



A. Information and Referral

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.

Victim services may include:

- Assisting victims with legal advocacy and providing them information either criminal (where they are the victim) or civil court cases.

A2 – Information about victim rights, how to obtain notifications 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.

Victim services may include:

- Providing victims with their rights as a victim both criminal and/or civil cases.
- Assisting with legal paperwork such as TROS, divorce, victim impact statement, and/or criminal justice related assistance and notifications of hearings.
- Restitution assistance.

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.

Victim services may include:

- Referring to a culturally specific or by-and-for organizations.
- Referring victims to Victim Witness.
- Referring to another shelter if yours is full or at capacity.

A4 – Referral to other services, supports, and resources

Referring a victim to other services to meet a victim's needs. Includes assessment of service needs and providing referrals or providing victims with information and contacts to obtain services on their own.



Victim services may include:

- Referring victims to HUD, WIC, Human Services, BadgerCare, W2 programs.
- Providing victims local community resources (Material assistance, rent assistance, energy assistance, etc.)
- Referrals to support groups, substance abuse, hospitals for SANE, etc.
- Referrals to mental health services.
- Referrals to vocational education.
- Referral for animal abuse. Example, if pets are not allowed in shelter and collaborating with humane society and/or other animal boarding safe space until the victim is able to find a safe home for themselves, families, and pets.

A5 - Information about Substance Abuse Treatment and Support Available to Crime Victims - Human Trafficking Grants ONLY

Providing a victim with information about substance abuse treatment and support available to crime victims.

A6 - Referral to Substance Abuse Treatment and Support - Federal funded TV Grants and Human Trafficking grants ONLY

Referral to formal in-patient or out-patient programs or support for substance abuse.

B. Personal Advocacy/Accompaniment

B1 - Victim Advocacy/Accompaniment to Emergency Medical Care

Coordinating and/or helping a victim to obtain emergency medical care. This includes emotional and/or physical support during care.

Victim services may include:

- Advocates may connect with local hospitals or medical facilities with victims to establish care.
- Providing victims with the resources and contact information to different health care needs.

B2 - Victim Advocacy/Accompaniment to Medical Forensic Exam

Coordinating and/or 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.

Victim services may include:

- Forensic SANE exam accompaniment or advocacy.
- Supporting victims through multiple interviews that typically occur at the hospital.



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) 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.

Victim services may include:

- Law Enforcement meeting **prep and/or coordination** of that meeting. (Accompanying a victim to a law enforcement interview will be collected in section E of the PMT)

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 assisting with recovering property collected as evidence, assisting with managing practical issues created by the victimization, accompanying the victim to appointments with social services.

Victim services may include:

- Assisting victims with HUD paperwork and the VISPAT application.
- Assisting victims with law enforcement to collect personal belongings.
- Accompanying victims to connect with social service programs may include: W2, WIC, Forward Services, Badger Care, energy assistance, rent assistances, etc.
- Personal/Individual Advocacy.

B5 - Performance of Medical or Nonmedical Forensic Exam or Interview, or Medical Evidence Collection

Performing and/or 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.

Victim services may include:

- ONLY for hospitals or medical facilities that physically performs the SANE and collect forensic interviews.
 - Victim services providers who are accompanying a survivor should not be selecting this service, instead should be selecting B1 - Victim Advocacy/Accompaniment to Emergency Medical Care)



B6 - Immigration Assistance (e.g., special visas, continued presence application, and other immigration relief)

Assisting refugee, immigrant, and nonimmigrant victims with specific immigration issues. For human trafficking, that relief may include, but is not limited to, special visas, continued presence application, and other immigration relief.

Victim services may include:

- Assisting victims with immigration processes and visas applications.
- Collecting and coordinating evidence to be provided during the victim's visa process including the criminal justice system.

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.

Victim services may include:

- Employment counseling and/or advocacy.
- Financial counseling and/or advocacy.
- Budgeting classes/sessions.
- Intervention with Landlord, employers, or other financial systems.
- Landlord support victim's rights about lock out abuser act, changing locks, eviction due to DV allowing victims to stay in their home.
- Assistance with housing applications and/or leasing information.
- Safety planning with schools, and other education resources including McKinney-Vento Homeless Assistance Act for transportation to school, and enrolling children into school.

B8 - Child or Dependent Care Assistance (includes coordination of services)

Coordinating and/or providing childcare 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.

Victim services may include:

- Coordinating and/or providing childcare for appointments.
- Support group childcare.
- Individual childcare.



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.

Victim services may include:

- Transportation Assistance- Provide Gas cards, taxi vouchers, and providing physical transportation. (May include material assistance).
- Coordinating transportation with medical transportation services.
- Coordinate transportation to court hearings and other important appointments.

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 lines, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service.

Victim services may include:

- Interpreter for client meetings.
- Interpreter for interviews.
- Translate agency materials including outreach, intake forms, confidentiality.
- Interpreter for hotline calls, text, emails, or distributing translated documents.
- Using an outside agency for translation may include contracted language lines.

B11 - Family Reunification – Federal Human Trafficking Grant ONLY

Activities and services to support a client to reunify with their family members in the United States. Examples include phone calls made to arrange family reunification, meetings held with staff and client to prepare for family reunification or assistance obtaining and completing appropriate reunification paperwork.



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.

Victim services may include:

- **In-person** Safety Planning.
- Crisis Intervention with professionals.
- Assist victim with Restraining Order petition including children and pets.
- Providing information about no contact orders and how they differ.
 - 72 hour No Contact orders from law enforcement.
 - No contact order from bail bond hearing.
 - No contact orders in place from probation and parole.
 - Temporary Restraining order and final restraining order.

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.

Victim services may include:

- Crisis calls from victims and survivors.
- Crisis call from a concerned family member and/or friend about a victim.
- Crisis calls from PREA victims.
- Crisis calls from law enforcement, court personnel, or any other system who is reaching out for a concerned victim or survivor.
- Follow-up calls from police reports, criminal complaints, referrals, and/or other system partner reaching out about services or outreach events.
- Do not track calls from donors, board members, volunteers, other staff, or any other calls that are not specifically related to crime victim services.

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.

Victim services may include:

- Responding to the scene of a DV or SA incident.
- Responding to hospital for SANE or domestic violence victim.
- Responding to victims' home with law enforcement for interview or follow up.



C4 - Individual Counseling/Therapy/Mental Health Services

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. Services may include assessment and treatment.

Victim services may include:

- Therapy session or treatment.
- One on One counseling by a licensed professional.
- Family, Couples, or marriage counseling by a professional.
- Psychiatry or Psychotherapy treatment (medication management).

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.

Victim services may include:

- Providing and facilitating support groups to victims of crime (adults, teen, youth, and/or family.)
- Peer support groups.
- Other groups that bring victims together to support their healing process.
 - Family group activity.
 - Youth group activity.

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 the individual victim and be provided by the agency.

Victim services may include:

- Case management.
- Crisis advocacy.
- Crisis counseling by an advocate (unlicensed professional).
- Follow-up contacts from referrals, police reports, criminal complaints, etc.
- Adult individual advocacy counseling, and support (unlicensed professional).
- Children/Teen individual advocacy counseling, and support (unlicensed professional).
- Play therapy for children.
- Intake session.
- Art therapy.
- Culturally specific services (advocacy, support groups, counseling, etc.)
- Other therapy including alternative healing practices.
- Financial education and/or Budgeting classes or sessions to achieve self-sufficiency.
- Family and child activities.



VOCA - OVC PMT Mapping

Mapping Victim Services to VOCA PMT

- Providing essentials such as food box, diapers, hygiene products, etc. to meet the physical needs of the victim/survivor and their families.
- Educating victims on cycle of abuse and power and control.
- Building victims and survivor's self-esteem, self-awareness, and self-empowerment.
- Sexual health and wellness education.
- Animal abuse and family violence.

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.

Victim services may include:

- Provide food box, hygiene products, clothing, etc. to meet the basic needs of victims and survivors.
- Emergency Shelter nights, hotel vouchers, or transitional living.
- Provide toiletries and/or feminine products.
- Gift cards for needs such as medications, fuel/transportation, dietary needs, clothing, and other household supplies.
- Provide funding for changing windows or locks at a victim's home that was destroyed by their abuser.
- Medical equipment and supplies.
- First month's rent.
- Car repairs.
- Emergency cell phone (if prepaid add minutes.)
- Victim safety bags.
- Other non-cash assistance.

C8 - Provision of Emergency Medical Care – **Federal Human Trafficking Grantees ONLY (not VOCA required)**

Services provided to a client in regard to the medical care of a client's overall medical health (including vision care and teeth).

C9 - Provision of Long-Term, Non-Therapeutic Medical Care - **Federal Human Trafficking Grantees ONLY (not VOCA required)**

Services provided to a client by a licensed health provider, including mental health assessment and treatment, overall physical health (including vision care and teeth).



C10 - Substance Abuse Services - Federal Human Trafficking Grantees ONLY (not VOCA required)

Formal in-patient or out-patient programs or support for substance abuse. Client participation in support groups and payment for client to take part in substance abuse treatment program (e.g., medication-assisted treatment, therapy).

C11 - Protection/Safety Planning - Federal Human Trafficking Grantees ONLY (not VOCA required)

Services provided and activities surrounding client protection and safety planning. Routine safety planning done at time of intake, safety planning done at time of increased risk (victim verbalizes fear or new threat), and engaging law enforcement or encouraging client to talk to law enforcement.

C12 - Case Management - Federal Human Trafficking Grantees ONLY (not VOCA required)

A service provided to a client that includes assessment, care planning, service coordination, monitoring the quality of service, and promoting the safety, well-being, and self-determination of the client.

D. Shelter/Housing Services

D1 - Emergency Shelter

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

Victim Services may include:

- Emergency shelter nights.
- Hotel vouchers.

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 Information and Referral Services (section A).

Victim Services may include:

- Transitional living programs.

D3 - Relocation Assistance (includes assistance with obtaining housing)

Coordinating assistance with initial 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.



Victim Services may include:

- First month's rent or similar program.
- Security Deposits.
- Moving expenses.
- Purchase or provide household items include furniture, appliances, towels, kitchen table and chairs, towels, etc.

D4 - Rapid Rehousing - Federal Human Trafficking Grantees ONLY (not VOCA required)

In an emergency, a place where clients can live until they can access transitional or permanent housing. Emergency shelters usually provide beds, meals, and support services.

D5 - Rental Assistance - Federal Human Trafficking Grantees ONLY (not VOCA required)

Providing assistance for a more permanent facility that is not a shelter, nor are its residents in transition. Clients in permanent housing anticipate living there for a considerable length of time. This includes assistance with ongoing rental expenses such as utility costs.

D6 - Host Homes - Federal Human Trafficking Grantees ONLY (not VOCA required)

Transitional housing that, as its purpose, facilitates the movement of individuals and families to permanent housing within a reasonable amount of time (usually 24 months).

D7 - Other Shelter/Housing - Federal Human Trafficking Grantees ONLY (not VOCA required)

Housing options not covered in categories above. Explanation must be provided.

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.

Victim services may include:

- Notify and inform victims and survivors of criminal court case
 - Status of case.
 - Bail/Bond hearings.
 - Jury trials.
 - No contact waivers.



- Appeals.
- Subpoenas.
- Probation and parole meetings.
- Vine-link resources.
- Notify and inform victim and survivors of civil court cases.
 - Restraining orders.
 - Notice of hearing.
 - Court hearing.
 - Subpoena.
 - Provide information regarding serving their defendant with temporary restraining order.
 - Divorce
 - Court dates
 - Provide information regarding serving their defendant with divorce paperwork.
 - Parenting classes.
 - Filing paperwork.
- No contact orders.
 - Bail/Bond condition.
 - 72 Hour no contact from law enforcement.
 - No contact order from probation and parole.
- Notify victims and survivors of the release or movement of abuser within the prison/jail system.

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.

Victim services may include:

- Assistance writing their victim impact statements.
- Provide information and support of their options of reading the victim impact statement at court or do they want to submit their response for others to read on their behalf.
- Assist with gathering supportive letters, testimony on their behalf, and communicating with both victim and victim witness staff.

E3 - Assistance with Restitution

Assisting victims in requesting restitution when collection efforts are not successful.

Victim Services may include:

- Assist victims with requesting restitution and gather evidence, quotes, and past invoices.

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.



Victim Services may include:

- Provide and assist victims with filing a petition for temporary restraining order.
- Help gather evidence, pictures, text messages, emails, etc. that will help the victim succeed at their Injunction hearing.
- Educate victim and provide resources to ensure they know when the abuser has been served, safety planning.
- Support victim as an advocate serve representative at Injunction hearings Wisconsin state statute.

E5 - Civil Legal Assistance with Family Law Issues

Assisting with custody and visitation support or other family law issues.

Victim Services may include:

- Assistance filing divorce, or child custody cases.
- Provided information and resources for supervised visitation.
- Child custody exchanges.
- Assist victims and families through CHIPS cases- meeting goals and support while working with CPS or other similar programs.

E6 - Other Emergency Justice-Related Assistance

Providing legal assistance that cannot be classified as another type of service in this category.

Victim services may include:

- Following up on police reports.
- Other civil and legal related assistance including property crime.
- Drug endangered children.
- Harassment and stalking cases.

E7 - Immigration Assistance

Providing assistance for refugee, immigrant, and nonimmigrant victims with specific immigration issues such as obtaining a visa, may include special visas, continued presence applications, and other immigration relief.

Victim Services may include:

- Resources and assistance for immigration visas applications.
- Connect victim with appropriate professionals that need to be involved in the process.
- Immigration safety plans.
- Referral to immigration attorney to assist in the process.
- Financial assistance for attorney, paperwork, photos and other evidence that may be needed.
- Eviction hearings and process.



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.

Victim Services may include:

- Accompany victims and survivors to meeting with District Attorneys interviews.
- Assist victims with communication to the DA's office and victim/witness.
- Support victims when they wish to speak to the prosecuting attorney.
- Collaborating with Victim/Witness and the victim to prepare for future court dates, possible incidents, safety planning at court, what to expect at a hearing or jury trial.

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) 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.

Victim Services may include:

- Accompany victims during law enforcement interviews.
- Prepare and assist victims that wish to report their abuse.

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.

Victim Services may include:

- Accompanying victims to criminal court hearings if they wish to be involved.
- Collaboration with victim witness to provide support.
- Assist victim with testimony, strategize ways to sit in the court room and safe words if the victim needs a break, or picking up on those cues to communicate with Victim/Witness.
- Prepare for court hearings, discuss, and plan ways to stay safe when arriving and leaving the courthouse.
- Prepare and assist victims that wish to report their abuse.



E11 - Other Legal Advice and/or Counseling

Providing legal advice not captured in the above categories. This could include converting *ex parte* protection orders 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.).

Victim services may include:

- Civil matters such as custody, dependency, juvenile court actions, etc.
- Eviction hearings and process.
- Restraining order extensions.

E12 - Repatriation - Federal Human Trafficking Grantees ONLY (not VOCA required)

Services provided and activities related to the client's intention to return to his/her country or country of citizenship.

E13 - Public Benefits Law - Federal Human Trafficking Grantees ONLY (not VOCA required)

Services provided to a client to address social service needs and to inform clients of available benefits and access those services. Common legal needs of human trafficking survivors may include support for public benefits access in order to address needs for safety, security, and healing.

E14 - Criminal Record Relief - Federal Human Trafficking Grantees ONLY (not VOCA required)

Assistance with criminal record history as a result of the trafficking situation. Sealing and/or expunging criminal records, vacate arrests/convictions (e.g., expungement, vacatur).

E15 - Victim's Rights Representation - Federal Human Trafficking Grantees ONLY (not VOCA required)

Enforcement of victims' rights representation when victim is a witness in a criminal case, restitution, victim impact statements. Advocacy and assistance for clients who have been subjected to labor violations under local, state, or federal laws.

F. Education/Employment/Life Skills

F1 - Education - Federal Human Trafficking Grantees ONLY (not VOCA required)

Providing assistance with and access to education, including General Educational Development (GED), English as a second language (ESL), and adult basic education programs.



F2 - Job/Vocational training

Providing assistance with obtaining trade-related certifications or licensures or technical, instructional programs or courses.

Victim services may include:

- Vocational job training.
- Employment assistance.
- Assist with education information and obtaining different certifications, licenses, or classes that will improve their life skills.
- Assist victims to become self-sufficient.
- Provide resources to look for employment opportunities.

F3 - Job Readiness/Employment Services

Providing assistance with preparing for a job, such as access to career counseling or development of soft skills, effective job search, writing resumes and cover letters, or job interview.

Victim services may include:

- Assist victims with their resume and cover letters.
- Provide professional looking clothing for interviews.
- Provide guidance on interview techniques, discussions, and positions.
- Posting employment opportunities.
- Having the equipment necessary to apply for jobs.

F4 - Life Skills

Assisting with building or enhancing the skills and abilities needed to manage the challenges and demands of daily life effectively. For example, this may include access to programs that help individuals develop life skills, such as financial literacy or, money management, nutrition, accessing benefits, or parenting.

Victim services may include:

- Financial empowerment, helping victims to be self-sufficient.
- Life skills such as cooking classes, landscaping/gardening, budgeting, reading, writing, parenting assistance, teaching basic hygiene, learning how to care for themselves and families.
- Helping students with homework or class they are struggling in.
- Teaching individuals how to use a computer, appliance, or cell phone.
- Provide resources on benefits, childcare assistance, medical insurance, life insurance.

F5 - Supported Employment

Provide assistance with gaining paid employment for example, internships or paid employment needed for a career.

Victim services may include:



VOCA - OVC PMT Mapping

Mapping Victim Services to VOCA PMT

- Help victims build their network of employment opportunities.
- Help victims choose a career path and education.
- Assist with finding stable and reliable transportation to their job and home.
 - Help coordinate childcare assistance needs.
- Assist with searching for internship and/or apprentices' opportunities.
 - Collaborate with employment agencies and/or local colleges or higher education schools that would work with victims and survivors.
