

Office for Victims of Crime Performance Measure Dictionary and Terminology Resource



victim services

[ˈvɪktəm sɜrvəs]

NOUN

- respond to the emotional and physical needs of crime victims;
- assist primary and secondary victims to stabilize their lives after a victimization;
- assist victims to understand and participate in the justice system;
- provide victims of crime with a measure of safety and security such as boarding up broken windows and replacing or repairing locks.

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I. Overview

The Office for Victims of Crime (OVC) Performance Measure Dictionary and Terminology Resource is designed as a resource for terms used as part of OVC's performance data collection efforts. This resource creates a single location to find definitions and examples of terms used across the Performance Measurement Tool's (PMT) modules and standardizes definitions for easier reporting. Terms included in this resource are used for grantees and subgrantees reporting data in the Performance Measurement Tool's (PMT) for the Victim Assistance (VA), Victim Compensation (VC), and Transforming Victim Services (TVS) programs.

Victim Assistance program: Formula grants funded under the annual Victims of Crime Act (VOCA) Victim Assistance solicitation.

Victim Compensation program: Formula grants funded under the annual VOCA Victim Compensation solicitation.

Transforming Victim Services program: A collection of discretionary grants with solicitations that vary from year to year. TVS grants may support efforts in training, technology development, data gathering, strategic planning, and victim services, among others.

To use this resource, press Ctrl + F on your keyboard (Cmnd + F for Mac users) to open the Find feature. Type in the word or phrase you are searching for and click OK to be taken to that reference.

If you have questions specific to your grant or the reporting requirements outlined in your award's special conditions, please contact your OVC program specialist. If you have any questions about the PMT, please contact the OVC PMT Helpdesk toll free at 844-884-2503 or email us at ovcpmt@ojp.usdoj.gov.

II. General Terms

The following are common terms used in the Performance Measurement Tool (PMT) and their definitions.

Child/Minor

A person under the age of 18 or as otherwise defined by state law.

Crime Victim, Victim of Crime, Victim

A person who has suffered physical, sexual, financial, or emotional harm as the result of a crime. Services can be provided to an individual who represents a business or institution, however businesses, organizations, and other institutions or entities are not eligible crime victims under the Victims of Crime Act (VOCA), the authorization for VA, VC, and TVS grant programs.

Federal Fiscal Year

The period of October 1–September 30. For example, federal fiscal year 2019 is the period of October 1, 2018–September 30, 2019.

Grantee

The primary grant recipient of funds directly from OVC.

Grants Management System (GMS)

The online data collection system maintained by the Office of Justice Programs (OJP) for all grants administered through OJP. GMS is the priority system of record for information about grants.

Individual Receiving Victim Services

A crime victim, secondary victim, surviving family member, or other individual who receives services or benefits funded by the award.

Match

A financial contribution by a grantee or subgrantee to a VOCA-funded project to meet financial match requirements identified in a program solicitation. Match contribution may be cash (dollars) or in-kind (staff time, goods, or services with a monetary value).

Performance Management

The systematic use of strategic planning, goals, performance indicators, evaluation, analysis, and data driven reviews, evaluations, and reporting to improve the results of programs and the effectiveness and efficiency of agency operations.

Performance Measurement Tool (PMT)

The online system maintained by the Office for Victims of Crime (OVC) for collecting performance measure data from grantees and subgrantees.

PMT Point of Contact (PMT POC)

The individual(s) responding to the required performance measurement questions in the PMT on behalf of their organization. This includes both grantee and subgrantee organizations.

Secondary Victim

Individuals, other than the person directly victimized, who also experience harm as the result of a crime. For example, a family member or close friend of a victim.

State Administering Agency (SAA)

The state office responsible for receiving VOCA victim assistance and victim compensation funds and reporting data.

Subgrantee

An entity that receives a portion of the grantee's award (through a formal subaward agreement) for the purpose of implementing a portion of the grantee's federal grant program.

Teen

A person between the ages of 13–17. Use this definition to capture individuals aged 13–17 who present for services for a victimization where applicable, such as teen dating victimization.

Victim Services (as defined by program guidelines)

Victim services:

1. respond to the emotional and physical needs of crime victims;
2. assist primary and secondary victims of crime to stabilize their lives after a victimization;
3. assist victims to understand and participate in the criminal justice system;
4. provide victims of crime with a measure of safety and security such as boarding up broken windows and replacing or repairing locks. Program guidelines often provide additional guidance on services related to program goals and objectives. Specific victim services reported in the performance measures are defined in section IV: Services below.

Victim Services Program

All of a grantee or subgrantee's services and activities offered on behalf of victims of crime. An organization's victim services program includes both OVC-funded projects and projects for victims funded outside of OVC through other sources (e.g., other federal agency or foundation grant awards, state or local contributions, private donations).

VOCA-Funded

Any grantee or subgrantee project or program funded in whole or in part with VOCA funds plus any applicable match funding.

III. Demographics: Race/Ethnicity

These race/ethnicity definitions are based on the official definitions used by the U.S. Census. More information can be found at <http://www.census.gov/prod/cen2010/briefs/c2010br-02.pdf>.

American Indian or Alaska Native

Refers to a person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment. This category includes people who indicated their race(s) as American Indian or Alaska Native or reported their enrolled or principal tribe, such as Navajo, Blackfeet, Inupiat, Yup'ik, or Central American Indian groups or South American Indian groups.

Asian

Refers to a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. It includes people who indicated their race(s) as Asian or reported entries such as Asian Indian, Chinese, Filipino, Korean, Japanese, Vietnamese, and Other Asian or provided other detailed Asian responses.

Black or African-American

Refers to a person having origins in any of the Black racial groups of Africa. It includes people who indicated their race(s) as Black, African-American, or Negro or reported entries such as Kenyan, Nigerian, or Haitian.

Hispanic or Latino

Refers to an individual who self-reports in one of the specific Spanish, Hispanic, or Latino categories: Mexican, Puerto Rican, Cuban, or another Hispanic, Latino, or Spanish origin. This also includes people who indicate that they are another Hispanic, Latino, or Spanish origin are those whose origins are from Spain, the Spanish-speaking countries of Central or South America, or the Dominican Republic. The terms Hispanic, Latino, and Spanish are used interchangeably.

Multiple Races

Refers to a person who may self-identify in more than one race or ethnicity category.

Native Hawaiian or Other Pacific Islander

Refers to a person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands. It includes people who indicated their race(s) as Pacific Islander or reported entries such as Native Hawaiian, Guamanian or Chamorro, Samoan, and Other Pacific Islander or provided other detailed Pacific Islander responses.

White

Refers to a person having origins in any of the original peoples of Europe, the Middle East, or North Africa. It includes people who indicated their race(s) as White or reported entries such as Irish, German, Italian, Lebanese, Arab, Moroccan, or Caucasian.

Some Other Race

Includes all other responses not included in the race categories described above.

IV. Victimization Experienced

The following victimization experiences are included in the PMT. PMT POCs should classify victimizations using these categories as often as possible. Grantees and subgrantees should apply a broad definition to the victimization types listed—they are not meant to reflect formal legal definitions defined by statute in a jurisdiction.

Examples of specific crimes are provided for each category.¹ In these cases, the victimization category should be reported, not the specific crime type. For example, if an adult was the victim of battery under state law, this would be reported as Adult Physical Assault, not as Other: Battery.

For Victim Compensation grantees, the terms in this section are referred to as Crime Types or Related Victimization Types in the PMT.

Victimization Type: Adult Physical Assault (includes Aggravated and Simple Assault)

Simple Assault: Assaults and attempted assaults where no weapon was used, or no serious or aggravated injury resulted to the victim. Intimidation, coercion, and hazing are included.

Aggravated Assault: An unlawful attack by one person upon another, inflicting severe or aggravated bodily injury. This type of assault usually is accompanied with the use of a weapon or by means likely to produce death or great bodily harm.

The following are examples of specific crimes and should be reported as **adult physical assault** (either simple assault or aggravated assault):

- Affray
- Aggravated assault
- Aggravated battery
- Attempted homicide
- Attempted murder
- Battery
- Brandishing a weapon
- Gun violence
- Simple assault
- Strangulation
- Threat with a weapon

¹ OVC acknowledges the work of the Center for Victim Research in identifying these specific crimes, behaviors, and activities and aligning them to appropriate victimization types listed in the PMT. Visit their website for more information: <https://victimresearch.org/>

Victimization Type: Adult Sexual Assault

Includes a wide range of victimizations/crimes that include attacks or attempted attacks generally involving unwanted sexual contact between victim and offender. Sexual assaults may or may not involve force and include such things as grabbing, fondling, and verbal threats. Also included is rape, which is defined as penetration of any kind, of the vagina or anus with any body part or object, or oral penetration of a sex organ by another person, without the consent of the victim; may also include penetration of the mouth by a sex organ by another person.

The following are examples of specific crimes and should be reported as **adult sexual assault**:

- Attempted rape
- Attempted sexual assault
- Fondling
- Forcible sex offense
- Incest
- Indecent liberties
- Indecent exposure
- Non-forcible sex offense
- Rape
- Rape by instrument
- Sexual assault/misconduct
- Sexual assault with an object
- Sodomy

Victimization Type: Adult Sexually Abused/Assaulted as Children

Adult survivors of sexual abuse and/or assault which was suffered while they were children. For examples of sexual abuse/assault that may have been experienced, see child pornography and child sexual assault.

Victimization Type: Arson

Any willful or malicious burning or attempting to burn, with or without intent to defraud, a dwelling, house, public building, motor vehicle or aircraft, personal property of another, among others.

Victimization Type: Bullying (Verbal, Cyber, or Physical)

Repeated, negative acts committed by one or more children against another child. These negative acts may be physical or verbal in nature—for example, hitting or kicking, teasing or taunting—or they may involve indirect actions such as manipulating friendships or purposely excluding other children from activities. Implicit in this definition is an imbalance in real or perceived power between the bully and victim. Similar conduct conducted by an adult against another adult would likely be considered “stalking/harassment.”

The following are examples of specific activities/behaviors and should be reported as **bullying**:

- Bullying through emails
- Creating fake profiles
- Hitting or kicking
- Posting embarrassing pictures/videos online through social media
- Spreading rumors
- Testing or taunting

Victimization Type: Burglary

The unlawful entry of a structure to commit a felony or theft. The FBI's Uniform Crime Reporting (UCR) program includes three subclassifications: forcible entry, unlawful entry where no force is used, and attempted forcible entry. The UCR definition of structure includes apartment, barn, house trailer or houseboat when used as a permanent dwelling, office, railroad car (but not automobile), stable, and vessel (i.e., ship).

The following are examples of specific crimes and should be reported as **burglary**:

- Aggravated burglary
- Attempted forcible entry
- Breaking and entering
- Forcible entry
- Nonforcible entry
- Unlawful entry

Victimization Type: Child Physical Abuse or Neglect

Physical abuse that is nonaccidental physical injury (ranging from minor bruises to severe fractures or death) because of punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting (with a hand, stick, strap, or other object), burning, or otherwise harming a child, that is inflicted by a parent, caregiver, or other person. Such injury is considered abuse regardless of whether the caregiver intended to hurt the child. Physical discipline, such as spanking or paddling, is not considered abuse as long as it is reasonable and causes no bodily injury to the child.

The following are examples of specific crimes should be reported as **child physical abuse or neglect**:

- Abandonment
- Child neglect
- Endangering the welfare of a child
- Exposure to drugs/alcohol
- Nonviolent child abuse
- Nonviolent child cruelty
- Violent child abuse
- Violent child cruelty

Victimization Type: Child Pornography

Any visual depiction of sexually explicit conduct, including any photograph, film, video, picture, drawing, or computer-generated image or picture, which is produced by electronic, mechanical, or other means, where:

1. its production involved the use of a minor engaging in sexually explicit conduct;
2. such visual depiction is, or appears to be, of a minor engaging in sexually explicit conduct;
3. such visual depiction has been created, adapted, or modified to appear that an identifiable minor is engaging in sexually explicit conduct; or
4. it is advertised, distributed, promoted, or presented in such a manner as to convey the impression that it is a visual depiction of a minor engaging in sexually explicit conduct.

The following are examples of specific crimes and should be reported as **child pornography**:

- Child pornography
- Possession, distribution and receipt of child pornography
- Production of child pornography
- Sexual exploitation of a child

Victimization Type: Child Sexual Abuse/Assault

This may include activities such as fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution by a parent, caregiver, or other person. This definition includes teen sexual assault.

The following are examples of specific crimes and should be reported as **child sexual abuse/assault**:

- Child exploitation through prostitution
- Child molesting
- Rape of a child
- Teen sexual assault
- Statutory rape

Victimization Type: Domestic and/or Family Violence

A crime in which there is a past or present familial, household, or other intimate relationship between the victim and the offender, including spouses, ex-spouses, boyfriends and girlfriends, ex-boyfriends and ex-girlfriends, and any family members or persons residing in the same household as the victim. Involves a pattern of abusive behavior in any relationship that is used by one to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.

The following are examples of some behaviors and activities that may indicate a victimization of **domestic and/or family violence**, if the perpetrator was related to the victim as described above:

- Blame
- Frighten
- Humiliation
- Hurt/injured
- Intimidation
- Isolation
- Manipulation
- Terrorize

Victimization Type: DUI/DWI Incidents

Driving under the influence (DUI) or driving while impaired (DWI) includes driving or operating a motor vehicle or common carrier while mentally or physically impaired as the result of consuming alcoholic beverages or using drugs or narcotics.

The following are examples of specific crimes and should be reported as **DUI/DWI incidents**:

- DUI hit and run
- DUI motor vehicle crash
- DUI resulting in death

Victimization Type: Elder Abuse or Neglect (physical or emotional)

Also known as elder mistreatment, generally refers to any knowing, intentional, or negligent act by a family member, caregiver, or other person in a trusting relationship that causes harm or creates a serious risk of harm to an older person. Elder abuse may include abuse that is physical, emotional/psychological (including threats), or sexual; neglect (including abandonment); and financial exploitation. This is a general definition; state definitions of elder abuse vary. Some definitions may also include fraud, scams, or financial crimes targeted at older people.

Victimization Type: Gang Violence

TVS GRANTEES ONLY

Violence and crime perpetuated by a gang. A gang is defined as:

1. an association of three or more individuals;
2. whose members collectively identify themselves by adopting a group identity which they use to create an atmosphere of fear or intimidation frequently by employing one or more of the following: a common name, slogan, identifying sign, symbol, tattoo or other physical marking, style or color of clothing, hairstyle, hand sign or graffiti;
3. the association's purpose, in part, is to engage in criminal activity and the association uses violence or intimidation to further its criminal objectives.

Victimization Type: Hate Crime

A criminal offense against a person or property motivated in whole or in part by an offender's bias against a race, religion, disability, ethnic origin, or sexual orientation. PMT POCs that report this victimization type under the VA or TVS programs will be prompted to enter the type of hate crime (e.g., race, religion) in the PMT.

Victimization Type: Homicide

Murder and voluntary manslaughter, which are the willful (intent is present) killing of one human being by another. VC grantees report on this as the "homicide" crime type; VA and TVS grantees report on this as the "survivors of homicide victims" victimization type.

Victimization Type: Human Trafficking (Labor)

Obtaining a person through recruitment, harboring, transportation, or provision, and subjecting such a person by force, fraud, or coercion into involuntary servitude, peonage, debt bondage, or slavery (not to include commercial sex acts).

The following are examples of specific crimes and should be reported as **human trafficking (labor)**:

- Forced labor
- Labor trafficking
- Human trafficking, involuntary servitude

Victimization Type: Human Trafficking (Sex)

Inducing a person by force, fraud, or coercion to participate in commercial sex acts, or the person induced to perform such act(s) has not attained 18 years of age.

The following are examples of specific crimes and should be reported as **human trafficking (sex)**:

- Commercialized sex
- Commercialized vice
- Human trafficking, commercial sex acts
- Sex trafficking
- Seduction
- Transporting persons for prostitution

Victimization Type: Identity Theft/Fraud/Financial Crime

Identity theft occurs when someone wrongfully obtains another's personal information without their knowledge to commit theft or fraud. Fraud and financial crimes include illegal acts characterized by deceit, concealment, or violation of trust and that are not dependent upon the application or threat of physical force or violence. Individuals and organizations commit these acts to obtain money, property, or services; to avoid the payment or loss of money or services; or to secure personal or business advantage.

The following are examples of specific crimes and should be reported as **identity theft/fraud/financial crime**:

- ATM fraud
- Bad checks
- Bribery
- Checks, insufficient funds
- Confidence game
- Contract fraud
- Conversion
- Counterfeiting
- Credit card fraud
- Embezzlement
- Extortion
- False pretense
- False report
- Forgery
- Fraud
- Fraudulent checks
- Hacking/computer invasion
- Home improvement fraud
- Impersonation
- Insurance fraud
- Identify theft
- Mail fraud
- Misappropriation
- Procurement fraud
- Swindle
- Telephone fraud
- Uttering
- Welfare fraud
- Wire fraud

Victimization Type: Kidnapping (Noncustodial)

Occurs when someone unlawfully seizes, confines, inveigles, decoys, abducts, or carries away and holds for ransom or reward, by any person, except in the case of a minor by the parent thereof.

The following are examples of specific crimes and should be reported as **kidnapping (noncustodial)** if perpetrated by someone other than a parent or guardian:

- Abduction
- Forcible detention
- Hostage-taking
- Kidnapping
- Unlawful detention
- Unlawful restraint

Victimization Type: Kidnapping (Custodial)

Occurs when one parent or guardian deprives another of his or her legal right to custody or visitation of a minor by unlawfully taking the child. The definition and penalties of custodial kidnapping vary by state. In some states, kidnapping occurs only if a child is taken outside of the state and/or if an existing custody order is intentionally violated.

The following are examples of specific crimes and should be reported as **kidnapping (custodial)** if perpetrated by a parent or guardian:

- Abduction
- Forcible detention
- Hostage-taking
- Parental kidnapping
- Unlawful detention
- Unlawful restraint

Victimization Type: Mass Violence (Domestic/International)

An intentional violent criminal act that results in physical, emotional, or psychological injury to a sufficiently large number of people to significantly increase the burden of victim assistance and compensation for the responding jurisdiction.

Victimization Type: Other Vehicular Victimization

May include hit and run crimes, and other vehicular assault. Do not report victimizations resulting from DUI—those should be reported as DUI/DWI.

The following are examples of specific crimes and should be reported as **other vehicular victimization**:

- Hit and run
- Motor vehicle crash
- Reckless driving
- Vehicular assault

Victimization Type: Robbery

Taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear, including carjacking.

The following are examples of specific crimes and should be reported as **robbery**:

- Armed robbery
- Attempted robbery
- Carjacking
- Robbery
- Strong-arm robbery

Victimization Type: Stalking/Harassment

Individuals are classified as victims of stalking or harassment if they experienced at least one of the behaviors listed below on at least two separate occasions. In addition, the individuals must have feared for their safety or that of a family member as a result of the course of conduct or have experienced additional threatening behaviors that would cause a reasonable person to feel fear.

Stalking behaviors include: making unwanted phone calls; sending unsolicited or unwanted letters or e-mails; following or spying on the victim; showing up at places without a legitimate reason; waiting at places for the victim; leaving unwanted items, presents, or flowers; and posting information or spreading rumors about the victim on the Internet/social media, in a public place, or by word of mouth.

The following are examples of specific crimes/activities/behaviors and should be reported as **stalking/harassment**:

- Harassment
- Harassing phone calls
- Intimidation
- Menacing
- Stalking
- Terroristic threats
- Threatening behavior
- Threatening conduct
- Threatening gesture
- Threatening telephone call
- Threatening words or statements

Victimization Type: Teen Dating Victimization

The occurrence of physical, sexual, psychological, or emotional violence within a teen dating relationship, including stalking. It can occur in person or electronically and might occur between a current or former dating partner.

The following are examples of specific crimes/activities/behaviors and should be reported as **teen dating victimization**:

- Emotional violence
- Physical violence
- Psychological violence
- Sexual violence
- Stalking

Victimization Type: Terrorism (Domestic/International)

Domestic: The term terrorism means an activity that:

1. involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States or of any State, or that would be a criminal violation if committed within the jurisdiction of the United States or any State, and
2. appears to be intended to:
 - a. intimidate or coerce a civilian population
 - b. influence the policy of a government by intimidation or coercion
 - c. affect the conduct of a government by assassination or kidnapping (18 U.S.C. 3077).

International: The Antiterrorism and Emergency Reserve Fund Guidelines for Terrorism and Mass Violence Crimes refers to the term terrorism, when occurring outside of the United States, as international terrorism to mean an activity that:

1. involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States of any State or that would be a criminal violation if committed within the jurisdiction of the United States or of any State,
2. appears to be intended to:
 - a. intimidate or coerce a civilian population
 - b. influence the policy of a government by intimidation or coercion
 - c. affect the conduct of a government by assassination or kidnapping, and
3. occur primarily outside the territorial jurisdiction of the United States, or transcend national boundaries in terms of the means by which they are accomplished, the persons they appear intended to intimidate or coerce, or the locale in which their perpetrators operate or seek asylum (18 U.S.C. 2331).

Victimization Type: Other

If none of the above victimization types apply, select Other.

The following are examples of specific crimes and should be reported as **Other**:

- False imprisonment
- Property crimes
 - Destruction of property
 - Damage to property
 - Vandalism
- Theft
- Violation of a court order, such as a:
 - Temporary restraining order
 - Order of protection
 - Harassment restraining order
 - Final restraining order

V. Victim Services (Victim Assistance and Transforming Victim Services)

The following are the five categories of victim services, with their associated subcategories, that are identified in the VA and TVS performance measures. The terms are numbered as they appear in the PMT for easy reference. The definitions/examples provided below are intended to provide high-level guidance as to how services might be provided; they are not the only methods for providing services.

PMT users can contact the OVC PMT Helpdesk toll free at 844-884-2503 or at ovcpmt@usdoj.gov if they are unsure how to report on specific services delivered.

A. Information & Referral Services

- **A1. Information about the criminal justice process**
Informing victims about the criminal justice system and process could include information on how to file a police report, request a protective order, or how a case might progress through the legal system. This service includes explanation of legal terminology. In addition, this includes post-sentencing services and information regarding assistance with property return.
- **A2. Information about victim rights, how to obtain notification, etc.**
Informing the victim about the existence of the Federal Crime Victim Rights Act (2004), state laws regarding victim rights, state victim compensation programs, and/or the Victim Notification System.
- **A3. Referral to other victim service programs**
Referring victims to other victim service providers if their specific agency lacks capacity to provide needed support. This could also occur if another agency is better able to provide the type of service needed, developmentally or culturally appropriate services, or services that correlate with the offense experienced.
- **A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)**
Referring a victim to other services to meet a victim's needs. Includes assessment of service needs and provisions of referrals or providing victims with information and contacts to obtain services on their own.

B. Personal Advocacy/Accompaniment

- **B1. Victim Advocacy/Accompaniment to Emergency Medical Care**
Coordinating/helping a victim to obtain emergency medical care. This includes emotional and/or physical support during care.

- **B2. Victim Advocacy/Accompaniment to Medical Forensic Exam**
Coordinating/helping a victim to obtain a forensic interview or medical forensic exam. Includes emotional and/or physical support during forensic interviews or medical forensic exam.
- **B3. Law Enforcement Interview Advocacy/Accompaniment**
Coordinating and/or helping a victim prepare for an interview with law enforcement. This includes emotional and/or physical support during interviews with law enforcement. NOTE: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on Law enforcement interview advocacy/accompaniment **only once**, in whichever category best applies.
- **B4. Individual Advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)**
Helping a victim access needed services (beyond providing information or a referral). This may include assistance recovering property collected as evidence, assistance managing practical issues created by the victimization, accompanying the victim to appointments with social services.
- **B5. Performance of Medical or Nonmedical Forensic Exam or Interview, or Medical Evidence Collection**
Performing/conducting a forensic exam, interview, or medical evidence collection in accordance with any requirements or guidelines identified by the applicable jurisdiction. Individuals performing the exams, interviews, or medical evidence collection should be trained to conduct these activities in a trauma-informed and developmentally and culturally appropriate manner.
- **B6. Immigration Assistance (e.g., special visas, continued presence application, and other immigration relief)**
Providing assistance for refugee and immigrant victims with specific immigration issues.
- **B7. Intervention with Employer, Creditor, Landlord, or Academic Institution**
Advocating for a victim to secure rights, remedies, and services from non-criminal justice system providers on behalf of a victim. This includes responding to requests for records from other service providers, intervening with employers, school administrators, creditors, bill collectors, and landlords on behalf of the victim. This also includes advocacy to help the victim maintain financial and/or academic stability in the aftermath of a victimization.

- **B8. Child or Dependent Care Assistance (includes coordination of services)**
Coordinating and/or providing child care so that a victim may participate in the criminal justice process or other public proceedings arising from the crime or attend victim service appointments or counseling sessions.
- **B9. Transportation Assistance (includes coordination of services)**
Coordinating and/or providing transportation service so that a victim may attend court hearings or medical appointments, or access agency services. Staff members transporting victims, taxis or rideshare (Uber, Lyft, etc.), and public transportation are included.
- **B10. Interpreter Services**
Providing communication services for victims that have a limited English proficiency or a disability that affects their ability to communicate. This includes translating, using sign language, or providing braille. In addition, this includes language line, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service.

C. Emotional Support/Safety Services

- **C1. Crisis Intervention (in-person, includes safety planning, etc.)**
Communicating among professionals and victims regarding activities resulting from the victimization. This includes actions necessary to expedite a case for victim protection, initiation of legal actions needed to protect the victim such as probation revocation, etc.
- **C2. Hotline/Crisis Line Counseling**
Providing live hotline services by trained professionals or volunteers. Services may be provided via telephone, instant messaging, mobile application, or website contact; individuals may be identified or may be anonymous contacts.
- **C3. On-scene Crisis Response (e.g., community crisis response)**
Providing immediate, in-person crisis intervention, emotional support, guidance, and counseling. These services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime.
- **C4. Individual Counseling**
Providing psychological, psychiatric, and/or other counseling-related treatment for individuals, couples, and family members. This service must be provided by a person who meets professional standards to provide these services in the jurisdiction in which the care is administered.

- **C5. Support Groups (facilitated or peer)**

Providing or facilitating supportive group activities led by staff or peer. This can include group counseling sessions, peer support groups, or other groups that bring victims together to aid in the healing process.

- **C6. Other Therapy (traditional, cultural or alternative healing; art, writing or play therapy, etc.)**

Providing therapy (not covered in the individual counseling or support group categories above) to improve and promote healing that responds to the emotional, social, financial, or physical needs of the victim. Must be based on targeted needs of individual victim and be provided by the agency.

- **C7. Emergency Financial Assistance**

Providing cash outlays for food, clothing, short-term alternative emergency housing (e.g., hotel due to capacity at shelter), and other support services such as toiletries provided to primary and secondary victims. Emergency financial assistance may also include emergency loans, payments for items such as food and/or clothing, changing windows and/or locks, taxis, prophylactic and nonprophylactic medications, durable medical equipment, and other similar items allowable under program guidelines.

D. Shelter/Housing Services

- **D1. Emergency Shelter or Safe House**

Providing emergency short-term shelter to individuals and families following victimization.

- **D2. Transitional Housing**

Providing temporary housing for victims who, due to the nature of the victimization, cannot safely return to their former housing and need more time to stabilize themselves before living independently. Note: Referrals to transitional housing should be counted under section A, Information and Referral.

- **D3. Relocation Assistance (includes assistance with obtaining housing)**

Coordinating assistance with rental expenses, utility deposits, security deposits, and/or moving fees. This includes assistance locating long-term housing for the victim, regardless of distance, based on safety needs.

E. Criminal/Civil Justice System Assistance

- **E1. Notification of Criminal Justice Events (e.g., case status, arrest, court proceedings, case disposition, release, etc.)**
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. This includes assisting victims in contacting probation/parole offices, community supervision, department of corrections, etc. to get information of any changes in the convicted defendant's status.
- **E2. Victim Impact Statement Assistance**
Assisting victim to prepare an impact statement, and assistance on receiving and submitting their statement. This also includes preparing supporting letters, registering for impact panels, facilitating participation in clemency hearings, etc.
- **E3. Assistance with Restitution**
Assisting victims in requesting restitution when collection efforts are not successful.
- **E4. Civil Legal Assistance in Obtaining Protection or Restraining Order**
Advising and/or assisting a victim in obtaining a protection/restraining order as well as follow-up hearings associated with finalizing such order.
- **E5. Civil Legal Assistance with Family Law Issues**
Assisting with custody and visitation support, or other family law issues.
- **E6. Other Emergency Justice-Related Assistance**
Providing legal assistance that cannot be classified as another type of service in this category.
- **E7. Immigration Assistance**
Providing assistance for refugee and immigrant victims with specific immigration issues such as obtaining a visa.
- **E8. Prosecution Interview Advocacy/Accompaniment (includes accompaniment with prosecuting attorney and with victim/witness)**
Providing emotional support and/or physical accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation.

- **E9. Law Enforcement Interview Advocacy/Accompaniment**

Providing emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement.

Note: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on Law enforcement interview advocacy/accompaniment only once, in whichever category best applies.

- **E10. Criminal Advocacy/Accompaniment**

Providing support, assistance, accompaniment and/or advocacy to victims at any stage of the criminal justice process. This includes filing an initial police report, testimony, post-sentencing services, and support.

- **E11. Other Legal Advice and/or Counseling**

Providing legal advice not captured in the above categories. This could include converting *ex-parte* protection order to permanent orders, eviction or adversary employment actions arising from the victimization, or responding to requests for records by the courts. Civil matters related to the victimization are also included (custody, dependency, juvenile court actions, etc.).

VI. Service/Expense Types (Victim Compensation)

The following are service/expense types identified in the VC performance measures.

- **Crime Scene Clean Up**
Expenses related to cleaning a crime scene.
- **Dependent Care**
In-home or at-agency care, that is not medical, provided to any individual (of any age) including children and older people.
- **Economic Support**
Payments made to cover lost wages, loss of support, education benefits, annuities, and other related subsistence payments.
- **Funeral/Burial**
Payments for funeral, burial and all other related expenses.
- **Medical/Dental (except mental health)**
Expenses including doctors, dentists, hospitals, physical therapy, ambulance, and other medically related expenses such as transportation costs, prosthetic devices, and pharmaceuticals.
- **Mental Health**
Mental health treatment, both in-patient and out-patient, including psychiatric care, counseling, therapy, and medication management.
- **Relocation**
Victims who need immediate assistance to move who may receive financial assistance to relocate that is consistent with state law.
- **Replacement Services**
Costs for clothing, bedding, or property seized as evidence or rendered unusable as a result of the investigation.
- **Sexual Assault Forensic Exams**
Costs for sexual assault forensic exams. These includes all amounts payed regardless of whether each payment is part of a compensation claim or paid through a separate process.
- **Travel**
Travel-related costs to seek medical treatment or other services consistent with state law.