

Contact Us

The Office of Crime Victim Services maintains a toll-free phone line to answer questions from victims or witnesses from 7:45 a.m. to 4:30 p.m. on weekdays.

Phone

800-446-6564, press option #2 for VRC

Email

ocvs@doj.state.wi.us

Website

<https://www.doj.state.wi.us/ocvs>

Mailing Address

Office of Crime Victim Services

P.O. Box 7951

Madison, WI 53707-7951



Victim Resource Center

The VRC is a team of Victim Services Specialists within the Department of Justice's Office of Crime Victim Services (OCVS) who specialize in assisting victims and witnesses with information, referrals, and questions about their crime victim and witness rights.

The VRC values and respects diversity and differences in ability, communications, culture, experience, identity, and language. The VRC collaborates with victims, their support systems, and allied professions to ensure all victims can safely and comfortably access VRC resources and services.

VRC staff provide victims and witnesses with information about the criminal justice system and connect them with supportive services in their community. Since the VRC is limited to providing crime victim services, staff cannot assist with family court issues, provide legal advice or representation, or receive and/or investigate reports of crime.

Victim rights complaints:

In Wisconsin, victims of crime have the right to complain to the Wisconsin Department of Justice about potential victims' rights violations and concerns about treatment as a crime victim by public officials, employees, or agencies. This process is referred to as the informal complaint process and is completed by a Victim Rights Specialist in the VRC. To begin the process, victims can contact us at the listed contact information or complete an online intake form at www.doj.state.wi.us/ocvs/victim-rights/victim-witness-rights.

During the informal complaint, the Victim Rights Specialist works with victims and witnesses to gather information about the complaint and contact the subject(s) of the complaint to address the concern. Upon completion of the informal complaint process, victims have the right to request a review of their complaint by the Wisconsin Crime Victims' Rights Board (CVRB). This is referred to as the "formal" complaint process.

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Prosecution-based victim/witness services:

In some criminal cases prosecuted by the Wisconsin Department of Justice, VRC staff provide supportive services to victims and witnesses throughout the case. These services include information about victim and witness rights, case status updates, notification of court proceedings, court accompaniment, assistance preparing victim impact and restitution information and post-conviction resources.

Victim Appellate Notification Services (VANS):

The Victim Appellate Notification Services (VANS) is a notification service for victims in felony criminal cases that are appealed. Victims who enroll in the program will have the opportunity learn more information about the appellate process in general and the specific appeal in their case. If they are interested, victims can also discuss the appeal with the Assistant Attorney General assigned to the case from the DOJ Criminal Appeals Unit. The VANS program provides notification about appeals filed in the Wisconsin Court of Appeals, Wisconsin Supreme Court, and federal district and circuit courts.

Information and referrals for crime victims:

The VRC staff provide victims and witnesses with information about the criminal justice system and connect victims and witnesses to supportive resources in their community.

Informational materials and training on victim rights:

The VRC provides training and technical assistance to allied professionals to increase understanding about the rights and needs of crime victims.

For VRC and/or VANS brochures, please contact us at ocvs@doj.state.wi.us

Clergy and Faith Leader Abuse Initiative:

The primary goal of this initiative is to provide victims and survivors with an independent and thorough review of the sexual abuse committed by clergy and faith leaders in Wisconsin, no matter when that abuse occurred.

Through this initiative, the Wisconsin Department of Justice provides victims and survivors with a safe and confidential means to obtain support from the Office of Crime Victim Services and referrals to available services.

DOJ will review all reports and refer them, with the victim's consent, to local law enforcement when appropriate.

The Clergy and Faith Leader Abuse Initiative can be reached at 800-222-2620 or supportsurvivors@widoj.gov.

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Meet the VRC



Twyla Beets, Victim Services Specialist

Twyla Beets is a Victim Services Specialist in the Office of Crime Victim Services. Twyla provides victim/witness services on DOJ prosecuted cases, triages calls that are received on the OCVS toll-free telephone line, and responds to OCVS emails. She also assists with the Victim Appellate Notification Program. Prior to joining OCVS, Twyla spent 24 years with the Racine County District Attorney's Office, as a Victim Witness Specialist. She graduated from the University of Wisconsin-Parkside.

Keeley Crowley, Director of Victim Service Programs



Keeley Crowley is the Director of Victim Service Programs in the Office of Crime Victim Services. In this role, she is privileged and proud to support and supervise staff in the VRC and the Safe at Home Address Confidentiality Program. She is also the Site Coordinator for the Wisconsin Sexual Assault Kit Initiative (SAKI), coordinates

the state's SART Strengthening and Enhancement Project, and staffs the Attorney General's Sexual Assault Response Team. Ms. Crowley previously served as the director of a community-based sexual assault program and as a Program and Policy Analyst - Advanced with the Wisconsin Department of Corrections Prison Rape Elimination Act Unit. She has over 25 years of experience working in the anti-sexual violence movement, including providing direct services to survivors.



Mary Ann Groth, Victim Rights Specialist

Mary Ann Groth is a Victim Rights Specialist in the Office of Crime Victim Services. Since joining DOJ in 2019, Mary Ann first worked as a Crime Response Specialist in partnership with the Division of Criminal Investigations, helping victims in the direct aftermath of a crime. She now handles victim/witness responsibilities on DOJ prosecuted cases and assists victims with the informal victim rights complaint process. Before these roles, Mary Ann was Victim/Witness Coordinator in Manitowoc County, and an advocate at Sojourner Family Peace Center in Milwaukee County. Mary Ann received her bachelor's degree from the University of Wisconsin-Milwaukee.

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Lynda Jackson, Victim Services Specialist

Lynda Jackson is a Victim Services Specialist in the Office of Crime Victim Services. Lynda works with the Clergy and Faith Leader Abuse Initiative and participates in individual case reviews of sexual abuse. Lynda receives reports from victims and survivors through a toll-free line or other means. Lynda provides information and referrals, emotional support, advocacy and provides information as to their rights under the law. Lynda holds a MSW from the University of Wisconsin-Milwaukee.



Anne Kessenich, Victim Rights Specialist

Anne Kessenich is a Victim Rights Specialist in the Office of Crime Victim Services. Anne works with victims on victims' rights complaints and provides prosecutor-based victim/witness services during DOJ prosecutions. Anne provides training and technical assistance to allied professionals throughout the state about crime victims' rights and services. Prior to joining DOJ in 2016, she provided services and support to victims of domestic violence during the criminal court process as a Victim/Witness Specialist in the Rock County District Attorney's Office. Anne received her bachelor's degree in political science from the University of Wisconsin-Whitewater.



Cristal Uceta-Ramos, Victim Services Specialist

Cristal Uceta-Ramos is a Victim Services Specialist in the Office of Crime Victim Services. Following her work with the Crime Victim Compensation Program, she now provides bilingual (English- Spanish) victim services within the VRC. Cristal's primary role is to staff the OCVS toll-free telephone line and email. She speaks with crime victims to assess their needs and requests, identify potential victims' rights violations, provide direct assistance and/or advocacy when appropriate, and make appropriate referrals to other state or community resources, as needed. Prior to joining OCVS in 2019, Cristal was a paralegal for an immigration law firm. She received her bachelor's degree from the University of Wisconsin-Madison.



Hannah Wrobel, Victim Rights Specialist

Hannah Wrobel is a Victim Rights Specialist in the Office of Crime Victim Services. In her role, Hannah provides victim/witness services on DOJ prosecuted cases, mediates victim rights complaints, and manages the Victim Appellate Notification Services program. She also provides training and technical assistance to victim services providers and allied professionals. Prior to joining DOJ, she was a victim/witness specialist in the Waukesha County District Attorney's Office. She attended the University of Wisconsin-Madison for undergraduate and law school.