This time-saving list of reliable websites includes practical, up-to-date information and services for crime victims and those who serve them. When available, toll-free phone numbers are also provided.

Resource Centers

National Criminal Justice Reference Service (NCJRS)

www.ncjrs.gov

Administered by the Office of Justice Programs (OJP), U.S. Department of Justice (DOJ), NCJRS provides information on crime, victim assistance, and public safety to support research, policy, and program development worldwide. Trained Information Specialists are available to respond to inquiries and direct individuals to appropriate resources. Additional services include:

- 24-hour access to view and order OVC and other OJP publications and resources;
- A searchable knowledge-base of nearly 100 victim-related questions and answers;
- A database of upcoming justice events;
- A Virtual Library and searchable Abstracts Database, featuring over 30,000 victim-related documents;
- The Justice Information (JUSTINFO) electronic newsletter containing OJP resources, events, funding opportunities, and more.

NCJRS Contact Information:

- Phone: 800-851-3420 or 202-836-6998 (international callers); TTY 301-240-6310
- Email: responsecenter@ncjrs.gov

OVC Resource Center (OVCRC)

www.ovc.gov/resourcecenter

The Office for Victims of Crime Resource Center at NCJRS is a comprehensive repository of information for crime victims and victim service providers. With online services accessible 24 hours a day, OVCRC is the central clearinghouse for publications, products, DVDs, and reports from the Office for Victims of Crime. Trained Information Specialists are available to answer your questions.

Staff can offer referrals, discuss publications, and search for additional resources.

OVCRC Contact Information:

- Phone: 800-851-3420; TTY 301-240-6310
- Email: askovc@ncjrs.gov
- Order publications and resources online at: www.ncjrs.gov/App/Publications/AlphaList.aspx

OVC Training and Technical Assistance Center (OVC TTAC)

www.ovcttac.gov

The OVC Training and Technical Assistance Center (OVC TTAC) is the gateway to the latest training and technical assistance available for victim service providers and allied professionals who serve crime victims. OVC TTAC's aim is to build the capacity of professionals and organizations that serve victims of crime nationwide. OVC TTAC does this by providing training, technical assistance, professional development opportunities, and resources to reach more victims, including those who are historically underserved; by assessing the needs of key constituencies and identifying resources to meet their needs; and by monitoring client satisfaction and measuring the effectiveness of its training over time.

OVC TTAC draws on the expertise of a network of consultants and seasoned victim service professionals with firsthand experience in designing and delivering customized responses to satisfy a variety of training and technical assistance needs. From its comprehensive database of experts, OVC TTAC provides developmental support, mentoring, and facilitation in such areas as program design and implementation, strategic planning, program management, evaluation, quality improvement, collaboration, and community coordination. OVC TTAC also supports the victim services community by providing professional development scholarships to those seeking additional training and educational opportunities.

Instructor Materials

Ethics in Victim Services

www.ovcttac.gov/ethics

This downloadable version of the instructor-led *Ethics in Victim Services* training covers common ethical conflicts when providing victim services and how to resolve them by applying ethical standards and decision-making processes. The goal of the training is to increase self-awareness and understanding of how personal attitudes and beliefs influence responses to victims of crime.

Sexual Assault Advocate/Counselor Training (SAACT)

www.ovcttac.gov/saact

SAACT is a downloadable curriculum that uses case studies, role playing, slides, vignettes, and other interactive exercises to help practitioners increase their understanding of sexual assault and gain the skills needed to assist victims of sexual assault.

Victim Impact: Listen and Learn

www.ovcttac.gov/victimimpact

This downloadable curriculum is geared toward helping offenders become more aware of the impact of crime on victims, take responsibility for their actions, and begin to make amends.

Online Trainings

Identity Theft Victim Assistance Online Training: Supporting Victims' Financial and Emotional Recovery

www.ovcttac.gov/identitytheft

The *Identity Theft Victim Assistance Online Training* is a user-friendly e-learning tool that provides victim service providers and allied professionals with the knowledge and skills they need to more effectively serve victims of identity theft and assist with their financial and emotional recovery. The training includes a reference library of information on types of identity theft, the various forms and paperwork that may need to be completed, referral agencies and resources, and information on victims' rights. The training also includes three case studies that highlight different forms of identity theft. The training is structured so that participants assume the role of victim advocate and interact with victims during each phase of recovery.

Online Elder Abuse Training for Legal Service Providers

www.ovcttac.gov/elderabuse

The *Online Elder Abuse Training for Legal Service Providers* is a user-friendly tool that offers legal service providers the knowledge and skills they need to serve victims of elder abuse more effectively. The training consists of four modules, including: What Every Lawyer Needs to Know About Elder Abuse, Practical and Ethical Strategies, Domestic Violence and Sexual Assault in Later Life, and Financial Fraud and Exploitation. This interactive, web-based training program includes a variety of information, tools, and resources, from interactive client scenarios to printable resources for the entire office.

Victim Assistance Training Online (VAT *Online*)

www.ovcttac.gov/vatonline

VAT *Online* is a foundational web-based victim assistance training program that offers victim service providers and allied professionals the opportunity to acquire the essential skills and knowledge they need to more effectively assist victims of crime. VAT *Online* has four sections: Basics; Core Competencies and Skills; Crimes; and Specific Considerations for Providing Victim Services.

Other Resources

Model Standards for Serving Victims & Survivors of Crime

www.ovc.gov/model-standards

This e-publication provides guidelines and suggestions to help victim service practitioners and program administrators improve the quality and consistency of their response to crime victims. The Model Standards are intended to enhance victim service providers' competency and capacity to provide ethical, high-quality responses to crime victims and to meet the demands facing the field today. This resource includes:

- Program Standards
- Competency Standards
- Ethical Standards

These standards recommend procedures, describe professional skills, and identify expectations and values necessary for victim service providers.

Existe Ayuda Toolkit

www.ovc.gov/pubs/existeayuda

This toolkit includes replicable Spanish-language tools and resources to help improve the cultural competence of service providers and the accessibility of services for Spanish-speaking victims of sexual violence. Resources include Spanish terms related to sexual assault and human trafficking; PowerPoint slides to use in presentations to *promotoras* (community health workers) and victim advocates; and a pocket card, handout, fact sheets, and

scripts for public service announcements and outgoing answering machine messages.

Helping Victims of Mass Violence and Terrorism: Planning, Response, Recovery, and Resources

www.ovc.gov/pubs/mvt-toolkit

Created in coordination with the Federal Bureau of Investigation's Office for Victim Assistance and DOJ's Office of Justice for Victims of Overseas Terrorism, this OVC toolkit is designed to help communities prepare for and respond to victims of mass violence and terrorism in the most timely, effective, and compassionate manner possible. This toolkit provides communities with the framework, strategies, and resources to:

- Develop a comprehensive victim assistance plan for responding to incidents of mass violence, terrorism, natural disasters, and high-profile criminal incidents.

- Bring key partners together to review existing emergency plans, and to initiate or continue the development of a victim assistance plan within a community.

- Establish victim assistance protocols, which can greatly enhance the effectiveness of response and recovery efforts.

- Follow protocols for short- and long-term responses to victims following incidents of mass violence.

Human Trafficking Task Force e-Guide

www.ovcttac.gov/TaskForceGuide

Developed in partnership by the U.S. Department of Justice's Office for Victims of Crime and the Bureau of Justice Assistance (BJA), this guide is a resource to support established task forces and provide guidance to agencies that are forming task forces. Its purpose is to assist in the development and day-to-day operations of an anti-human trafficking task force and to provide fundamental guidance for effective task force operations.

Innovative Practices for Victim Services: Report from the Field

www.ovc.gov/pubs/InnovativePractices

This e-bulletin provides brief descriptions of practices currently used by Victims of Crime Act (VOCA) victim assistance and compensation programs throughout the country. VOCA funding supports many innovative programs and protocols to serve victims more effectively, and this online resource promotes their replication where applicable. The bulletin focuses on six key program areas:

- needs assessment,
- systems advocacy and coordination,
- compensation,
- underserved populations,
- victims' rights and services, and
- technology.

OVC *HELP for Victim Service Providers* Web Forum

https://ovc.ncjrs.gov/ovcproviderforum

The OVC *HELP for Victim Service Providers* Web Forum gives victim service providers and allied professionals a unique opportunity to tap into a national support network, learn about cutting-edge issues and best practices, and gain peer insight through shared challenges and experiences. Through the Guest Host Session series, OVC makes national experts available each month to answer questions on a timely topic.

OVC National Calendar of Events

https://ovc.ncjrs.gov/ovccalendar

OVC's National Calendar of Victim Assistance-Related Events lists upcoming conferences, workshops, and notable victim assistance-related events. A special feature allows service providers and allied professionals to add their organizations' events to the calendar.

OVC Online Directory of Crime Victim Services

https://ovc.ncjrs.gov/findvictimservices

The OVC Online Directory of Crime Victim Services, which lists more than 10,000 programs nationwide, helps crime victims and service providers locate non-emergency services in the United States and abroad. Service providers and allied professionals can add their program to the directory to raise its profile among other providers and crime victims.

SANE Program Development and Operation Guide

www.ovcttac.gov/saneguide

The purpose of the *SANE Program Development and Operation Guide* is to provide a blueprint for nurses and communities that would like to start a Sexual Assault Nurse Examiner (SANE) program. For communities with existing SANE programs, the guide serves as a resource to help expand or enhance services provided to the community. This guide is designed to both complement and integrate resources that already exist, such as the National Protocol for Sexual Assault Medical Forensic Examinations, the International Association of Forensic Nurses SANE Education Guidelines, the National Sexual Violence Resource Center SANE Sustainability Project, the American College of Emergency Room Physicians Evaluation and Management of the Sexually Assaulted or Sexually Abused Patient, and the Office for Victims of Crime SART Toolkit.

SART Toolkit: Resources for Sexual Assault Response Teams

www.ovc.gov/sartkit

This toolkit is a compilation of resources for communities that want to develop Sexual Assault Response Teams (SARTs)—coordinated teams of people who serve victims of sexual assault—and for communities that want to improve their SART responses. The toolkit reviews the basics, lays out the steps involved in putting together a SART, describes how to retain focus on victims, highlights SART programs throughout the country, and includes

sample resources to use when developing and evaluating a SART team.

VictimLaw
www.victimlaw.info

VictimLaw is a comprehensive, online database of more than 26,000 victims' rights-related legal provisions, including: federal and state victims' rights statutes, tribal laws, constitutional amendments, court rules, administrative code provisions, attorney general opinions, and case summaries of related court decisions. This user-friendly tool is available free of charge and provides instant access to a wide range of previously hard-to-find, regularly updated legal information.

National Center for Victims of Crime Website
www.victimsofcrime.org

This national not-for-profit organization advocates for the rights of crime victims, trains professionals who work with victims, and serves as a trusted source of information on victims' issues. The website features a variety of resources, bulletins, and checklists, and houses the National Center's many resource centers, including the Stalking Resource Center, DNA Resource Center, Financial Crime Resource Center, and the National Crime Victim Bar Association. National, regional, and virtual training opportunities are also highlighted on the website. (This site is not associated with OVC or NCJRS.)

VictimConnect
www.victimconnect.org / 855-4-VICTIM

VictimConnect, a national helpline and program of the National Center for Victims of Crime, provides confidential referrals for all victims of crime in the United States. Crime victims can connect with resources, access referrals, and craft next steps to regain control of their lives. VictimConnect has a special focus on populations, crimes, and topics that are generally underrepresented or underserved in victim services. The website includes a searchable referral directory and overviews of specific types of crime as well as information about self-care, options, and rights. Victims can connect with a victim assistance specialist during business hours by chat at www.victimconnect.org or by phone or text at 855-4-VICTIM (855-484-2846). ★