

## GENERAL CRIME VICTIM PROGRAM STANDARDS

Definition: *General crime victim* means victims of crimes that include but are not limited to: assault, robbery, burglary, theft, homicide, DWI, vehicular homicide or injury, arson, criminal damage to property, elder abuse, bias/hate crime and any crime not included under the categories of sexual assault, domestic abuse or child abuse.

The overall goal of these standards is to increase victims' safety and ensure victims have access to services that meet their self-defined needs. Program services should be relevant to the populations that exist within the community.

### I. SERVICES

Program shall provide services and/or referrals for primary and secondary general crime victims which include, but are not limited to:

- a. **Crisis Intervention:** meeting the emotional and physical needs of victims, develop their own, or be part of a larger community's 24-hour crisis line so that a victim of crime can speak directly to an advocate;
- b. **Emergency Services:** transportation, shelter, food and other necessities;
- c. **Support Services:** follow-up counseling, reassurance and empathetic listening, acting on victims' behalf with social services or criminal justice agencies, intervention/advocacy, return of property, seeking victim compensation benefits, assistance with compensation claims, creditors, community referrals and restitution;
- d. **Court Related Services:** transportation to court, child care and escort services, assistance with elder and child abuse petitions and in filing temporary restraining orders, emotional support during trial;
- e. **Legal Resources:** having information available regarding possible legal resources, including civil and/or criminal remedies.

### II. STAFF DEVELOPMENT

Programs shall provide a formalized orientation and training for new employees, volunteers and board/advisory members.

Programs shall provide for ongoing training opportunities for their employees and volunteers, utilizing both in-house and outside training sources.

### III. COMMUNITY EDUCATION & OUTREACH

Programs shall provide at least four presentations to community service groups, civic organizations, special populations, professional organizations or school groups on the nature and scope of victimization, prevention strategies, available agency services, the root causes of violence and the need for social change.

Programs shall also impact public awareness through various means such as planned events, distributing brochures, contact cards and posters, media use, inclusion in community provider directories, local phone book listing, and by other means as resources allow.

#### **IV. SYSTEMS CHANGE & PROFESSIONAL TRAINING**

Programs shall work to improve the community's and the system's responsiveness to the needs of victims of crime through training and informal contact with persons having contact with victims of crime. This may include those working in law enforcement, court services, legal representation, corrections, health, education, social services, and the ministry. Systems change includes such activities as monitoring, influencing and developing operational policies, procedures and practices, and community organizing. Programs shall work to secure sensitive, effective policies, procedures, protocols and practices for working with victims of violence. Systems change efforts prioritize the needs and rights of victims, rather than institutions.

#### **V. PARTNERING**

Programs shall identify and be knowledgeable of other professional service providers and system's staff in their area. Programs shall actively work to improve their relationship with involved agencies to better serve victims of crime. Programs shall partner with agencies in order to promote cooperative service, better manage resources, and to enhance the overall response to victims of crime. Partnering may involve cooperative training and community events, professional memberships, collaborative workgroups and agreements, information sharing, community provider networks, referral agreements, interagency feedback and service evaluations, administrative and programmatic resource sharing, and other creative means.