include assistance with obtaining protective orders, securing emergency shelter or relocation, and coordinating with law enforcement or victim/witness programs to reduce ongoing threats and promote physical and emotional stability throughout the criminal justice process.
<b>Crisis Intervention</b>	<ul style="list-style-type: none"> <li>• Provide support during emotional distress.</li> <li>• Immediate, short-term assistance provided to victims of crime to help them stabilize emotionally and physically after the traumatic event.</li> <li>• Help victims cope with trauma.</li> <li>• This could occur at the scene of a crime, immediately following a crime, throughout the criminal justice process, or on an ongoing basis.</li> </ul>
Emergency Financial Assistance	<ul style="list-style-type: none"> <li>• Use approved grant funds for emergency financial assistance or payment for items such as emergency food and/or clothing, changing windows and/or locks, taxi/bus fare, prophylactic and nonprophylactic medications, durable medical equipment, etc.</li> <li>• Emergency assistance funds must be accounted for in a confidential manner that is consistent with the DOJ standards for financial accounting, as stated in the award conditions.</li> </ul> <p>Note: Referral to shelter (whether or not the victim stays) or other provider who issues the financial assistance, is documented as <b>Referral to Other Services, Supports, and Resources: Emergency Assistance</b>.</p>
Hotline / Crisis Line Counseling	<ul style="list-style-type: none"> <li>• <b>This service is for providing live hotline services by trained professionals or volunteers and is not applicable to this grant program.</b></li> </ul> <p>Note: Referrals to hotline services are documented as <b>Referral to Other Services, Supports, Resources: Crisis Referrals or Referral to Other Services, Supports, Resources: Other Victims Services Programs</b>.</p>
On-scene Crisis Response	<ul style="list-style-type: none"> <li>• Grant funded staff provide services at the scene of a crime, family assistance centers, or other designated crisis response sites.</li> <li>• Services can include individual or group crisis intervention, assistance with crime victims' compensation, identification of and referral to mid to long term local services and resources, any other appropriate mass violence crime victim related service.</li> </ul> <p>Note: DCJS <a href="#">VCART</a> responses are conducted by certified trained NOVA (National Organization for Victim Advocacy) responders.</p>
Other Therapy	<ul style="list-style-type: none"> <li>• Grant funded staff, or consultants paid with grant funds, provide therapy (traditional, cultural, or alternative healing; art, writing, play therapy, etc.) to improve and promote healing that responds to the emotional, social, financial, or physical needs of the victim.</li> <li>• Include coordinate access to alternative healing. Example: breathing techniques to calm central nervous system or trauma informed yoga.</li> </ul> <p>Note: Referrals for therapy are documented as <b>Referral to Other Services, Supports, Resources: Crisis Referrals or Referral to Other Services, Supports, Resources: Other Victims Services Programs</b>.</p>



Support Groups	<ul style="list-style-type: none"> <li>Grant funded staff, consultants paid with grant funds, or grant funds are used to provide or organize support groups for victims (e.g., homicide survivors group, supportive group activities such as self-help, peer, and social support).</li> </ul> <p>Note: Referrals to support groups are documented as <b>Referral to Other Services, Supports, Resources: Crisis Referrals or Referral to Other Services, Supports, Resources: Other Victims Services Programs.</b></p>
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<b>D. Shelter/Housing Services</b>	Under Virginia Code § 19.2-11.01, <b>Shelter/Housing Services</b> ensure that victims of crime have access to safe and confidential emergency housing, transitional shelter, and relocation assistance when their physical safety or emotional well-being is at risk. These services are coordinated through local victim/witness assistance programs and community partners, and may include referrals to domestic violence shelters, help securing protective orders, and support navigating housing systems—all provided with dignity, respect, and sensitivity as required by law. A program must be specifically funded to provide Emergency Shelter or Safe House and Transitional Housing.
Emergency Shelter or Safe House	<ul style="list-style-type: none"> <li>Grant funds are budgeted and used to provide emergency short-term shelter to individuals and families following victimization.</li> <li>Emergency shelter/safe housing funds must be accounted for in a confidential manner that is consistent with the DOJ standards for financial accounting, as stated in the award conditions.</li> </ul> <p>Note: Referrals for emergency shelter should be counted under <b>Section A. Information and Referral - Referral to Other Services, Supports, Resources: Emergency Assistance.</b></p>
Relocation Assistance	<ul style="list-style-type: none"> <li>Coordinate assistance with initial rental expenses, utility deposits, security deposits, and/or moving fees.</li> <li>This includes assistance locating long-term housing for the victim, regardless of distance, based on safety needs.</li> <li>This service includes assistance with obtaining housing support from local, state, and/or federal resources to relocate victim(s).</li> <li>Connect victims to the <a href="#">Witness Protection Grant</a>, if available. Collaborate with coordinators of the Witness Protection Grant.</li> </ul>
Transitional Housing	<ul style="list-style-type: none"> <li>Grant funds are budgeted and used to provide transitional housing, due to the nature of the victimization, cannot safely return to their former housing and need more time to stabilize themselves before living independently.</li> <li>Transitional housing funds must be accounted for in a confidential manner that is consistent with the DOJ standards for financial accounting, as stated in the award conditions.</li> </ul> <p>Note: Referrals for transitional housing should be counted under <b>Section A. Information and Referral - Referral to Other Services, Supports, Resources: Emergency Assistance.</b></p>

<b>E. Criminal/Civil Justice System Assistance</b>	Under <b>Virginia Code § 19.2-11.01</b> , the <b>Criminal/Civil Justice System Assistance</b> service category ensures that victims of crime are supported in understanding, navigating, and participating in both criminal and civil legal processes.
<b>Coordinate Protection to Address Threats of Harm</b>	<ul style="list-style-type: none"> <li>• Assist with addressing threats of harm and coordinating with appropriate authorities</li> <li>• Coordinate with correctional staff/personnel to stop contacts with victims from offenders (or deter communications or threats from incarcerated offenders).</li> </ul> <p>Note: Listening to jail calls are considered unallowable activities for grant funded staff. This can be considered aiding investigation or prosecution.</p>
<b>Courtroom Tours - Civil</b>	<ul style="list-style-type: none"> <li>• Provide descriptive or guided tours of the courtroom in which the case will be heard in a civil setting. Examples of descriptive tours are Kids Court, working through the “Going to Court” coloring book with a child victim, or providing a detailed description of the layout of the courtroom (i.e., courtroom tours, court waiting rooms, and post-disposition conferences with prosecuting attorney(s).</li> </ul>
<b>Courtroom Tours - Criminal</b>	<ul style="list-style-type: none"> <li>• Provide descriptive or guided tours of the courtroom in which the case will be heard in a criminal setting. Examples of descriptive tours are Kids Court, working through the “Going to Court” coloring book with a child victim, or providing a detailed description of the layout of the courtroom (i.e., courtroom tours, court waiting rooms, and post-disposition conferences with prosecuting attorney(s).</li> </ul>
Criminal Advocacy / Accompaniment: Closed Circuit TV	<ul style="list-style-type: none"> <li>• Coordinate with the Commonwealth’s Attorney or law enforcement to arrange closed-circuit television testimony. This does not include orders to the court for closed circuit TV, which would be completed by the Commonwealth’s Attorney.</li> <li>• Assisting the victim with understanding the specifics of closed-circuit TV through support and guided preparation.</li> <li>• If the victim was 14 years of age or younger at the time of the offense and is 16 or under at the time of the trial, or if the witness to the offense is 14 years of age or younger at the time of the trial, the use of two-way closed-circuit television for testimony may also be considered in accordance with § 18.2-67.9.</li> </ul>
Criminal Advocacy / Accompaniment: Closed Preliminary Hearing	<ul style="list-style-type: none"> <li>• Coordinate with the Commonwealth's Attorney to arrange closed preliminary hearings or make arrangements to have the case held until the end of the court docket.</li> <li>• Staff provide support, guidance, and physical presence to victims during hearings that are not open to the public.</li> </ul>
<b>Criminal Advocacy / Accompaniment: Confidentiality Forms</b>	<ul style="list-style-type: none"> <li>• Assist victims in completing confidentiality request form (DC-301), available through the Supreme Court and filing with the appropriate court or agency in the locality where the crime occurred. Upon motion by the Commonwealth’s Attorney, a judge may also prohibit testimony regarding the current residential or business address or telephone number of a victim or witness.</li> <li>• These forms help protect from disclosure of victims’ addresses, telephone numbers, and places of employment.</li> <li>• Act as a liaison between the victim and the involved criminal justice agencies to ensure the confidentiality of victims and family members.</li> <li>• Indicate in the Virginia Commonwealth’s Attorneys Information System (VCAIS) that the victim requests that their address be blocked.</li> </ul>

	Note: Referring victims to the <a href="#">OAG Address Confidentiality Program</a> is documented as <b>Referral to Other Victim Services Programs.</b>
<b>Criminal Advocacy / Accompaniment: Criminal Justice Process: Explanation of Steps</b>	<ul style="list-style-type: none"> <li>• Provide explanations of the overall criminal justice process, as well as detailed explanations of each hearing or step in the process (e.g., bond hearings, motions, preliminary hearing, continuances, grand jury, trial, sentencing, etc.).</li> </ul>
<b>Criminal Advocacy / Accompaniment: Criminal Justice Process: Support</b>	<ul style="list-style-type: none"> <li>• Accompany victims to court, court services unit, magistrate's office, clerk's office, and/or to other appropriate criminal justice agencies.</li> <li>• This service is different from an escort in that staff provide information and counseling before, during, and after the hearing or meeting.</li> </ul>
<b>Criminal Advocacy / Accompaniment: Escort</b>	<ul style="list-style-type: none"> <li>• Provide victims with escort (i.e., physically go with the victim) to services related to the investigation or adjudication of a criminal case.</li> <li>• These services may include escort to and from court or going with victims to their appointments at various criminal justice agencies.</li> <li>• "Escort" does not encompass "Transportation provided by Agency" or "Criminal Justice Process Support", but all three services could be provided to the same victim. For example, if a staff person drives a victim to court, walks the victim to the courtroom, and stays with the victim during the judicial proceeding, count the victim one time under each service.</li> </ul>
<b>Criminal Advocacy / Accompaniment: Liaison re: Prisoner Status</b>	<ul style="list-style-type: none"> <li>• Assist in the completion and forwarding of notification request forms to local jails and state correctional facilities to ensure that victims are notified of the escape, change of name, transfer, release, or discharge of a prisoner.</li> <li>• Completing VINE notification and/or NAAVI enrollment registration on behalf of the victim.</li> </ul> <p>Note: NAAVI provides notification and information while an inmate is in the custody of the Virginia Department of Corrections (the prison system). This includes inmates that are serving 12 months or longer. Victim Information and Notification Everyday (VINE) provides notification on inmates in local jails in Virginia and also provides notification on the Virginia Sex Offender Registry. For more information about local jail or Sex Offender Registry notifications, please contact 1-800-467-4943. <i>VINE does NOT provide notification or information about inmates in the custody of the Virginia Department of Corrections.</i></p>
<b>Criminal Advocacy / Accompaniment: Notification Assistance</b>	<ul style="list-style-type: none"> <li>• Assist victims in completing and forwarding notification request forms to the Commonwealth's Attorneys' offices, to court clerks, and other appropriate agencies to ensure that the agencies properly notify victims of all court proceedings in which the victims are involved.</li> <li>• Assist victims in completing and forwarding notification request forms for plea agreements.</li> <li>• When possible, assist the three statewide VWGPs (Parole Board, OAG, and VADOC) in locating victims or surviving family members for notification of post-conviction services.</li> <li>• Completing NAAVI enrollment registration on behalf of the victim for notification of post-conviction activities.</li> </ul>

<b>Criminal Advocacy / Accompaniment: Parole Input</b>	<ul style="list-style-type: none"> <li>• When possible, assist with the completion and filing of parole input requests for all crimes that are eligible for parole. With a few exceptions, offenders who have committed crimes after January 1, 1995, are not eligible for parole.</li> <li>• Provide explanation of geriatric offender policies related to parole from Virginia Department of Corrections.</li> <li>• Provide input at a parole board hearing.</li> </ul> <p>Note: Accompanying a victim to a parole board hearing would be documented as <b>Criminal Advocacy / Accompaniment: Criminal Justice Process: Support</b> and/or <b>Criminal Advocacy / Accompaniment: Escort</b>.</p>
<b>Event Notification: Advance Notifications</b>	<ul style="list-style-type: none"> <li>• Provide victims with advance notification of judicial proceedings relating to their cases and inform them of any changes in court dates. This information may be relayed through an email, text, personal letter or phone contact.</li> <li>• Communicating with victims to notify them of hearings and appearances, the defendant's release from jail, the status of the case, bond hearings, grand jury decisions, disposition options, appellate decisions, etc.</li> <li>• Assist victims in contacting probation/parole offices, community supervision, department of corrections, etc., to get information of any changes in the convicted defendant's status.</li> </ul>
<b>Event Notification: Case Dispositions</b>	<ul style="list-style-type: none"> <li>• Provide victims with the final dispositions of their cases.</li> <li>• This includes dispositions of habeas corpus appeals.</li> <li>• This information may be relayed through an email, text, personal letter or phone contact.</li> </ul>
<b>Event Notification: Case Status</b>	<ul style="list-style-type: none"> <li>• Provide victims with information on any significant developments in the investigation and adjudication of the cases in which they are involved.</li> <li>• Significant developments include the arrest of a suspect, a defendant choosing to enter a guilty plea, etc.</li> <li>• This information may be relayed through an email, text, personal letter or phone contact.</li> </ul>
Family Law Issues Assistance	<ul style="list-style-type: none"> <li>• Assist with arrangements of services through a civil legal attorney, Legal Aid, and/or pro bono assistance programs in obtaining protection or restraining orders and family law issues (e.g., custody, filing for temporary restraining orders, injunctions, visitation, or support).</li> <li>• Does not include criminal prosecution or the employment of attorneys for such nonemergency purposes as custody disputes and civil suits.</li> </ul>
Immigration Assistance (Court)	<ul style="list-style-type: none"> <li>• Arrange services with immigration attorneys and or advocacy programs that specialize in immigration services such as assistance with special visas, continued presence application, and other immigration relief.</li> </ul>
Law Enforcement Interview	<ul style="list-style-type: none"> <li>• <b>Provide</b> emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement.</li> </ul> <p>Note: Coordinating the interview is documented in <b>B. Personal Advocacy/Accompaniment - Law Enforcement</b>.</p>
Other Emergency Justice- Related Assistance	<ul style="list-style-type: none"> <li>• Other protection services include advising victims where they may file a warrant for criminal offenses, sitting in a courtroom so as to obstruct the defendant's view of the victim, etc.</li> <li>• Assist victims in obtaining available protection options (i.e., no contact orders or instructions, stop mail, and blocked phone calls) from the appropriate authorities when harm or threats of harm arise from the victims' cooperation with law enforcement or prosecution efforts.</li> </ul>

	<ul style="list-style-type: none"> <li>• Appropriate authorities may include law enforcement, state police, jail or prison staff, court service units, general district courts, magistrates, and the Commonwealth's attorneys.</li> <li>• Utilize the Lethality Assessment Program or lethality assessment tools to assess danger.</li> <li>• Provide advocacy services to victims in emergency situations only; not routine.</li> <li>• Providing legal assistance that cannot be classified as another type of service in this category (E.).</li> </ul>
<b>Prosecution Interview</b>	<ul style="list-style-type: none"> <li>• Coordinate interviews/meetings between victims and prosecutors.</li> <li>• Provide emotional support and/or physical accompaniment before, during, and after interviews with prosecutors.</li> </ul>
<b>Protective Order</b>	<ul style="list-style-type: none"> <li>• Provide assistance and/or accompaniment to court, court services unit, magistrate's office, clerk's office, and/or to other appropriate agencies for the purpose of obtaining Emergency, Preliminary, and/or Permanent protective orders.</li> <li>• This includes victims of domestic violence, child physical abuse, child sexual abuse, elder abuse, stalking, sexual assault, assault, and harassment.</li> </ul>
<b>Restitution: Enforcement</b>	<ul style="list-style-type: none"> <li>• Completing the VA Supreme Court DC-317 form or local restitution order forms to submit to the prosecutor, for amounts to be reimbursed to the victim.</li> <li>• Request, or assist the victim in requesting, a show cause summons when defendants are delinquent in their payments.</li> </ul>
<b>Restitution: Explanation</b>	<ul style="list-style-type: none"> <li>• Reference <a href="#">Restitution in Virginia: A Guide for Crime Victims</a>.</li> <li>• Assist victims in seeking and securing restitution. As appropriate, victim/witness program staff are required to assist victims in seeking and securing restitution by providing information about local procedures and referrals to appropriate personnel. These responsibilities are in accordance with §19.2-11.01 A2c, which requires that victims "...be advised that restitution is available for damages or loss resulting from an offense and shall be assisted in seeking restitution in accordance with §§ 19.2-305, 19.2-305.1 ..."</li> <li>• Help victims determine the specific amounts of restitution owed in their particular cases.</li> <li>• These statutes place no responsibility on the victim/witness program staff to collect restitution. To the extent possible, program staff are encouraged to limit restitution services to the provision of information about local procedures and referrals to appropriate personnel.</li> <li>• Compliance with the Crime Victim and Witness Rights Act requires that programs address a broad range of service objectives. <b>Allocation of staff time and resources cannot be unreasonably focused on a few services, such as restitution, to the detriment of other services.</b></li> </ul>
<b>Restitution: Monitoring</b>	<ul style="list-style-type: none"> <li>• Monitoring restitution is the service of periodically checking with third parties or the victims themselves to ensure that restitution payments are being made in a timely fashion.</li> <li>• Ongoing, consistent monitoring is not the responsibility of Victim/Witness grant funded staff.</li> </ul>
<b>Victim Impact Statement</b>	<ul style="list-style-type: none"> <li>• Assist victims in the preparation of <a href="#">victim impact statements</a>.</li> <li>• Assist on receiving and submitting their statement to probation officer and or responsible entity.</li> </ul>

Other	
Other	<ul style="list-style-type: none"> <li>The 'Other' service category should only be used in rare or exceptional cases and must include a definition of the service provided.</li> </ul> <p>Note: <b>B. Personal Advocacy/Accompaniment - Individual Advocacy</b> captures general advocacy services not otherwise explicitly defined above.</p>