



T-VSTTA

OVC TRIBAL VICTIM SERVICES TRAINING
AND TECHNICAL ASSISTANCE

Guide for Developing Policies and Procedures on Client Referrals

Overview

Policies and procedures provide a roadmap for day-to-day operations. These documents guide decision-making, clarify roles, and ensure compliance with laws and organizational practices. This guide focuses on three areas: (1) the purpose for policies and procedures about client referrals; (2) questions to consider when drafting policies and procedures; and (3) a callout box highlighting an Office for Victims of Crime (OVC) Model Standard to consider in developing policies and procedures. The content is not exhaustive. Victim service providers may adapt this content to address specific community and client needs.

Policy Purpose

Offer victims of crime a wide array of comprehensive services to support their healing journey. To do this work sustainably and holistically, working with partner organizations is a key resource for victim services programs.

Procedure Purpose

Ensure the client referral process to an additional provider will be trauma-informed and prioritize client safety and self-determination.

Questions to Consider

When developing a policy for client referrals, ask—

- What services can victims of crime access from your program?
- How is program eligibility determined?
- What services can partner organizations provide?
- What situations may cause a client to be referred to another organization for services?

OVC Model Standard – Program Standard 2.5

No single service provider is capable of meeting the comprehensive needs of all victims. Therefore, it is important to establish and maintain ongoing relationships with other programs and service providers at the local, state, Tribal, and national levels to ensure access to services that meet the full range of victims' needs. Establishing formal policies, procedures, and interagency agreements outlining which individuals and organizations can provide particular services, and when, where, and under what circumstances, can enhance the effectiveness of these partnerships.

When developing the procedures associated with the policy, ask—

- How can potential clients know about available services?
- Are there any restrictions on who can access victim services from your program?
- What partners can provide services when a client does not meet program eligibility requirements?
- When utilizing a partner for services, what is the process for a trauma-informed, warm hand-off?

Additional Resources

[Program Standards for Coordinating Within the Community \(OVC Model Standards\)](#)

[Sample Procedure: Warm Referrals \(Michigan Coalition to End Domestic and Sexual Violence\)](#)



Tribal Victim Services Training and Technical Assistance (T-VSTTA) is a capacity-building program providing tailored, hands-on training and technical assistance to victim service providers in American Indian and Alaska Native communities. With over 100 years of combined experience in victim services, the T-VSTTA team meets you where you are, working together to build on the resilience within your community.

The U.S. Department of Justice, Office for Victims of Crime (OVC) funds the T-VSTTA program, which is available at no cost for grantees and potential grantees.



CONTACT INFORMATION

Email or call to request training and technical assistance. A member of the T-VSTTA team will respond promptly.

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