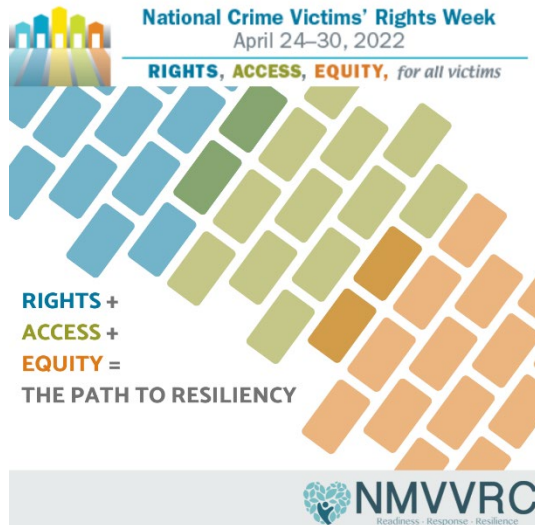




Resources to Promote the 2022 National Crime Victims' Rights Week Theme



The 2022 National Crime Victims' Rights Week (NCVRW) theme – **“Rights, access, equity for all victims”** – and the tagline, **“Help crime survivors find their justice”** are very relevant and meaningful to mass violence incident (MVI) victims and survivors, and the professionals who assist them. Because the work of the [National Mass Violence Victimization Resource Center](#) (NMVVRC) and other organizations that assist MVI victims focuses on readiness, response and resiliency, the Center has adapted OVC's 2022 theme and artwork to include “the path to resiliency:”

The resources below are intended to help victim service providers and other professionals who help MVI survivors consider how the NCVRW theme applies to their important, ongoing work; and how to use the theme to *specifically reflect the needs of MVI survivors* during NCVRW and throughout the year. They are divided into four sections reflective of the 2022 theme:

1. Rights
2. Access
3. Equity
4. Resiliency

The resources include research references, statistics, links to helpful online resources, a sample proclamation, and tips for using each sub-theme for victim/survivor outreach and community awareness in advance of and during 2022 NCVRW in April.

Please sign up for the [Office for Victims of Crime NCVRW Subscription List](#), so you'll be notified when the online 2022 NCVRW Resource Guide is available.

Promote the Full NCVRW Theme Adapted by the NMVVRC

Leading up to 2022 NCVRW and during the week of April 24, the many contents of this Tip Sheet can be used in victim/survivor outreach, community awareness and public education activities. Throughout this Tip Sheet, **“Rights + Access + Equity = The Path to Resiliency”** highlight the four keywords, which can be used individually or as the full theme.

Organizations that serve MVI victims can create a “2022 NCVRW Highlights” or banner prominently on their websites that features NCVRW resources specific to MVI survivors and impacted communities. The full spectrum of 2022 NCVRW theme artwork created by OVC (bookmarks, buttons, social media artwork and web artwork) [can be found here](#).

Sample Proclamation

This sample proclamation is designed to promote 2022 NCVRW with a focus on survivors and communities that are impacted by MVIs. It can be easily adapted to specific organizations and communities:

This sample proclamation is provided in the standard proclamation or resolution format.

Whereas, mass violence and terrorist incidents have a devastating impact on victims and survivors, first responders, victim service providers, communities and our Nation as a whole; ***and***

Whereas, survivors of mass violence deserve support and services to help them cope with the physical, emotional, financial, spiritual and social impact, in the immediate-, short- and long-term; ***and***

Whereas, communities where mass violence occurs often endure collective trauma that must be validated and addressed by helping professionals; ***and***

Whereas, National Crime Victims’ Rights Week – April 24 to 30, 2022 – is an important time to collaborate across our state and Nation to observe the theme of “Rights, access, equity for all victims,” including victims and survivors of mass violence; ***and***

Whereas, Resiliency Centers created in the aftermath of mass violence crimes offer long-term support and services to survivors and community members, providing them with information about their rights, and access to equitable support and services; ***and***

Whereas, **(insert specific statement about services provided by your organization/agency to victims and survivors of mass violence); *and***

Whereas, rights + access + equity for *all* mass violence victims, form an important path to individual and community resiliency; **therefore, be it**

Resolved, that (*individual or entity*) proclaims the week of April 24 to 30, 2022 to be (*city/county/state*) Crime Victims’ Rights Week, and honors mass violence crime victims and those who serve them during this week and throughout the year; **and be it further**

Resolved, that a suitably prepared copy of this proclamation be presented to (*your organization*) on (*date*).

Promote “Rights”

Today in America, there are over 32,000 laws that define and protect the rights of crime victims and survivors, and 37 states have passed state-level victims’ rights constitutional amendments. It is essential that MVI victims are aware of their rights under law and, if needed, provided with support to understand and exercise them.

Victims’ rights laws vary by state and jurisdiction. Organizations, victim service providers (VSPs), and justice professionals who assist victims of MVIs must be aware of rights specific to a state, along with the Crime Victims’ Rights Act provisions that apply to victims of MVIs whose cases are within Federal jurisdiction. The following four resources are helpful for MVI victims, survivors and service providers to understand victims’ rights:

1. The Office for Victims of Crime (OVC) sponsors [VictimLaw](#), a “one-stop shopping” searchable database that includes victims’ rights provisions for Federal, Tribal, state and territorial statutes. There are four ways to search, by:
 - Topic
 - Term
 - Jurisdiction
 - Citation
2. The National Crime Victims Law Institute (NCVLI) offers Victims’ Rights Laws by State, which provides detailed overviews of victims’ rights states in all 50 state and the District of Columbia.
3. The National Victims’ Rights Amendment Network (NVCAN) sponsored the [Victims’ Rights Education Project](#) (VREP) that features a handbook, series of brochures and “frequently asked questions” (among other resources) related to victims’ rights.
4. The victims’ rights articulated in the Federal Crime Victims’ Rights Act can be found [here](#).

It is important to be aware that MVI victims and survivors:

- Are not always aware that they have statutory rights under law.

- Need basic information provided in writing, orally by a VSP, or on a website that explains their statutory rights, in the language that is spoken in their home.
- May need guidance and support relevant to how to exercise their rights.
- May have questions about how victims' rights specifically apply to them, and to their cases.

The information below relevant to the “rights” articulated in the 2022 NCVRW theme offers an overview of the “ten core rights of victims,” and provides information that is both general to all victims of crime, and specific to MVI victims and survivors.

Two victim/survivor awareness posters – in English and Spanish – that incorporate the 2022 NCVRW theme colors with the “ten core rights” are included at the end of this Tip Sheet.

Ten Core Rights of Crime Victims

The ten core victims' rights include the following:

1. **Right to be treated with dignity and respect:** It can be very helpful to ask victims and survivors of MVIs what being treated with “dignity” and “respect” means to them. The lived experiences of many MVI survivors demonstrate that this right should equate to being validated as somebody who has been harmed by a devastating crime; provided with information about survivor services, support and rights and help in accessing them; and provided with a continuum of services from the time the MVI occurs until as long as assistance is needed.

An excellent example of these terms being codified into law is in Utah, which offers the following statutory definitions:

- “Dignity” means treating the crime victim with worthiness, honor, and esteem.
- “Fairness” means treating the crime victims reasonably, even-handedly, and impartially.
- “Respect” means treating the crime victim with regard and value.

2. **Right to notification:** Victim notification is often called the “threshold right” for victims – a right from which access to the other core nine rights emanates. MVI victims and survivors should be notified about the status of their cases and, in cases where an alleged perpetrator has been identified and detained, the status and location of that person. They should also be provided with any information that can help them make informed choices as participants in their cases, and specific to their lives.

There are many professionals who can provide victims and survivors with notification services – from law enforcement, prosecutors, courts and the judiciary, and community and institutional corrections officials and Attorneys General, to community- and system-based victim service providers.

3. **Right to be present at/attend proceedings:** MVI victim attendance at justice proceedings facilitates their participation in justice and validates them as someone who was detrimentally affected by the MVI – from preliminary hearings, to court proceedings, to any appellate-level hearings – and is essential for justice processes to smoothly proceed when victims are needed

as witnesses. Victim participation also helps ensure that victims' rights and needs are addressed across criminal, civil, Tribal and Federal justice processes.

[The Planning and Implementation Guide for Comprehensive, Coordinated Victim Assistance for Mass Violence Incident Trials](#) published this year by the NMVRC and the Office of the U.S.

Attorney for the District of South Carolina offers detailed strategies to facilitate the participation of MVI victims, survivors and witnesses at trial proceedings in a manner that is survivor-sensitive and trauma-informed. It also includes useful coping tips for victims to help them through court proceedings.

4. **Right to be heard:** The "voice of the victim" is an important component of all justice processes. Through victims' oral and written impact statements, and pre-sentence investigative reports, MVI victims can articulate how the crime has affected them – physically, emotionally, financially, socially and spiritually, and what they think should happen to the convicted offender – and present vital information to judges and jurors that can help inform their decision-making at sentencing.

[The Planning and Implementation Guide for Comprehensive, Coordinated Victim Assistance for Mass Violence Incident Trials](#) noted above features a sample victim impact statement for adult MVI victims (Appendix O); and a sample victim impact statement for parents of minor-age children (Appendix P).

5. **Right to reasonable protection from intimidation and harm:** Victims of MVIs should never be subject to intimidation, harm or harassment from anyone, including the defendant or convicted offender and their families and friends; hoaxers; and/or conspiracy theorists. From pre-trial to post-conviction, victims and survivors must be given opportunities to identify any issues they perceive to be threatening to their personal sense of safety, and to have justice officials consider their safety needs and concerns throughout the entire spectrum of justice processes.

VSPs should inform victims to let them know immediately if their personal sense of safety or security is violated in any way, and provide them with help in personal safety planning.

6. **Right to restitution:** Restitution should be ordered as part of a sentence for convicted MVI defendants. While convicted perpetrators of MVIs seldom have financial means to fulfill restitution obligations, an order of restitution represents an important measure to hold them accountable for their actions. The [Making Restitution Real Toolkit](#) published by the National Center for Victims of Crime provides an excellent summary of restitution laws, policies and procedures.
7. **Right to information and referral:** Today in America, there are over 32,000 national, Federal, Tribal, state and local victim assistance programs that are both criminal justice system- and community-based. MVI victims and survivors are entitled to receive information about all available services and rights that can help them cope with the immediate-, short-term and long-term impact of the crime, especially if they live in communities where there is no long-term Resiliency Center. Many Resiliency Centers offer victim/survivor services virtually – including needs assessments, support groups, and mental or behavioral health counseling – and should make sure MVI victims are aware of and able to access such services.

[OVC's Online Directory of Crime Victim Services](#) offers a database for victim information and referrals that is searchable by the type of victimization; type of service requested; type of agency; and/or geographic jurisdiction.

Also included in this Tip Sheet is a two-page matrix of 15 national toll-free information and referral resources and websites for MVI victims and survivors.

8. **Right to apply for victim compensation:** Beginning in California in 1965, victim compensation was the original “victims’ right” in the United States. Victim compensation programs can reimburse MVI victims for crime-related expenses such as medical costs, mental health counseling, funeral and burial costs, and lost wages or support. Today, all 50 states, the District of Columbia, the U.S. Virgin Islands, Guam and Puerto Rico have victim compensation programs. MVI victims’ need for compensation should be determined as soon as possible (often offered at the initial Response Center or Family Assistance Center), and incorporated into needs assessment and case management strategies.

While each state’s victim compensation program differs in its protocols and policies, and there is no standardized definition of “MVI victim” for the purposes of victim compensation, information about all state programs can be accessed [here](#) from the Office for Victims of Crime.

9. **Right to speedy proceedings:** At the Federal level and, increasingly at the state level, victims have the right to proceedings free from unreasonable delay. This right ensures that undue delays don’t hold up court processes, and that victims’ efforts to secure justice are not unnecessarily prolonged. It is important to recognize that MVI trials are seldom “speedy” and often impeded by defense motions for change of venue or other challenges. MVI victims must be kept apprised of the status of the proceedings, and any reasons confirmed by the court for delays.
10. **Right to enforcement:** The cases of many MVI victims fall under Federal jurisdiction. A program established under the Crime Victims’ Rights Act of 2004 and located within the Executive Office of U.S. Attorneys (EOUSA) is the [Crime Victims’ Rights Ombudsman](#). A MVI victim of a Federal crime may file a complaint against any employee of the USDOJ who violated or failed to provide the rights established under the 2004 law cited above. The complaint process seeks to “request corrective or disciplinary action” and does not provide for the corrections of specific victims’ rights violations.

Rights Resource

NMVVRC Tip Sheet: [Helping Victims and Survivors Maintain Emotional and Physical Well-Being Throughout Court Proceedings](#)

Promote “Access”

According to the 2019 research study, “[Who Experiences Violent Victimization and Who Accesses Services](#),” only 9.6 percent of victims of serious violence between 2010 and 2015 received assistance from victim service agencies. During NCVRW, organizations can include the important discussion of how to increase MVI victims’ access to greatly needed services in training programs and community forums, and pose these questions:

- What are some of the barriers that prevent MVI survivors from accessing services?
- How can we mitigate or overcome these barriers?
- What types of collaboration and partnerships are needed to provide a continuum of quality services and support for all MVI victims, from the time the crime occurs for as long as is needed by survivors?

Traditional, well-documented barriers to access to victim services can be addressed by:

- Providing MVI victim information and NCVRW outreach resources in languages that reflect the diversity of the population served.
- Offering services and support during NCVRW and throughout the year in-person, virtually, or via a hybrid approach that can mitigate geographic barriers and challenges.
- Learning more about the extensive research about barriers to accessing victim services to create an evidence-based approach to eliminating such barriers (see “Access” resources, below)

One important outcome of [Vision 21: Transforming Victim Services Final Report](#) published by OVC in 2013 identified the need for victim/survivor service organizations to partner with allied “gatekeeper” organizations – agencies and coalitions that assist and are trusted by victims who are traditionally underserved, and communities that are marginalized. Organizations that assist MVI survivors can review their programmatic and services evaluation data to:

- Identify MVI victims who are “underserved,” or who may experience barriers to fully access services and support.
- Identify allied organizations whose mission and goals include providing services to specific populations by gender, age, race, ethnicity, socioeconomic status, immigrant status, sexual orientation and/or disability (among other demographic factors).
- Offer training about MVI victim services, and seek cross-training about their services.
- Co-sponsor strategic discussions about gaps in MVI victim services and how to fill them; why some survivors’ access to services are limited and how to address the reasons; and how community-based partnerships can improve overall access to services for all MVI victims.

“Access” Resources

NMVVRC Tip Sheets:

- [Victim/Survivor Assistance Navigator, Position Description](#)
- [Using Technology to Connect with Victims of Mass Violence and Help Victims Stay Connected with Others](#)
- [Navigating Community Resources in Times of Crisis](#)
- [After a Mass Violence Incident: Helpful Websites and Social Media Accounts](#)

[A Vision for Equity in Victim Services: What Do the Data Tell Us About the Work Ahead?](#) by Heather Warnken, J.D., LL.M, Executive Director of the Center for Criminal Justice Reform at the University of Baltimore School of Law, offers a detailed data-driven overview of strategies to improve access to victim/survivor services.

[Toward Collective Healing – Law Enforcement and the Communities They Serve: Collective Healing in the Wake of Harm](#), published by the International Association of Chiefs of Police in 2021, offers effective strategies and examples of innovative programs and partnerships that expand access to victim/survivor services.

Promote “Equity”

First and foremost, victim/survivor services organizations should understand the difference between “equality” and “equity.” The [Milken Institute School of Public Health at George Washington University](#) (2020) offers an important distinction between “equality” and “equity,” which is instructive to promote the 2022 NCVRW theme:

“**Equality** means each individual or group of people is given the same resources or opportunities. **Equity** recognizes that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

“**Equity** is a solution for addressing imbalanced social systems. Justice can take equity one step further by fixing the systems in a way that leads to long-term, sustainable, equitable access for generations to come.”

The lived experiences of MVI survivors – both prior to and following their victimization – should be:

- Viewed as *assets*.
- Validated as important factors in needs assessment strategies, survivor services, and overall case management.
- Valued for their contribution to improving services and support for MVI survivors, as well as to the creation of “lessons learned” that are survivor-centric and focused.

Organizations that serve MVI victims can consider developing (or updating) a “*diversity, equity & inclusion*” (DEI) statement to support its mission and goals, and commit to efforts that promote equity in service provision and overall operations. For example, the DEI statement of the NMVVRC is:

“The NMVVRC’s commitment to diversity, equity, and inclusion is reflected in all our work. Our team integrates diverse viewpoints and perspectives into our interactions, activities, and resources. We respect and reflect the diversity of individuals and communities, including, but not limited to, race, ethnicity, sex, gender identity, age, religion, language, sexual orientation, disability, socio-economic status, political beliefs, and geography. We recognize that mass violence events impact individuals and communities in many different ways, and that attention to and inclusion of diverse perspectives inform our capacity to respond with equity, sensitivity, and understanding.”

MVI victim/survivor service organizations can learn more about “allyship” and what it takes to be a good ally, and seek good allies. The helpful definition from the [Center for Creative Leadership](#) is: “Allyship refers to the actions, behaviors, and practices that leaders take to support, amplify, and advocate with others, especially with individuals who don’t belong to the same [social identity groups](#) as themselves.”

A strong foundation to enhance equity in MVI victim/survivor services requires that organizations examine their own sense of equity in four areas: hiring rates, promotion rates, policies and practices, and organizational leadership. [How to Conduct an Equity Audit of Your Organization](#), published by Forbes in 2020, is an important first step to an organizational assessment that is helpful during NCVRW and throughout the year.

“Equity” Resources

NMVVRC Tip Sheet: [How to Identify an Experienced Trauma-focused Therapist](#)

The [Introspection Into Action: Becoming An Ally in Times of Racial Unrest](#) webinar, sponsored by the Center for Creative Leadership, addresses allyship through a racial lens.

The [Racial and Gender Equity in Victim Services](#) webinar sponsored by the Coalition for Victims of Child Abuse offers a rich discussion about challenges to racial and gender equity, and creative, collaborative solutions to address them.

[Racial Equity Audits: A New ESG Initiative](#) published by the Harvard Law School Forum on Corporate Governance in 2021, while geared toward corporations, offers important insights into how to conduct a Racial Equity Audit (which is also quite applicable to victim/survivor service organizations). “A Racial Equity Audit is, at its core, an independent, objective and holistic analysis of a company’s policies, practices, products, services and efforts to combat systemic racism in order to end discrimination within or exhibited by the company with respect to its customers, suppliers or other stakeholders.”

Promote “Resiliency”

The NMVVRC offers many resources to help MVI survivors and impacted communities build resiliency. The [NMVVRC Core Compendium](#), Resilience section offers training modules specific to resiliency, that can be adapted to organizations or jurisdictions. The NMVVRC’s website features NMVVRC [Resources to Rebuild Your Community](#) following a mass violence incident that addresses how to organize support for MVI survivors, and how to commemorate the impact of MVIs (among other topics).

The best examples of MVI victim/survivor support and services that promote resiliency are those sponsored by Resiliency Centers, created in the aftermath of MVIs with support from the Office for Victims of Crime, to help MVI victims and affected communities long after the crime has occurred. Below are links to Resiliency Centers nationwide, that join together monthly in Forums sponsored by the NMVVRC to share information, challenges, “lessons learned,” and other topics that strengthen their services, and provide ongoing mutual support:

| RESILIENCY CENTER | LOCATION | WEBSITE |
|--|----------------------------|---|
| El Paso United Family Resiliency Center | El Paso, TX | https://www.elpasounitedfrc.org/ |
| Eagles Haven | Parkland/Coral Springs, FL | https://www.eagleshaven.org/ |
| Gilroy Strong Resiliency Center | Gilroy, CA | https://countyda.sccgov.org/victim-services/gilroy-strong-resiliency-center |
| Marshall County Resiliency Center (Merryman House) | Benton, KY | https://merrymanhouse.org/resiliency-center/ |
| Orlando United Assistance Center | Orlando, FL | https://orlandounitedassistancecenter.org/ |
| STEM Center for Strength | Highlands Ranch, CO | https://www.stemcenterforstrength.org/ |
| 10.27 Healing Partnership | Pittsburgh, PA | https://1027healingpartnership.org/ |
| Vegas Strong Resiliency Center | Las Vegas, NV | https://www.vegasstrongrc.org/ |
| Virginia Beach Strong Center | Virginia Beach, VA | https://thevbstrongcenter.org/ |

“Resiliency” Resources

NMVVRC Tip Sheets:

- [Trauma-Focused Treatments Versus Trauma-Informed Resiliency](#)
- [The Role of Victim Services Providers in Readiness, Response and Resilience Matrix](#)
- [Resilience Following Hate Crimes](#)
- [Supporting Resilience and Recovery in the Community](#)
- [Resilience Following Hate Crimes: Information and Tips](#)
- [Preparing for a Mass Violence Incident: Things to Know When Establishing a Resiliency Center](#)

Brene Brown, University of Houston research professor, storyteller and best-selling author writes extensively about “daring leadership skills” that can strengthen personal, professional and organizational resiliency. “Daring leadership is a collection of four skill sets that are teachable, observable and measurable:

1. Rumbling with vulnerability
2. Living into our values
3. Braving trust
4. Learning to rise”

The [Daring Leadership Assessment](#) “will help you gauge your strengths and your opportunities for growth as a daring leader. On average, the assessment takes less than ten minutes, and you will be able to print or email the results to yourself.”

[Building Your Resilience](#), published by the American Psychological Association in 2020, offers a definition of resilience and steps to achieve it.

[What Resilience Is and Isn't](#), published by the American Psychological Association and updated in 2022, discusses social determinants of resilient behaviors.



National Crime Victims' Rights Week
April 24–30, 2022

RIGHTS, ACCESS, EQUITY, for all victims



NMVVRC

Readiness · Response · Resilience

TEN CORE RIGHTS OF CRIME VICTIMS & SURVIVORS

RIGHT TO BE TREATED WITH DIGNITY AND RESPECT

RIGHT TO NOTIFICATION

RIGHT TO BE PRESENT AT/ATTEND PROCEEDINGS

RIGHT TO BE HEARD

RIGHT TO REASONABLE PROTECTION FROM

INTIMIDATION AND HARM

RIGHT TO RESTITUTION

RIGHT TO INFORMATION AND REFERRAL

RIGHT TO APPLY FOR VICTIM COMPENSATION

(IN VIOLENT CRIME CASES)

RIGHT TO SPEEDY PROCEEDINGS

RIGHT TO ENFORCEMENT

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National Crime Victims' Rights Week

April 24–30, 2022

RIGHTS, ACCESS, EQUITY, for all victims



NMVVRC

Readiness · Response · Resilience

DIEZ DERECHOS BÁSICOS DE LAS VÍCTIMAS DEL CRIMEN Y SOBREVIVIENTES

DERECHO A SER TRATADO CON DIGNIDAD Y RESPETO

DERECHO A LA NOTIFICACIÓN

**DERECHO A ESTAR PRESENTE EN/ASISTIR A LOS
PROCEDIMIENTOS**

DERECHO A SER ESCUCHADO

**DERECHO A UNA PROTECCIÓN RAZONABLE CONTRA LA
INTIMIDACIÓN Y DAÑO**

DERECHO A LA RESTITUCIÓN

DERECHO A LA INFORMACIÓN Y REFERIDOS

**DERECHO A SOLICITAR LA INDEMNIZACIÓN DE
LAS VÍCTIMAS (EN CASOS DE CRIMEN VIOLENTO)**

DERECHO A PROCEDIMIENTOS RÁPIDOS Y EFICAZ

DERECHO A LA EJECUCIÓN

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15 National Toll-free Information and Referral Resources for Mass Violence Crime Victim/Survivor Assistance

| AGENCY | TOLL-FREE NUMBER AND TTY | HOURS OF OPERATION | WEBSITE URL |
|---|------------------------------|---|---|
| Caregiver Action Network Help Desk | 855-227-3640 | Monday – Friday 8 am to 7 pm EST | https://caregiveraction.org/ |
| The Compassionate Friends | 877-979-0010 | Monday – Friday 8:30 am to 5:00 pm CST | https://www.compassionatefriends.org/ |
| Disaster Distress Helpline/ HHS | 800-985-5990 | 24/7/365 | www.samhsa.gov/find-help/disaster-distress-helpline |
| GriefShare (support group referrals) | 800-395-5755 | Monday – Friday 8:30 am to 5:30 pm EST | https://www.griefshare.org/ |
| International Terrorism Victim Expense Reimbursement Program (ITVERP) Resource Center | 800-363-0441 | 8:30 am to 5 pm EST | https://www.ovc.gov/itverp/ |
| National Alliance on Mental Illness Crisis Text Line | Text NAMI to 741741 | 24/7/365 | www.crisistextline.org www.nami.org |
| National Alliance for Children’s Grief | 866-432-1542 | Monday – Friday 9:00 am to 5:00 pm CST | https://childrengrieve.org/ |
| National Center for Victims of Crime (NCVC), VictimConnect | 855-4VICTIM 855-484-2846 | Monday – Friday 9 am to 7 pm EST | www.victimsofcrime.org |
| NCVC National Crime Victim Bar Association (civil justice referrals) | 844-LAW-HELP 844-529-4357 | | www.victimsofcrime.org https://victimbar.org/ |
| National Empowerment Center (mental health & trauma recovery and empowerment) | 800-769-3728 | | https://power2u.org/ |

| | | | |
|---|---|---|---|
| National Organization for Victim Assistance | 800-879-6682 | Monday – Friday 9:00 am – 5:00 pm EST | www.trynova.org |
| National Organization of Parents Of Murdered Children, Inc. | 888-818-POMC | Monday – Friday 9:00 am – 5:00 pm EST | www.pomc.com |
| Substance Abuse & Mental Health Services Administration/HHS | National Helpline (English & Spanish) Treatment Referral Routing Service: 800-662-4357 Suicide Prevention Lifeline 800-273-8255 Veterans Crisis Line 800-273-8255 | 24/7/365 | https://www.samhsa.gov/find-help/national-helpline www.suicidepreventionlifeline.org www.veteranscrisisline.net |
| Teen Line (trained teen peer support) | 800-852-8336 | 6:00 pm to 10:00 pm PST | www.teenline.org |
| Your Life Your Voice Teen Tip Line | 800-488-3000 | 24/7/365 | https://www.yourlifeyourvoice.org/pages/home.aspx |

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