

**EXTENDING OUR REACH**

**REACHING MORE VICTIMS OF CRIME**



**NATIONAL CENTER FOR VICTIMS OF CRIME ■ 2000–2002 PROGRESS REPORT**

# NATIONAL CENTER FOR VICTIMS OF CRIME

## OUR MISSION

Founded in 1985, the National Center for Victims of Crime is the nation's leading resource and advocacy organization for victims of crime. **Our mission is to forge a national commitment to help victims of crime rebuild their lives.** We are dedicated to serving individuals, families, and communities harmed by crime. Working with local, state, and federal partners, the National Center:

The National Center for Victims of Crime is a 501(c)(3) not-for-profit organization supported by members, individual donors, corporations, foundations, and government grants. Donations to the National Center are tax deductible.

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#### ■ Provides direct services and resources

to victims of crime and victim service providers;

#### ■ Advocates for passage of laws and

public policies that create resources and secure rights and protections for crime victims;

#### ■ Delivers training and technical assistance

to victim service organizations, counselors, attorneys, criminal justice agencies, and allied professionals; and

#### ■ Fosters cutting-edge thinking

about the impact of crime and the ways in which each of us can help victims regain control of their lives.

### National Center for Victims of Crime

2000 M Street, NW

Suite 480

Washington, DC 20036

Ph: 202-467-8700

Fax: 202-467-8701

Victim Services Helpline:

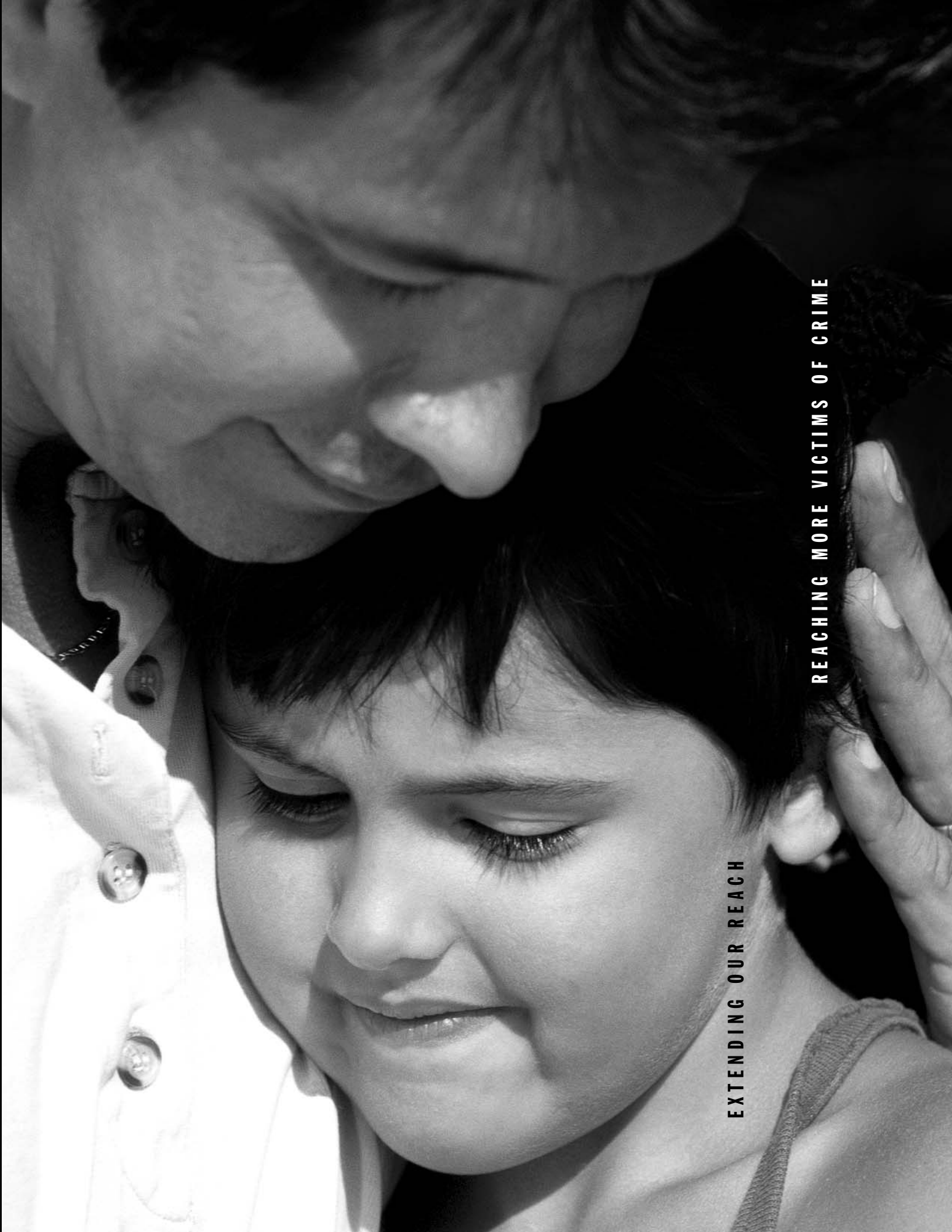
1-800-FYI-CALL

1-800-211-7996 (TTY)

[gethelp@ncvc.org](mailto:gethelp@ncvc.org)

[www.ncvc.org](http://www.ncvc.org)

## 2000–2002 PROGRESS REPORT



REACHING MORE VICTIMS OF CRIME

EXTENDING OUR REACH

## MESSAGE FROM THE NATIONAL CENTER LEADERSHIP

Dear Friends,

We are delighted to share with you our **“Progress Report: 2000—2002.”**

The past three-year period has been a watershed for the National Center for Victims of Crime and this report reflects the enormous strides we have made in **Extending Our Reach** and **Reaching More Victims of Crime**.

Nowhere was the importance of our work more evident than in the aftermath of the September 11 terrorist attacks against our country—an assault that left thousands of victims in its wake. The National Center for Victims of Crime immediately mobilized its resources to do what we do best: serve victims, develop new support programs and materials, analyze and shape public policies, provide quality training, educate the media, and disseminate breaking news. In other words, being there for people who have been harmed by crime—for as long as they need us.

During the past three years, the National Center for Victims of Crime launched three important programs:

- **The Stalking Resource Center** to help communities across the country develop multidisciplinary responses to stalking.
- **The Teen Victim Project** to help victim service providers and youth-development organizations better identify and serve teenagers who have been harmed by crime.
- **The National Center Training Institute** to bring high-quality training to victim service professionals throughout the country.

We also seized new opportunities to reach more victims of crime through partnerships with a host of major national organizations, including the American Red Cross, the American Automobile Association, the National Crime Prevention Council, the National District Attorneys Association, and The Enterprise Foundation.

We expanded the National Center’s leadership by welcoming four talented and extremely dedicated members to our Board of Directors:

- **Marla Hanson**, a passionate advocate on behalf of crime victims and member of the New York State Attorney General’s Crime Victims’ Advisory Board. Ms. Hanson, a former model who was the victim of a brutal crime, returns to our board after leaving in 1996 to pursue a film degree from New York University’s Tisch School of Arts.
- **Richard J. Ciecka**, president and CEO of Mutual of America Capital Management and former special agent with the FBI and assistant U.S. attorney for the Northern District of Illinois, where he was chief of the Special Prosecution Division.



■ **Frank M. Ochberg, MD**, clinical professor of psychiatry at Michigan State University and internationally recognized expert on trauma. Dr. Ochberg has also served as associate director of the National Institute of Mental Health.

■ **The Honorable Laurie O. Robinson**, senior fellow at the University of Pennsylvania Fels Center of Government and Lee Center of Criminology and former Assistant Attorney General, U. S. Department of Justice.

We continued to work with Congressional offices, federal agencies, and national news organizations to provide our analysis of current issues that impact victims and to be a voice for all victims of crime.

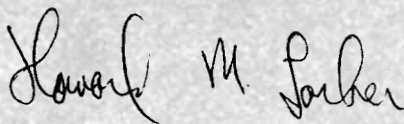
As we broadened our activities, we outgrew our Arlington, Va., headquarters. In 2001, the National Center moved to Washington, D.C.—closer to Capitol Hill and more conveniently located to many of the national organizations and federal agencies with which we work.

During this period of growth and challenge, our focus has remained constant. Each year, more than 25 million people become victims of crime. Every crime has a victim and every victim needs our help. That is why the National Center for Victims of Crime exists and why your support is so important.

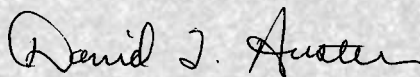
Thank you for joining us in this important mission.

Sincerely,

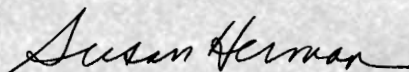
Howard M. Lorber, Chair



David T. Austern, President



Susan Herman, Executive Director





INTRODUCTION

EXTENDING OUR REACH

# Introduction

## **EXTENDING OUR REACH. REACHING MORE VICTIMS OF CRIME.**

Every victim of crime deserves help in overcoming the physical, emotional, and financial impact of crime. The National Center for Victims of Crime believes that society should hold offenders accountable for violating the law AND accept responsibility for helping victims rebuild their lives. We call this concept **parallel justice**. Simple fairness.

Today, forging a national commitment to help victims of crime rebuild their lives calls for creating new collaborations with old friends, building strong new partnerships across the country, and expanding our vision of justice. In this way, the National Center for Victims of Crime is broadening the base of support for crime victims and their families.



## REACHING MORE VICTIMS OF CRIME

**Today we are collaborating with a host of major national organizations,** including the American Red Cross, the American Automobile Association, the National Council on Crime and Delinquency, The Enterprise Foundation, the Police Foundation, and the National District Attorneys Association. We are working with law enforcement, educators, and the business community to expand assistance to crime victims. We are working to ensure that the media and elected officials understand the critical needs of all those harmed by crime.

**Working together makes sense.**

Crime touches an estimated one in seven Americans each year, costing an estimated \$450 billion. Some costs cannot be quantified. Family breakups, academic failure, depression, substance abuse, delinquency, and increased crime trail in the aftermath of victimization. The social and monetary costs of victimization affect each one of us. We can't afford to sit back. It's not someone else's problem.

**Let us know how the National Center for Victims of Crime can help the people and groups you serve.**

**Work with us toward the day when every community can say to victims of crime: "What happened to you was wrong. What do you need now? We will help you."**

**Join our campaign to develop new avenues to reach every individual, family, and community harmed by crime.**





***Our partnership epitomizes  
what both our organizations  
are all about—keeping  
people safe and helping  
them recover physically and  
emotionally from all kinds of  
violence in their lives.***

**John A. Clizbe  
Vice President Disaster Services  
AMERICAN RED CROSS**

**REACHING MORE VICTIMS OF CRIME**

**EXTENDING OUR REACH**





# Rebuilding Victims' Lives

Helping victims of crime rebuild their lives is at the core of everything we do. Renewing confidence. Helping victims feel safe again. Explaining options. Empowering crime victims with the most up-to-date information available so they can make the decisions that are right for them.

More than 25 million Americans become victims of crime each year. But no one wakes up in the morning expecting to be victimized by crime. When crime does strike, most people are unprepared and unaware of where to go for assistance. Many struggle indefinitely from what may have been a tremendously traumatic event—because they didn't receive the help that could have put them on the path to recovery.

The National Center for Victims of Crime intensified efforts during the past three years to reach as many victims as possible. Developing creative partnerships with external organizations has been instrumental to this endeavor.



# Extending Our Reach

## AMERICAN RED CROSS

Many victims of natural disasters such as earthquakes, floods, or fires become displaced, injured and disoriented—consequences that make these victims more vulnerable to crime. In early 2001, the National Center for Victims of Crime became an official partner of the American Red Cross and began educating its staff and disaster response volunteers about the impact of crime and the increased risk of victimization in disaster situations. Several months later, immediately following the terrorist attacks of September 11, the American Red Cross distributed more than 250,000 of our information cards on common emotional and physical reactions to trauma, suggestions for self care, and an offer of additional help through the National Center's Helpline—1-800-FYI-CALL. These cards were given directly to September 11 victims throughout New York City and the Washington, D.C., metropolitan area. They were also used by resource specialists at the American Red Cross official call center in Fairfax, Virginia.



Widespread distribution of our September 11 cards gave the National Center a unique opportunity to help many people:

**A woman in New York who lost her job due to the attacks.** We referred her to the New York State Crime Victims Board and new relief funds created for September 11 victims.

**A college student from California whose friend had been involved in a bus bombing in Israel** and was now experiencing flashbacks, a hallmark sign of posttraumatic stress disorder. We provided background information on PTSD and referrals to local mental health services.

**A man in Maryland whose friend was killed in the Pentagon on September 11** calling to find out if he could access support services as a non-family member. We referred him to several local agencies providing counseling for anyone affected by September 11.


## CRITICAL CHOICES INITIATIVE

The victims of September 11 must make difficult, complicated decisions that will have life-long consequences for them and their families. They may choose to seek benefits under the new federal September 11th Victim Compensation Fund, they may seek benefits under state compensation programs, or they may pursue legal remedies in court.

The National Center has launched the Critical Choices Initiative, a series of educational forums to help September 11 victims better understand their options and make informed, thoughtful choices. The program provides comprehensive, objective information and does not advocate any particular option. Recognizing that many victims will not be ready to consider complicated information about financial assistance early in their recovery process, the National Center will offer these forums for as long as they are needed. So far, hundreds of victims have attended forums held in New York City, Washington, D.C., and other locations. Whenever possible, the National Center is also providing the same information presented during the forums directly to those victims who are unable to attend a forum due to their injuries.



Jim Ferguson, director of the National Crime Victim Bar Association, advises a September 11 victim on compensation options during forum break.



**If you are a  
victim of crime...**

**You have the right to  
be heard.**

**Everything you say  
can and will help you  
move forward.**

**You deserve to be helped.**

**And if you have not  
found help, it will be  
provided to you with  
one simple phone call.**

**1-800-FYI-CALL**

**Call On Us** for information  
about victim compensation,  
safety planning, victims' rights,  
and local services.

**START REBUILDING  
YOUR LIFE TODAY.**

## **LAW ENFORCEMENT: LAST STEP IN FIRST RESPONSE**

In 2001, the National Center rolled out an exciting new campaign to make sure every victim of crime has a place to turn. Because law enforcement officers are often a victim's first link to help, our *Last Step in First Response* campaign encouraged these "first responders" to put victims immediately in touch with the support programs and services they may need.

Central to this campaign was the development of new outreach materials for law enforcement officers to give directly to victims of crime. The small information cards are designed to fit easily into a radio car's glove compartment or on countertops in station houses. Close to one million cards, offering the National Center's Victim Services Helpline—1-800-FYI-CALL—as a resource, have been distributed by law enforcement officials and victim advocates across the country.



This new National Center outreach card has been distributed to crime victims throughout the country. Multiple copies may be ordered, free-of-charge, at [www.ncvc.org](http://www.ncvc.org).

## **WASHINGTON, DC METROPOLITAN POLICE DEPARTMENT**

The Metropolitan Police Department's (MPD) *Report on Survey of Crime Victims in Washington, DC* gave police officers good grades, generally, but poor grades in giving victims information about victim compensation and referrals to local victim services agencies. Seeking to address this issue, **Police Chief Charles R. Ramsey** partnered with the National Center in our new "Call On Us" campaign, directing MPD officers to distribute our information cards and reinforcing the importance of taking the "last step in first response" during the Department's roll call training.

The campaign was launched during 2002 National Crime Victims' Rights Week at a news conference at MPD headquarters and was covered by all the major news organizations in our nation's capital. Public service advertisements encouraging Washington, D.C., residents to call ►



Washington Metropolitan Police Chief Charles R. Ramsey (right) helps launch "Call On Us" campaign with National Center Executive Director Susan Herman.

1-800-FYI-CALL appeared in community newspapers, in more than 500 local public buses, and in subway stations throughout the area bringing further attention to this exciting initiative.

### REACHING MORE VICTIMS...

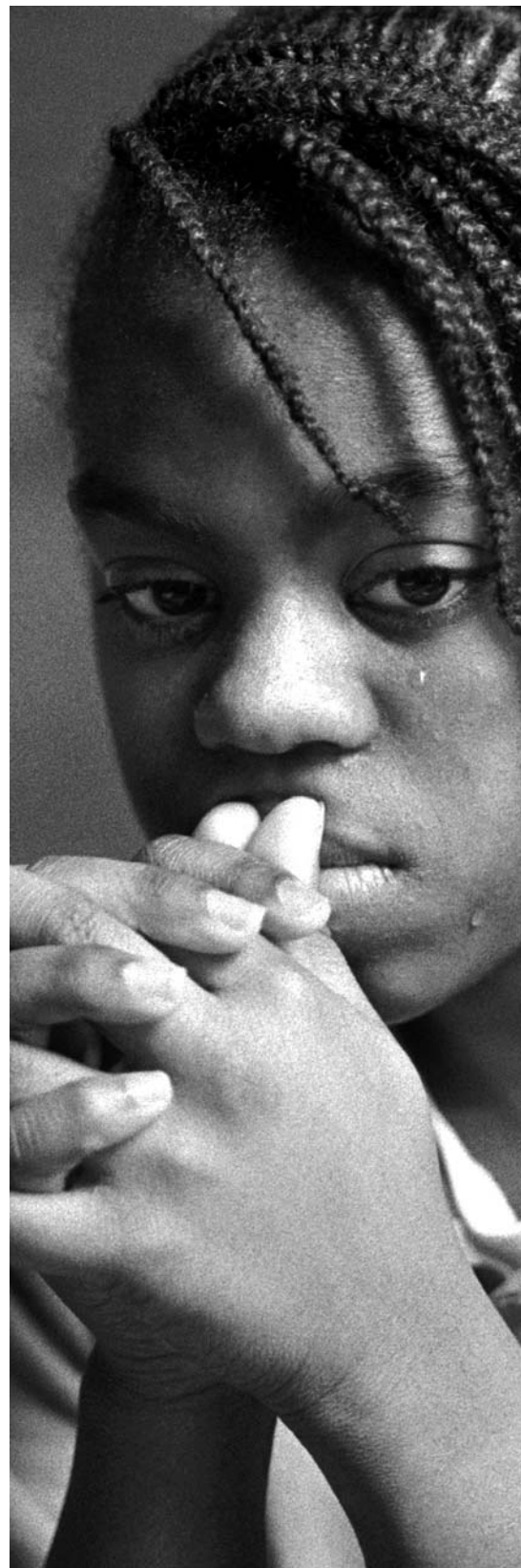
*A family of five contacted the National Center for Victims of Crime in desperation after being robbed while moving all of their worldly possessions in a rental truck from New York to North Carolina. They had no money. They had not eaten in two days. They were lost. Our victim advocates were able to connect this family immediately with emergency financial assistance, arrange for a police officer to come and take the crime report, and arrange for temporary shelter at their final destination.*

### AMERICAN AUTOMOBILE ASSOCIATION

Travelers in unfamiliar surroundings are at increased risk for certain crimes. In 2001, the **American Automobile Association/MidAtlantic Region** collaborated with us by promoting National Center services to AAA members. AAA published public service announcements in their magazine and distributed our information cards through their 54 retail offices. We were able to reach an entirely new group of people who might someday need the National Center's support—more than 1.5 million people who visit AAA/MidAtlantic offices each year.

### NATIONAL DISTRICT ATTORNEYS ASSOCIATION

Justice is best served when victims of crime are actively involved in the criminal justice system. When victims receive the support and assistance they need, prosecutors work with informed, invested and prepared witnesses. The **National District Attorneys Association** contacted each of its 6,500 members with information about the National Center's victim assistance program. Each NDAA member received a National Center poster featuring our 1-800-FYI-CALL number and was encouraged to post it where victims and witnesses could see the information every day.





# 1-800-FYI-CALL

## CHANGING LIVES ONE CALL AT A TIME

**The National Center for Victims of Crime supports victims of crime through our Victim Services Helpline, 1-800-FYI-CALL (TTY: 1-800-211-7996).**

For many victims, our Helpline is a life-line. Many turn to us only after trying in vain to get their questions answered elsewhere, to find one person who would take the time to explain their legal rights to them, or to refer them to local services.

The National Center helps victims:

- understand the impact of crime;**
- access victim compensation;**
- formulate safety plans;**
- navigate the criminal justice and social service systems;**
- learn their legal rights and options, and**
- find the most appropriate local services.**

### **Service Referral Database:**

#### **A one-of-a-kind resource**

Starting as a list of just a few hundred agencies, the National Center's service referral database has grown to more than 7,500 victim service agencies located throughout the country. Each agency is carefully coded to reflect the range of services it offers. Why is this important? Because individual victims of crime, ultimately, are best served in their own communities. Whenever possible, we give victims at least three referrals to local agencies.

### **Direct Advocacy on Behalf Of Crime Victims**

When victims can't get the direct support they need in their own communities, we step in to advocate on their behalf to social service or criminal justice agencies, to landlords or creditors, whatever they need.

We also support victims through e-mail communications at [gethelp@ncvc.org](mailto:gethelp@ncvc.org) and through an abundance of continuously updated information on our website, [www.ncvc.org](http://www.ncvc.org). Through these additional resources, the National Center reaches hundreds of thousands of victims each year.

# Securing Rights, Resources, and Protections

The National Center for Victims of Crime fights to secure legal rights and protections for those harmed by crime. We believe that crime victims should have the opportunity to participate fully in the criminal justice process, including having the right to be notified of various stages of the criminal justice process; the right to be consulted before a plea agreement is entered; the right to be present during court proceedings; the right to be heard at a sentencing; and the right to restitution from a convicted offender. We also advocate for sufficient government resources to establish and maintain programs that help victims get back on their feet—from crisis intervention, victim compensation, and mental health counseling, to emergency housing, job retraining, and emergency day care.

## A FEDERAL FOCUS

Extending the National Center's reach includes a sharp focus on the U.S. Congress. We meet regularly with members of Congress and their staffs to educate them about the pressing needs of crime victims. We also testify before congressional committees on key legislation. For example, National Center Executive Director Susan Herman testified before the Senate Appropriations Committee Subcommittee on Transportation about the dangers of making driver information available to the public and using social security numbers on drivers' licenses. During the past three years, we have submitted testimony on critical issues including identity theft, elder fraud, statutes of limitation, and the backlog of DNA samples and rape kits. We played a critical role in shaping key legislation on cyberstalking and housing assistance for sexual assault and domestic violence victims. The National Center for Victims of Crime also works with federal agencies to shape policies that impact victims of crime.



Right: Flags flying at half staff outside U.S. Capitol in memory of September 11 victims.

## The September 11th

### Victim Compensation Fund

When federal lawmakers established an unprecedented compensation program for the victims of the September 11 terrorist attacks, the National Center was called upon to advise the U.S. Department of Justice on how to distribute the compensation benefits fairly and equitably. Meeting with the September 11th Victim Compensation Fund Special Master Kenneth Feinberg, National Center officials raised a wide range of issues, including the importance of:

**establishing adequate compensation levels,** especially because beneficiaries would have to give up their right to pursue civil remedies;

**covering serious emotional injuries,** including posttraumatic stress disorder;

**not deducting payments from charities** from compensation awards;

**expanding the length of time for filing claims** to accommodate victims who might experience latent symptoms; and

**protecting undocumented aliens** who, although eligible to make a claim, may be reluctant to come forward.

The National Center also submitted formal comments, many of which were reflected in the final regulations governing the September 11th Victim Compensation Fund.

## Violence Against Women Act

National Center members throughout the country depend on Violence Against Women Act (VAWA) funding to give victims of domestic and sexual violence much-needed services, including transitional housing, civil legal assistance, and specialized assistance for elderly and disabled victims of violence against women. The National Center played a leadership role in the coalition that successfully advocated for the reauthorization of VAWA. And, we will continue to advocate each year during the appropriations process for full funding for the programs created under VAWA.

### VOCA Fund Cap

The National Center has been urging Congress to eliminate the cap on the Victims of Crime Act (VOCA) Fund, the principal federal source of funding for state crime victim compensation and victim assistance programs. Derived entirely from fines and penalties imposed on offenders—and despite collections of more than \$1 billion—the amount of moneys released from the Fund to the states has been capped by Congress for several years at approximately half of the total money collected. We supported the elimination of the VOCA Fund cap through the Victims of Crime Fairness Act of 2001.

## Policy Roundtables

The National Center for Victims of Crime convened a series of regional roundtables with leading victim advocates from across the country to explore emerging public policy issues and develop strategies for action. These robust discussions—held in California, Florida, Massachusetts, Michigan, Virginia, and Washington, D.C.—focused on a wide range of issues, including enforcement of victims' rights, restitution, the impact of September 11 on victim services, the cap on Victims of Crime Act funding, and state and federal victims' rights constitutional amendments.

***Your comprehensive  
analysis is invaluable in chart-  
ing a course for the  
future...you are a valuable  
national resource!***

Jay Howell, Esq.

Nationally recognized victim advocate



*We never used to know what was going on in other states and had to do a lot of research, but now we get that information from your e-mail alerts.*

John Albert, Safe Horizon, New York

### Electronic Alerts

Information is power. In 2000, the National Center began issuing biweekly electronic alerts to a growing national network of victim advocates and policymakers to keep them abreast of breaking news on federal and state legislation. These extremely popular e-mail alerts play a pivotal role in keeping grassroots organizations across the country aware of funding opportunities, new research findings, and key policy developments.

### A STATE FOCUS

Victims of crime receive the majority of their rights, resources and protections from the states. During the past three years, the National Center for Victims of Crime worked diligently to ensure that victims' rights were adopted, resources expanded, and protections enforced. For example, the National Center supported and, in some cases, directly advocated for:

In **California**—Legislation to address aggravated trespass, a form of stalking.

In **Connecticut**—Extension of criminal statutes of limitation that would enable criminal prosecution when DNA evidence identifies the perpetrator years after the offense. We also helped shape legislation in Connecticut that was modeled after the National Center's vision of parallel justice.



***We work to prevent crime on the local level, in communities across the country. But when crime does happen, victims deserve the best information and support they can get. That's why we work with the National Center for Victims of Crime.***

**John A. Calhoun**  
**President and Chief Executive Officer**  
**NATIONAL CRIME PREVENTION COUNCIL**

In **Delaware**—Enforcement of crime victims' rights by helping victim advocates and state legislators consider a range of enforcement mechanisms.

In **Florida**—Extension of domestic abuse statutes to include individuals in dating relationships to enable young victims to escape violence by obtaining protective orders.

In **South Carolina**—Laws to make communications between victims and rape crisis counselors privileged.

In **Vermont**—Policies that would move the state toward a system of parallel justice.

In **Virginia**—Changing laws so that victims have the right to be consulted during plea negotiations and to address the court prior to approval of a plea agreement.

### **Virginia Victim Policy Partnership**

Under a grant from the Virginia Department of Criminal Justice Services, the National Center established the **Virginia Victim Policy Partnership**, an innovative project designed to address the needs of crime victims through the legislative process. The Partnership has given us a unique opportunity to train a coalition of 15 grassroots organizations and state agencies, including Parents of Murdered Children, Virginians Against Domestic Violence, Virginia Poverty Law, the Virginia Department of Corrections, and the Virginia Attorney General's office. These groups are learning how to work together to propose, review, and offer recommendations on legislation affecting victims of crime.

### **Policy Packets**

We developed new "Policy Packets" on *Dating Violence* and *Victims' Rights at Parole*, each including an overview of the issue, a comparison of state laws, sample statutes, and supporting material. Hundreds of these valuable resource packets have been distributed to victim advocates and policymakers working to improve policies in their states.

***The information you sent  
exceeded our expectations.***

***You were very prompt and provided  
excellent and numerous examples  
in an easy-to-follow format.***

***We're glad you all are there!***

Idaho Council on Domestic Violence

# Moving the Practice Forward

The National Center's training and technical assistance extends our reach in critical and lasting ways. We aim not only to meet the needs of individual victim service providers and agencies, but also to foster fundamental system change—changing the way our country helps victims of crime rebuild their lives. The National Center for Victims of Crime also moves the practice forward by piloting demonstration projects in communities across the country. Our goal is to build the capacity of these communities to support crime victims through innovative partnerships, while maximizing the creative use of resources.

## REACHING MORE VICTIMS...

*Thank you very much for your great assistance. Before I got advice from you, I had been suffering from bad dreams every night. And I sometimes felt that someone was gazing at me when I was in my room alone. But now I am OK. Your quick assistance saved my sanity... I will never forget you.*

Nakamura, stalking victim in Tokyo

## NATIONAL CENTER TRAINING INSTITUTE

In 2001, we launched our new National Center Training Institute bringing high-quality training to hundreds of victim service professionals throughout the country. The Training Institute features nationally recognized experts who present “best practices” in serving crime victims in an interactive, highly participatory format. The curriculum covers a wide range of cutting-edge issues, including civil justice, the plea agreement process, stalking, teen victims, safety planning, housing options for victims, crime victims and the media, and vicarious trauma. Building on its tremendous popularity, we are expanding the Training Institute from four regional workshops to eight each year.

## STALKING RESOURCE CENTER

Every year, an estimated 1.4 million people in the United States become victims of stalking, an insidious crime that involves unwanted contact between a stalker and his or her victim which directly or indirectly communicates a threat or places the victim in fear.

Although new stalking laws have been enacted throughout the country, many law enforcement, social service, and victim service agencies lack the information and practical experience to effectively address this terrifying crime. In 2000, The National Center established the Stalking Resource

Center to help communities across the country develop multidisciplinary responses to stalking and to raise public awareness about this growing threat. Since then, the Stalking Resource Center has provided training and technical assistance to nearly 500 victim service providers and law enforcement agencies across the country.

## PHILADELPHIA POLICE DEPARTMENT

Working with a national advisory group of victim advocates, criminal justice practitioners, academics, and policymakers, the National Center for Victims of Crime created a new protocol that incorporates the philosophy and methods of community policing into an effective approach to stalking. The National Center then partnered with the **Philadelphia Police Department** to field test the protocol in four police districts with extensive training and ongoing coaching for detectives, victim assistance officers, and patrol officers.

## TEEN VICTIM PROJECT

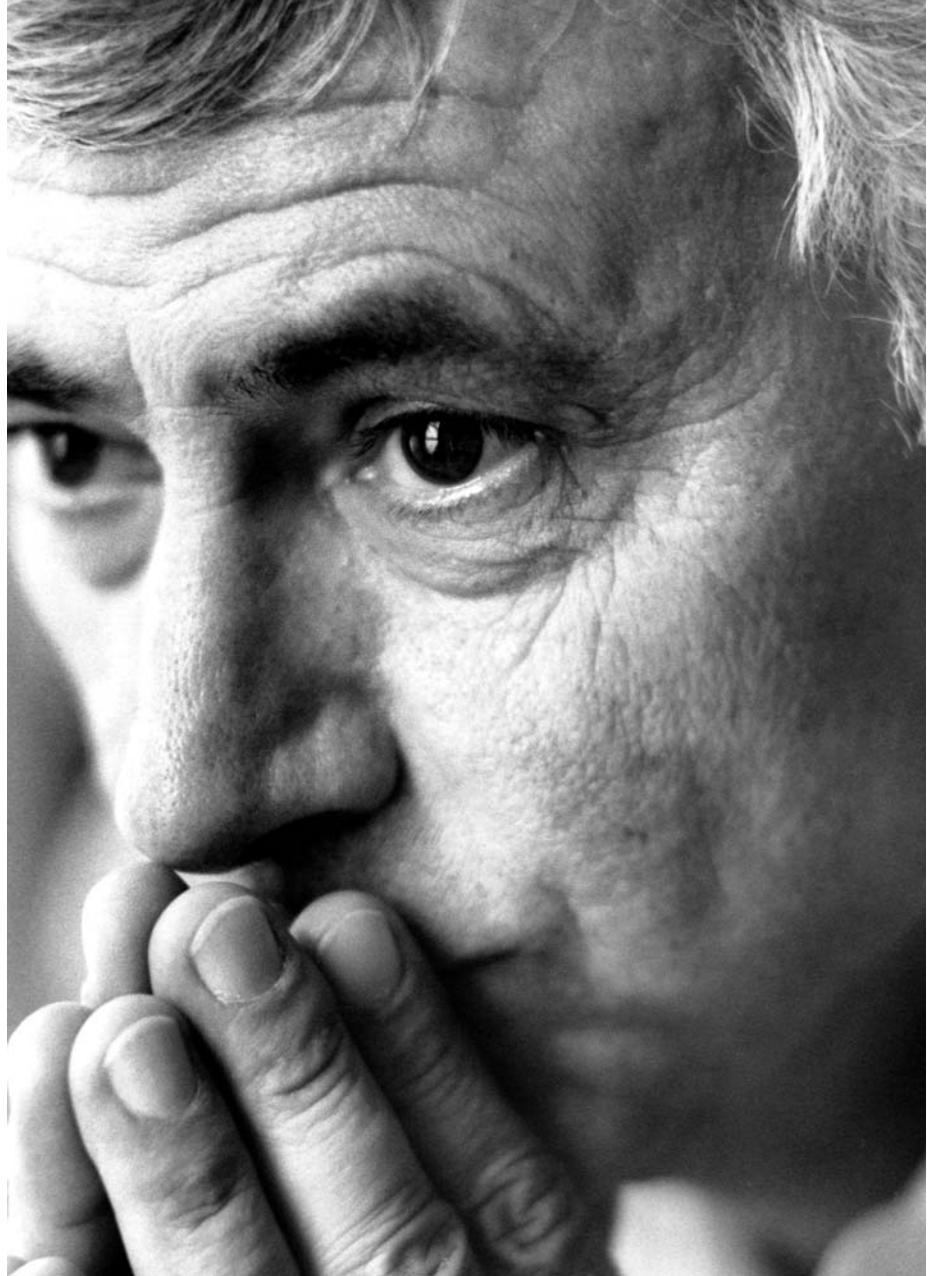
Each year, 3.4 million young people between the ages of 12 and 19 are raped, beaten, sexually assaulted, or robbed. American teenagers make up about 14 percent of the general population, but represent 25 percent of victims of violent crime. Few victim service providers are adequately equipped to help these teens, and few youth-development organizations

focus on teen victims. In 2001, the National Center initiated a nationwide effort to help victim service providers better serve teens and to train youth-development organizations to identify teen victims and refer them to services. Partnering with the **National Council on Crime and Delinquency**, the Teen Victim Project is developing training curricula, designing education and outreach campaigns to increase public awareness of teen victimization, and establishing a network of national youth-serving and victim service organizations. The **National**

**Association of Police Athletics and Activities League (PAAL)**, the **National Association of School Resource Officers (NASRO)**, the **National Crime Prevention Council**, and **Youth Crime Watch of America** also have signed up to join us in this exciting, and very important, initiative.

***This is one of the best workshops I've ever attended.***

Irena Lieberman, Esq., Director  
Legal Services, Tahirih Justice Center *after*  
attending National Center's Training Institute



## CORRECTIONS

Working with **state departments of corrections**, the National Center continued to enhance and strengthen victim services in correctional settings. By the end of 2000, the National Center had trained more than 20,000 correctional practitioners through teleconferences, one-on-one technical assistance, and large regional conferences. The results? Forty-eight states have instituted legislative reforms on parole, added language on victims' rights to their correctional systems' mission statements, and made numerous procedural changes that have put victims clearly on corrections' radar screen. Most states have now established victim advisory boards and many have established a "director of victim services" position within their correctional agencies.

## PRISONER REENTRY

Over the past few years, the United States has seen a dramatic rise in the number of prisoners released to communities—more than 600,000 a year. To help meet this pressing challenge, the National Center drew attention to the important role that victims and victim service providers can play in planning and implementing reentry programs. In addition to publishing an article on the victim's role in reentry for the *Crime and Delinquency* journal, the National Center participated in a national

"Reentry Roundtable," convened by **The Urban Institute** to examine reentry policy and practice, and helped lead a broad-based Sex Offender Task Force sponsored by the U.S. Department of Justice.

## HOUSING FOR INTIMIDATED VICTIMS AND WITNESSES

Witness intimidation erodes the effectiveness of the criminal justice system and endangers whole communities. When offenders elude conviction by intimidating victims and witnesses into not testifying, communities lose faith in law enforcement's ability to protect them or punish criminals. Victims and witnesses need safe, permanent housing, rather than temporary relocations to hotels—usually a more costly option that removes them from familiar and comfortable surroundings. In collaboration with **The Enterprise Foundation**, a leading low-income housing developer, and **district attorneys in Brooklyn, New Orleans, and Portland [Oregon]**, the National Center conducted a national demonstration project to address the need for better housing options for intimidated victims and witnesses of crime. Working with local community development corporations, victim service providers, and public housing authorities in the three pilot sites, the National Center began developing a broader range of relocation options for intimidated victims and witnesses.





# Bringing Vision and Leadership to Civil Justice

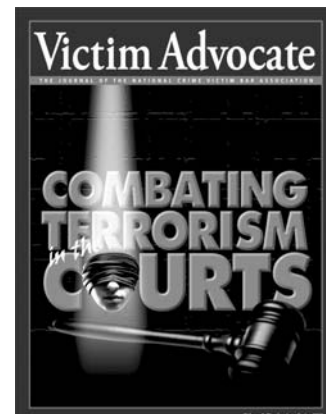
The National Crime Victim Bar Association, an affiliate of the National Center for Victims of Crime, is the nation's only organization of attorneys dedicated to helping crime victims seek justice through the civil justice system. Losses incurred by victims of crime—amounting to billions of dollars in damages each year—are rarely covered fully by criminal restitution orders or state victim compensation programs. The Bar Association works with attorneys and victims of crime to obtain civil remedies that can provide critical resources crime victims need to rebuild their lives. While the criminal justice system holds offenders accountable to the state, the civil justice system holds offenders and responsible third parties accountable to victims. The National Crime Victim Bar Association extends our reach through partnerships with national, state, and local bar associations to provide technical assistance to lawyers who represent victims of crime.

## TRIAL LAWYERS CARE

Under a special agreement with **Trial Lawyers Care (TLC)**, a program of the **Association of Trial Lawyers of America**, the National Crime Victim Bar Association trained nearly 1,500 trial lawyers who are representing, on a *pro bono* basis, victims making claims to the federal September 11th Victim Compensation Fund. Bar Association staff provided practical information to help these attorneys interact with and effectively represent clients who have experienced extreme trauma.

## A FOCUS ON DOMESTIC VIOLENCE

In partnership with the **Institute for Law and Justice**, the National Crime Victim Bar Association is participating in a three-year assessment of almost 200 programs funded by the U.S. Department of Justice that provide legal services to domestic violence victims. This project gives us a unique opportunity to make recommendations to strengthen legal services for battered women.



The Bar Association's groundbreaking journal, *Victim Advocate*, takes on the issues of the day.

## ADVANCING THE PROFESSION

**First National Conference.** The National Crime Victim Bar Association trains attorneys on technical aspects of civil litigation. In 2001, we held our first annual national conference on the comprehensive representation of crime victim clients, attracting attorneys from 21 different states. During the past three years, we also cosponsored continuing legal education programs with the **Michigan Trial Lawyers Association** and the **Massachusetts Academy of Trial Attorneys**.

**Publications.** We inform members of the National Crime Victim Bar Association about effective legal strategies through *Victim Advocate*, our groundbreaking journal that features articles by nationally recognized legal experts, and *Crime Liability Monthly*, a digest of important civil cases.

*I'm invited to participate in a variety of national legal and medical conferences.*

*The 2001 National Crime Victim Bar Association conference represented the best of what I've experienced.*

Joe Awad

Silberstein Awad and Miklos, P.C., New York

**On-line database.** In 2001, we made our unique civil justice database available on-line for the first time giving attorneys and other researchers immediate access to summaries of more than 11,000 civil cases involving victims of crime.

## HELPING VICTIMS SEEK CIVIL JUSTICE

Every year, the National Crime Victim Bar Association refers victims of crime to more than 1,500 experienced attorneys. Crime victims who call our Helpline at 1-800-FYI-CALL can speak directly with one of our staff attorneys and learn where to turn for representation. For example:

**A man whose son recently died from an alcohol overdose** during a college fraternity pledging party contacted us to think through his options. We referred him to a Bar Association member, one of the nation's leading attorneys on hazing cases.

**A man whose daughter was killed in the World Trade Center on September 11** called 1-800-FYI-CALL and a staff attorney was able to answer the father's questions about the federal victim compensation fund and explain other legal options available to him. We referred this father to an attorney who could represent him.

## REACHING MORE VICTIMS...

*For three years, my family was stalked and terrorized by a neighbor. Our situation was hopeless. We felt abandoned because neither the police nor prosecutors would help. The National Crime Victim Bar Association and the National Center for Victims of Crime were the only ones who helped us. I never would have thought of filing a civil lawsuit against the stalker, but they referred us to an attorney who believed in us, took our case to trial, and won. We finally got justice and my family feels safer. Civil litigation empowered us in a way I never could have imagined. It brought us freedom from fear, and that is far more valuable than the \$200,000 we were awarded at trial. Our attorney and these organizations were a godsend that saved us from a nightmare.*

Patricia Wooldridge, Fairfax, Virginia

## A New Resource for Victims of Crime

In 2001, we published *Civil Justice for Victims of Crime* to help victims understand the civil justice system, how to locate and work with attorneys, and how to file civil lawsuits against perpetrators and other responsible parties. This booklet was distributed to victims of crime across the country by hundreds of local victim service providers. It is also available on-line at [www.ncvc.org](http://www.ncvc.org).



REACHING MORE VICTIMS OF CRIME

We applaud the National Center's leadership and innovative spirit in seeking to develop new housing options for intimidated victims and witnesses. Bringing the resources of local community development corporations to the table through a partnership with an organization that possesses such vision was a deeply rewarding experience for us.

Bart Harvey  
Chairman and CEO  
THE ENTERPRISE FOUNDATION

EXTENDING OUR REACH

# Raising Awareness. Reaching New Audiences.

During the past three years, the National Center for Victims of Crime has seized every opportunity to reinforce a simple message: Every crime has a victim and every victim needs our help. National Center public service announcements, media interviews, speeches, published articles, news releases, letters to the editor, and op-ed columns have carried this message across the nation. Many more victims of crime learned—perhaps for the first time—that they have a right to be heard, that they deserve to be helped. And, if they haven't found help, they can receive it from the National Center for Victims of Crime.

## RESPONDING TO SEPTEMBER 11

The September 11 attacks heightened public awareness of the harsh and tragic impact of crime on victims. The searing images and the still unfolding personal stories brought into sharp focus how a crime that may last only a few moments can produce a lifetime of consequences.

During this particularly difficult time, we focused our public education efforts on reaching and supporting September 11 victims, whatever their particular need:

**Working with a national network of local victim service providers, we broadly distributed information** bulletins about posttraumatic stress disorder, common physical and emotional reactions to trauma, hate crimes, legal and financial assistance, and other relevant topics.



**September 11 section of the National Center's website, [www.ncvc.org](http://www.ncvc.org),** features a wide range of resources for victims, victim service providers, and anyone who might be struggling with the aftermath of the terrorist attacks.



**We asked news organizations across the country to publicize information** about how to get help from the National Center.

The outpouring of support for the victims of the September 11 attacks prompted a national discussion about the way we respond to all victims of crime. In many forums, the National Center was able to frame the key issues.

National Center Executive Director Susan Herman debated the regulations governing the new federal victim compensation fund on CNN's Crossfire. National Center messages also appeared on the pages of *The New York Times*, *The Washington Post*, *USA TODAY*, and were picked up by other major news organizations, including National Public Radio.

***Victims of terrorism and victims of everyday crime have much in common. They often live in a constant state of fear, not knowing where danger lurks, feeling only the most tenuous connection to other people.***

Susan Herman

National Center Executive Director

White House Fellows Association Annual Meeting,

October 25, 2001

## **FUND IS GOOD MODEL**

**By Susan Herman, Executive Director  
National Center for Victims of Crime**



**USA TODAY, MARCH 8, 2002 (1.7 MILLION CIRCULATION)**

*This column appeared the same day regulations governing the September 11th Victim Compensation Fund were issued.*

The September 11th Victim Compensation Fund sets a new standard for this country to help victims of crime rebuild their lives.

Unlike current—and woefully inadequate—state compensation schemes that provide crime victims minimal aid to cover immediate out-of-pocket expenses, the federal program makes significant strides in addressing victims' long-term needs. In fact, in many respects, it provides a good model.

Notwithstanding its prohibition on lawsuits, the September 11th fund moves in the right direction by adopting several key principles: In addition to covering immediate out-of-pocket expenses, the fund will compensate for pain and suffering, for future lost earnings and for non-economic losses. Also, Sept. 11 victims will have a unique opportunity to express their needs in a public forum. Finally, the fund draws from general tax revenues, acknowledging a societal obligation to victims.

In 1999, Congress appropriated nearly \$19 billion for law enforcement and corrections. Compare that with the roughly \$500 million the federal government makes available each year for victim compensation and support services—money that comes solely from offender fines and penalties. It is fundamentally wrong to commit federal tax dollars for every aspect of our response to crime—except compensating victims.

Crime wreaks havoc on victims' lives. Many victims of the Sept. 11 attacks will suffer decreased work productivity, lowered academic performance and strained family relations. Depression, suicide, as well as drug and alcohol abuse are far more common among crime victims than in the general public.

Crime also takes an enormous toll on families, communities and society at large. When a significant portion of the 25 million people who become victims of crime each year remain psychologically, physically and financially unstable, there are real consequences. We all pay a heavy price for failing to help victims rebuild their lives.

The government's response to the Sept. 11 victims challenges us to think about how we as a society address victims' needs. This national conversation is long overdue.



## REACHING MORE VICTIMS...

*A cross had been burned on Andrea's car, a racial slur was spray-painted on the wall of her house, and gunshots fired at her home. Two people had been charged with the crimes, one of whom had already been found guilty and ordered to pay restitution. Andrea called the National Center for Victims of Crime because she was in desperate need of financial assistance and mental health counseling. We gave Andrea the practical help she needed to move forward: guidance on victim compensation; a referral to a knowledgeable counselor in her community; and information about filing a civil suit.*

Phone call to 1-800-FYI-CALL during MTV hate crime campaign

## MTV

In early 2001, **MTV** called on us to participate in its "Fight For Your Rights: Take A Stand Against Discrimination" campaign against hate crimes. The National Center for Victims of Crime was the only national organization featured during its 18-hour hate-crime memorial, a continuous scroll of text recounting actual hate crime incidents that was accompanied by celebrity narration. Once every eight minutes for 18 straight hours on national television, the National Center's name and toll-free number flashed on the screen. From 10:00 p.m. on a Tuesday evening to 4:00 p.m. the next afternoon, we spoke with hundreds of callers from coast to coast—including many high school students—who had been attacked or harmed in some way because of their race, religion or sexual orientation—and they had nowhere else to turn.



## THE NATIONAL PRESS CLUB

In December 2000, the National Press Club in Washington, D.C., invited Executive Director Susan Herman to be a featured speaker in its widely regarded Luncheon Speakers Series. An audience of reporters, policymakers, practitioners, and advocates heard—for the first time—the National Center's vision for **parallel justice** for victims of crime, a separate social obligation to repair the harm caused by crime, above and beyond the arrest and adjudication of offenders. The speech was simulcast on C-SPAN and National Public Radio and published in *Vital Speeches of the Day*.

## CLEAR CHANNEL COMMUNICATIONS

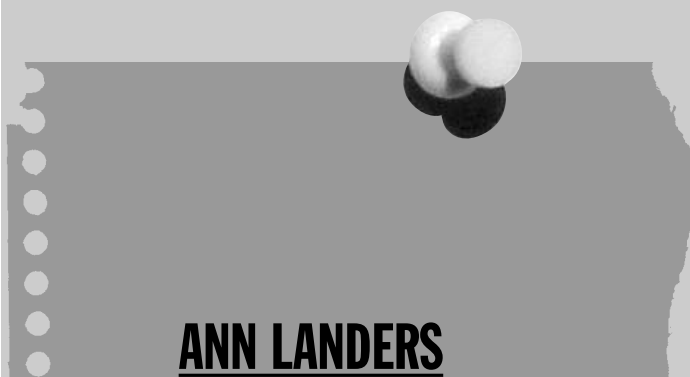
**Clear Channel Communications**—one of the largest radio syndicates in the United States with more than 1,100 radio stations in 47 of the top 50 markets—lent its powerful support to the National Center's public education efforts by distributing our new radio public service announcement to its member stations. Calls to 1-800-FYI-CALL jumped, allowing the National Center to reach and help even more victims of crime throughout the country.



## U.S. DEPARTMENT OF JUSTICE, OFFICE FOR VICTIMS OF CRIME

The National Center for Victims of Crime entered into an exciting new partnership with the **Office for Victims of Crime, U.S. Department of Justice**, to develop the *2002 National Crime Victims' Rights Week Resource Guide* and commemorative poster. The theme, "Bringing Honor to Victims," articulated what honoring crime victims really means: justice, voice, respect, participation, choices, resources, advocacy, support, information, safety, counseling, and restitution. The private-public partnership produced a tremendously effective tool used by thousands of communities across the country to focus attention on victims' rights, needs, and services.

## PUBLIC EDUCATION



**ANN LANDERS**

Published April 5, 2002 by 1,200 newspapers worldwide (90 million readers)

### **Dear Ann:**

*It has been more than six months since the Sept. 11th attacks against our country. Everyone is healing from this tragedy at his or her own pace.*

*Your readers should know that during the recovery process, it is not uncommon to experience grief, nightmares, restlessness, anger, panic, numbness, detachment, hyper-alertness and a loss of concentration. There may also be physical reactions, such as backaches, stomach pains, changes in appetite or sexual desire, and a higher susceptibility to colds or illness.*

### **I WOULD LIKE TO RECOMMEND SOME WAYS TO HELP:**

**Talk about your reactions.** Talking is a form of therapy.

**Connect with others.** They are your support system.

**It is okay to cry** and let your grief out.

**Limit your exposure** to media images of the event.

**Do something to help others**, such as donating time or resources.

**Use spiritual resources.**

**Take care of yourself.** Eat well, exercise, get plenty of sleep, and continue to do those things you enjoy.

**Find some relaxation activities** such as yoga, stretching, massage, hot baths or listening to calming music.


**Start a journal**, and write down your feelings.

**Seek professional help if things don't improve.**

Reactions to trauma can last a long time, Ann. Please encourage your readers to get help if they are still having trouble. For more information, visit [www.ncvc.org](http://www.ncvc.org).

Susan Herman  
Executive Director  
National Center for Victims of Crime





***Every prosecutor in America  
should refer victims to the  
National Center for Victims of  
Crime because they can take  
over where we leave off.  
They can help victims rebuild  
their lives.***

Newman Flanagan, Executive Director  
NATIONAL DISTRICT ATTORNEYS ASSOCIATION



# Cutting-Edge Resources

National Center publications inform a diverse readership of opinion leaders, legislators, victim service providers, criminal justice and law enforcement practitioners, and media representatives. Those interested in crime victim issues turn—and return—to the National Center for Victims of Crime knowing they'll receive current, accurate information, and thoughtful analysis.

## STUDIES, REPORTS, AND SURVEYS

*Our Vulnerable Teenagers: Their Victimization, Its Consequences, and Directions for Prevention and Intervention.* Released jointly by the National Center for Victims of Crime and the **National Council on Crime and Delinquency**, this report analyzes existing, but largely unnoticed, research and data on the crime experiences of teenagers, ages 12 to 19, who make up about 14 percent of the general population, but represent 25 percent of victims of violent crime. It also outlines promising prevention and intervention strategies.

*Planning and Implementing Programs to Assist Intimidated Victim/Witnesses: The Experience of New Orleans, LA, Brooklyn, NY, and Portland, OR.* Highlights the National Center's demonstration project to address the need for better housing options for intimidated victims and witnesses of crime. In partnership with **The Enterprise Foundation** and district attorneys in three very different cities, the National Center worked with community development agencies to develop housing and relocation options for intimidated victims and witnesses. The report includes recommendations for planning, implementing, and funding victim/witness relocation programs.

*The Rights of Crime Victims. Does Legal Protection Make a Difference?* The National Center's survey of more than 1,300 crime victims examines the effectiveness of state constitutional amendments and other laws ►



The National Center developed this striking 24"x30" commemorative poster in flag motif (featured above) to help communities across the country promote National Crime Victims' Rights Week, April 21-27, 2002. Copies may still be ordered on-line at [www.ncvc.org](http://www.ncvc.org).

on protecting victims' rights. The survey found that, even in states with strong legal rights in place, nearly two-thirds of victims were not informed of the pre-trial release of the accused, one-half of victims in plea agreement cases had no opportunity to consult with the prosecutor prior to the agreement, and nearly one-half were never notified of the sentencing hearing.

### *Rape in America: A Report to the Nation.*

Groundbreaking study documents the prevalence of forcible rape, including the number of American women raped daily, the percentage reporting to police, the mental health impact of rape, and the effect of media disclosure of victim identities on reporting of rape to law enforcement.

## TRAINING MANUALS

### *Focus on the Future: A Systems Approach to Prosecution and Victim Assistance.*

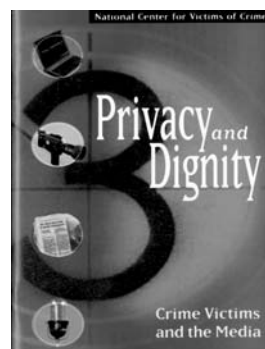
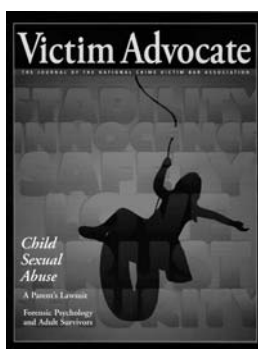
Focuses on improving victim services within prosecutors' offices, including protocol and service recommendations for working with children, elderly, differently abled, sexual assault, hate/bias, family violence, and other victims. The guide includes program development strategies, case management materials, a resources list, and recommendations for strengthening relationships with judicial, probation, correctional, parole and law enforcement officials.

### *Looking Back, Moving Forward:*

*A Program for Communities Responding to Sexual Assault.* Outlines a multidisciplinary approach to responding to sexual assault. Designed for law enforcement, victim services, healthcare, and prosecutor agencies, this manual contains a training guide, forms and instructions for developing a protocol, an implementation plan, and sexual assault interagency council.

### *HIV/AIDS and Victim Services: A Critical*

*Concern for the 90s.* Comprehensive training manual for victim service providers, including information on special populations, child victims, HIV testing of sex offenders, crisis intervention, triage, and a trainer's guide.



## RESOURCES

*Privacy and Dignity: Crime Victims in the Media.* Useful handbook designed for victim service providers who are called on to help crime victims navigate the onslaught of media attention that accompanies many crimes. It provides practical guidance on interacting with the media, building effective media relations, giving successful media interviews, setting boundaries, and more.

### *Civil Justice for Victims of Crime.*

Comprehensive overview of the civil justice option for crime victims. Topics include victims' financial losses, potential sources of compensation, when to file a civil lawsuit, parties in a civil suit, statutes of limitation, types of lawsuits, finding a lawyer, and specific steps involved in filing a lawsuit in the civil justice system.

*Seeking Parallel Justice.* Justice for crime victims is more than the arrest and adjudication of offenders. This monograph describes a "new agenda for the victims movement," presented by Susan Herman, executive director of the National Center for Victims of Crime, during the widely regarded National Press Club Luncheon series.

### *2002 Resource Guide for National Crime Victims' Rights Week.*

Comprehensive resource that includes special event ideas, current statistics, historical overview of victims' rights, sample news releases and proclamations, and camera-ready art for communities to use to promote awareness about victims' rights during National Crime Victims' Rights Week and throughout the year.

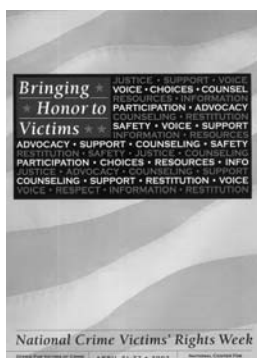
### *Crime and Victimization in America:*

*Statistical Overview.* Comprehensive overview of annual crime victimization data.

*Promising Practices and Strategies for Victim Services in Corrections.* Program planning and development strategies, victim and public outreach education and awareness, and information on creating policies, procedures, and protocols that provide a foundation for corrections-based victim services.

### *Victim Impact: A Victim's Right to Speak, A Nation's Responsibility to Listen.*

Legislative recommendations; criminal justice agency protocols addressing distribution, collection, and implementation of victim impact statements within investigative, prosecutorial, judicial, probation, corrections, and parole agencies; a review of federal and state statutes allowing submission of victim impact statements at sentencing and parole hearings; model victim impact statements; and practical tips to enhance services to elderly, disabled, non-English speaking, culturally diverse, and child victims.



## SERIAL PUBLICATIONS

*NETWORKS.* The National Center's flagship magazine on crime victim issues provides up-to-date information, news, and features on emerging trends, legislation, innovative programs, and new resources.

*Victim Policy Pipeline.* Policy oriented newsletter provides wide-ranging coverage of policy developments affecting victims of crime, with detailed state and federal legislative updates.

*Victim Advocate.* Groundbreaking journal features articles by leading experts on civil litigation involving crime victims. Supports the efforts of attorneys and other advocates who seek civil justice on behalf of victims of crime.

*Crime Liability Monthly.* Annotated case summaries of important civil cases brought by crime victims on a wide range of legal issues, including third-party liability, insurance issues, inadequate security, governmental liability, and workplace violence.





## GET HELP SERIES

The National Center for Victims of Crime has developed a comprehensive series of information bulletins for crime victims and those who work directly with victims. These bulletins, which are continually updated and expanded, are available at no cost at [www.ncvc.org](http://www.ncvc.org).



- Acquaintance Rape
- Arson
- Assault
- Bullying
- Campus Crime: Colleges and Universities
- Campus Crimes: Federal and State Legislation
- Child Abuse
- Child Sexual Abuse
- Child Victims and the Law
- Civil Justice for Crime Victims
- Community Action
- Constitutional Rights for Crime Victims
- Crime Prevention
- Crime Victims and Corrections
- Crime Victims' Privacy Rights in the News Media
- Cyberstalking
- Domestic Violence
- Domestic Violence and the Law
- Domestic Violence: Safety Plan Guidelines
- Drug-Related Crime
- Drunk Driving
- Elder Abuse Legislation
- Elderly Victims of Crime
- Extension of the Criminal and Civil Statutes of Limitations in Child Sexual Abuse Cases
- Grief: Children
- Grief: Coping with the Death of a Loved One
- Hate Crimes: The Violence of Prejudice
- Hate Crimes Legislation
- HIV/AIDS and Victim Services
- Homicide Survivors
- Identity Theft
- Incest
- Male Rape
- Notoriety-for-Profit/Son of Sam Legislation
- Overview of the Criminal Justice System
- Posttraumatic Stress Disorder
- Rape-Related Posttraumatic Stress Disorder
- Restitution Legislation
- Right to Privacy
- Rights of Crime Victims
- Rights of Survivors of Homicide Victims
- Robbery
- Safety Tips for Children: Grades K-5
- Safety Tips for Children: Child Sexual Abuse Information for Middle School Students
- Safety Tips for Parents
- School Crime: K-12
- School-Based Victim Services
- Sexual Assault
- Sexual Assault Legislation
- Special Provisions for Children in the Criminal Justice System
- Stalking: Questions and Answers
- Stalking: Safety Plan Guidelines
- Stalking and the Law
- State Compensation Laws
- Teen Dating Violence
- Trauma of Victimization
- Victim Impact Statements
- Victim Services in Hospitals
- Violence Against Gays and Lesbians
- Violence Involving Youth
- Workplace Violence—Employee Information
- Workplace Violence—Employer Information



REACHING MORE VICTIMS OF CRIME

EXTENDING OUR REACH

# NATIONAL CENTER FOR VICTIMS OF CRIME

## NATIONAL CENTER FOR VICTIMS OF CRIME

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