

Crime Victim Legal Resource Program Standards

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.

SERVICES

The services provided by the legal resource program should address the legal needs of the crime victim. Services should be provided in a supportive, empathetic, and trauma-informed manner.

Services provided by legal resource programs to primary and secondary victims of crime include:

- a. **Providing information:** Provide information about civil legal remedies available to crime victims; explain how to report crimes and its implications; and explain the criminal prosecution process and the victim's role in that process.
- b. **Referral:** Discuss with and refer victims to the support services available to them from victim-serving organizations and social service agencies in the community. Identify available services such as crisis intervention, safety planning, legal advocacy, emergency shelter, emergency assistance, support groups and counseling services.
- c. **Legal consultation and advice:** Make suggestions and provide advice to crime victims about their legal options based upon the evaluation of the victim's particular situation.
- d. **Legal representation:** Provide direct civil legal representation to crime victims for their legal needs related to their crime victimization, including, but not limited to, family law matters, privacy issues, immigration issues, and consumer law issues.

PARTNERING AND COMMUNITY ENGAGEMENT

- a. **Training:** Conduct outreach and organize training efforts to educate the community, criminal justice partners, and service providers on victims' legal needs related to crime victimization.
- b. **Systems change:** Engage in efforts to identify issues and improve the response to crime victims by criminal justice, civil justice, social service, and advocacy systems. Systems change efforts should prioritize the needs and rights of victims, rather than institutions.
- c. **Collaboration:** Identify and be knowledgeable of other professional service providers and system's staff in their area; actively work to improve their relationship with involved agencies to better serve crime victims; partner with community-based and government agencies on training efforts; and partner with agencies in order to promote cooperative service, better manage resources, and to enhance the overall response to crime victims.