

# Office for Victims of Crime Performance Measure Dictionary and Terminology Resource



## victim services

['viktəm sərvəs]

NOUN

- respond to the emotional and physical needs of crime victims;
- assist primary and secondary victims to stabilize their lives after a victimization;
- assist victims to understand and participate in the justice system;
- provide victims of crime with a measure of safety and security such as boarding up broken windows and replacing or repairing locks.

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## I. Overview

The Office for Victims of Crime (OVC) Performance Measure Dictionary and Terminology Resource is designed as a resource for terms used as part of OVC's performance data collection efforts. Grantees and subgrantees will encounter terms included in this resource when reporting data on OVC performance measures. This resource creates a single location to find definitions and examples of terms used across programs and standardizes definitions for easier reporting.

To use this resource, press Ctrl + F on your keyboard (Cmnd + F for Mac users) to open the Find feature. Type in the word or phrase you are searching for and you will be taken to that reference.

If you have questions specific to your grant or the reporting requirements outlined in your award's special conditions, contact your OVC grant manager or state program specialist. If you have any questions about the PMT or performance measures, please contact the OVC PMT Helpdesk toll free at 844-884-2503 or email us at [ovcpmt@ojp.usdoj.gov](mailto:ovcpmt@ojp.usdoj.gov).

## II. General Terms

The following are common terms used in OVC performance measures.

### Active Investigation

Both new and previously reported investigations as long as they are still active (i.e., ongoing). Include data from all task force partner's investigations from each level plus potential and/or confirmed victims.

### Child/Minor

A person under the age of 18 or as otherwise defined by state law.

### Crime Victim, Victim of Crime, Victim

A person who has suffered physical, sexual, financial, or emotional harm as the result of a crime. Services can be provided to an individual who represents a business or institution; however, businesses, organizations, and other institutions or entities are not eligible crime victims under the Victims of Crime Act (VOCA), the authorization for VA, VC, and TVS grant programs. For non-VOCA human trafficking awards please refer to confirmed and potential victims' definitions in this dictionary.

### Confirmed Victim



Person who is a victim of a severe form of human trafficking as defined by the Trafficking Victims Protection Act of 2000, 22 U.S.C. § 7102(9).

### Continued Presence (CP)



Temporary immigration designation provided to individuals identified by law enforcement as victims of a "severe form of trafficking in persons" who may be potential witnesses. CP allows trafficking victims to lawfully remain and work in the United States temporarily during the investigation into the human trafficking-related crimes committed against them and during any civil action under 18 U.S.C. § 1595 filed by the victims against their traffickers. CP is initially granted for 2 years and may be renewed in up to 2-year increments. CP recipients also receive federal benefits and services.

### Eligible Family Member



A related family member of the principal client that receives services under the given grant. These individuals are not counted as the principal individual clients for the purpose of reports, and services incurred will be counted separately. For minors, eligible family members may include parents, spouse, children, and unmarried siblings under 21. For adults, eligible family members include spouse and children. For further information on qualifications for an eligible family member and allowable services under OVC grant funding, review the OVC grant guidance or contact the OVC program specialists.

### Federal Fiscal Year

The period of October 1–September 30. For example, federal fiscal year 2021 is the period of time between October 1, 2020–September 30, 2021.

### Foreign National

An individual who is not a citizen or lawful permanent resident in the United States. Foreign nationals are counted as their own category, separate from lawful permanent residents and U.S. citizens

**Grantee**

The primary grant recipient of OVC funds.

**Individual Receiving Victim Services**

A crime victim, secondary victim, surviving family member, or other individual who receives services or benefits funded by the award.

**JustGrants**

The new grants management system developed by the U.S. Department of Justice (DOJ). JustGrants replaces the Grants Management System (GMS) used by the Office of Justice Programs (OJP) and the Office on Violence Against Women (OVW), as well as the NexGen system currently used by the Office of Community Oriented Policing Services (COPS Office). The website will serve as a resource hub for the Grants Management and Payment Management System (ASAP), both of which launched on October 15, 2020.

**Match**

A financial contribution by a grantee or subgrantee to a VOCA-funded project to meet financial match requirements identified in a program solicitation. Match contributions may be cash (dollars) or in-kind (staff time, goods, or services with a monetary value).

**New Investigation**

HUMAN TRAFFICKING GRANTEES ONLY

An investigation opened during the most recent reporting period that has not been reported on in past reporting periods. Potential victims identified during a new investigation may be victims of sex trafficking, labor trafficking, or both sex and labor trafficking.

**Performance Management**

The systematic use of strategic planning, goals, performance indicators, evaluation, analysis, and data-driven reviews, evaluations, and reporting to improve the results of programs and the effectiveness and efficiency of agency operations.

**Performance Measurement Tool (PMT)**

The online system maintained by the OVC for collecting performance measure data from grantees and subgrantees.

**Point of Contact (POC)**

The individual(s) responding to the required performance measurement questions on behalf of their organization. This includes both grantee and subgrantee organizations. POC's are the primary grant award administrator(s) found in JustGrants under a particular award.

**Potential Victim**

HUMAN TRAFFICKING GRANTEES ONLY

Person who has been subject to situations that have indicators of human trafficking; however, more information is still needed to determine if they meet the definition of a victim of human trafficking as defined by the Trafficking Victims Protection Act of 2000, 22 U.S.C. § 7102(9). Potential victims identified during an investigation may be victims of sex trafficking, labor trafficking, or both sex and labor trafficking.

**Secondary Victim**

Individuals, other than the person directly victimized, who also experience harm as the result of a crime. For example, a family member or close friend of a victim.

**State Administering Agency (SAA)**

The state office responsible for receiving VOCA victim assistance and victim compensation funds and reporting data.

**Subgrantee**

An entity that receives a portion of the grantee's award (through a formal subaward agreement) for the purpose of implementing a portion of the grantee's federal grant program.

**Teen**

A person between the ages of 13–17. Use this definition to capture individuals aged 13–17 who present themselves for services for a victimization, such as teen dating violence.

**Transforming Victim Services (TVS)**

A collection of discretionary grants with solicitations that vary from year to year. TVS grants may support efforts in training, technology development, data gathering, strategic planning, and victim services, among others.

**U.S. Citizen****HUMAN TRAFFICKING GRANTEES ONLY**

Victims who have legal status to reside in the United States and will not need continued presence or a T-visa to remain in the United States while their case is still progressing.

**Victim Services**

(as defined by program guidelines)

1. respond to the emotional and physical needs of crime victims.
2. assist primary and secondary victims of crime to stabilize their lives after a victimization.
3. assist victims to understand and participate in the criminal justice system.
4. provide victims of crime with a measure of safety and security such as boarding up broken windows and replacing or repairing locks. Program guidelines often provide additional guidance on services related to program goals and objectives. Specific victim services reported in the performance measures are defined in Section IV: Services, below.

**Victim Services Program**

All of a grantee's or subgrantee's services and activities offered on behalf of victims of crime. An organization's victim services program includes both OVC-funded projects and projects for victims funded outside of OVC through other sources (e.g., other federal agency or foundation grant awards, state or local contributions, private donations).

**VOCA-Funded**

Any grantee or subgrantee project or program funded in whole or in part with VOCA funds plus any applicable match funding.

### III. Demographics: Race/Ethnicity

These race/ethnicity definitions are based on the official definitions used by the U.S. Census. More information can be found at <http://www.census.gov/prod/cen2010/briefs/c2010br-02.pdf>.

#### **American Indian or Alaska Native**

Refers to a person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment. This category includes people who indicated their race(s) as American Indian or Alaska Native or reported their enrolled or principal tribe, such as Navajo, Blackfeet, Inupiat, Yup'ik, or Central American Indian groups or South American Indian groups.

#### **Asian**

Refers to a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. It includes people who indicated their race(s) as Asian or reported entries such as Asian Indian, Chinese, Filipino, Korean, Japanese, Vietnamese, and Other Asian or provided other detailed Asian responses.

#### **Black or African American**

Refers to a person having origins in any of the Black racial groups of Africa. It includes people who indicated their race(s) as Black, African American, or Negro or reported entries such as Kenyan, Nigerian, or Haitian.

#### **Hispanic or Latino**

Refers to an individual who self-reports in one of the specific Spanish, Hispanic, or Latino categories: Mexican, Puerto Rican, Cuban, or another Hispanic, Latino, or Spanish origin. This also includes people who indicate that they are another Hispanic, Latino, or Spanish origin whose origins are from Spain, the Spanish-speaking countries of Central or South America, or the Dominican Republic. The terms Hispanic, Latino, and Spanish are used interchangeably.

#### **Multiple Races**

Refers to a person who may self-identify in more than one race or ethnicity category.

#### **Native Hawaiian or Other Pacific Islander**

Refers to a person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands. It includes people who indicated their race(s) as Pacific Islander or reported entries such as Native Hawaiian, Guamanian or Chamorro, Samoan, and Other Pacific Islander or provided other detailed Pacific Islander responses.

#### **White**

Refers to a person having origins in any of the original peoples of Europe, the Middle East, or North Africa. It includes people who indicated their race(s) as White or reported entries such as Irish, German, Italian, Lebanese, Arab, Moroccan, or Caucasian.

#### **Some Other Race**

Includes all other responses not included in the race categories described above.

## IV. Victimization Experienced

The following victimization experiences are included in OVC performance measures. Please classify victimizations using these categories as often as possible. Grantees and subgrantees should apply a broad definition to the victimization types as they are not meant to reflect formal legal definitions defined by statute in a jurisdiction.

Examples of specific crimes are provided for each category.<sup>1</sup> In these cases, the victimization category should be reported, not the specific crime type. For example, if an adult was the victim of battery under state law, this would be reported as Adult Physical Assault, not as Other: Battery.

For Victim Compensation grantees, the terms in this section are referred to as Crime Types or Related Victimization Types.

### **Victimization Type: Adult Physical Assault (includes Aggravated and Simple Assault)**

**Simple Assault:** Assaults and attempted assaults where no weapon was used, or no serious or aggravated injury resulted to the victim. Intimidation, coercion, and hazing are examples.

**Aggravated Assault:** An unlawful attack by one person upon another, inflicting severe or aggravated bodily injury. This type of assault usually is accompanied with the use of a weapon or by means likely to produce death or great bodily harm.

The following are examples of specific crimes that should be reported as **adult physical assault** (either simple assault or aggravated assault):

- Affray
- Aggravated assault
- Aggravated battery
- Attempted homicide
- Attempted murder
- Battery
- Brandishing a weapon
- Gun violence
- Simple assault
- Strangulation
- Threat with a weapon

### **Victimization Type: Adult Sexual Assault**

Includes a wide range of victimizations/crimes that include attacks or attempted attacks generally involving unwanted sexual contact between victim and offender. Sexual assaults may or may not involve force and include such things as grabbing, fondling, and verbal threats. Also included is rape, which is defined as penetration of any kind, of the vagina or anus with any body part or object, or oral penetration of a sex organ by another person, without the consent of the victim; may also include penetration of the mouth by a sex organ by another person.

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<sup>1</sup> OVC acknowledges the work of the Center for Victim Research in identifying these specific crimes and aligning them to appropriate victimization types listed in the PMT. Visit their website for more information:

<https://victimresearch.org/>



The following are examples of specific crimes and should be reported as **adult sexual assault**:

- Attempted rape
- Attempted sexual assault
- Fondling
- Forcible sex offense
- Incest
- Indecent liberties
- Indecent exposure
- Non-forcible sex offense
- Rape
- Rape by instrument
- Sexual assault/misconduct
- Sexual assault with an object
- Sodomy

#### **Victimization Type: Adult Sexually Abused/Assaulted as Children**

Adult survivors of sexual abuse and/or assault, which was suffered while they were children. For examples of sexual abuse/assault that may have been experienced, see child pornography and child sexual assault.

#### **Victimization Type: Arson**

Any willful or malicious burning or attempting to burn, with or without intent to defraud, a dwelling, house, public building, motor vehicle or aircraft, personal property of another, among others.

#### **Victimization Type: Bullying (Verbal, Cyber, or Physical)**

Repeated, negative acts committed by one or more children against another child. These negative acts may be physical or verbal in nature—for example, hitting, kicking, teasing, or taunting—or they may involve indirect actions such as manipulating friendships or purposely excluding other children from activities. Implicit in this definition is an imbalance in real or perceived power between the bully and victim. Similar conduct for adults would likely be “stalking/harassment.”

The following are examples of specific crimes and should be reported as **bullying**:

- Bullying through emails
- Creating fake profiles
- Hitting or kicking
- Posting embarrassing pictures/videos online through social media
- Spreading rumors
- Testing or taunting

#### **Victimization Type: Burglary**

The unlawful entry of a structure to commit a felony or theft. The Federal Bureau of Investigation’s (FBI’s) Uniform Crime Reporting (UCR) program includes three subclassifications: forcible entry, unlawful entry where no force is used, and attempted forcible entry. The UCR definition of structure includes apartment, barn, house trailer, or houseboat when used as a permanent dwelling, office, railroad car (but not automobile), stable, and vessel (i.e., ship).

The following are examples of specific crimes and should be reported as **burglary**:

- Aggravated burglary
- Attempted forcible entry
- Breaking and entering
- Forcible entry
- Nonforcible entry
- Unlawful entry

**Victimization Type: Child Physical Abuse or Neglect**

Physical abuse that is nonaccidental physical injury (ranging from minor bruises to severe fractures or death) because of punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting (with a hand, stick, strap, or other object), burning, or otherwise harming a child, that is inflicted by a parent, caregiver, or other person. Such injury is considered abuse regardless of whether the caregiver intended to hurt the child. Physical discipline, such as spanking or paddling, is not considered abuse as long as it is reasonable and causes no bodily injury to the child.

The following are examples of specific crimes should be reported as **child physical abuse or neglect**:

- Abandonment
- Child neglect
- Endangering the welfare of a child
- Exposure to drugs/alcohol
- Nonviolent child abuse
- Nonviolent child cruelty
- Violent child abuse
- Violent child cruelty

**Victimization Type: Child Pornography**

Any visual depiction of sexually explicit conduct, including any photograph, film, video, picture, drawing, or computer-generated image or picture, which is produced by electronic, mechanical, or other means, where:

1. its production involved the use of a minor engaging in sexually explicit conduct;
2. such visual depiction is, or appears to be, of a minor engaging in sexually explicit conduct;
3. such visual depiction has been created, adapted, or modified to appear that an identifiable minor is engaging in sexually explicit conduct; or
4. it is advertised, distributed, promoted, or presented in such a manner as to convey the impression that it is a visual depiction of a minor engaging in sexually explicit conduct.

The following are examples of specific crimes and should be reported as **child pornography**:

- Production of child pornography
- Possession, distribution, and receipt of child pornography
- Sexual exploitation of a child

**Victimization Type: Child Sexual Abuse/Assault**

This may include activities such as fondling a child's genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution by a parent, caregiver, or other person. This definition includes teen sexual assault.

The following are examples of specific crimes and should be reported as **child sexual abuse/assault**:

- Child exploitation through prostitution
- Child molesting
- Rape of a child
- Teen sexual assault
- Statutory rape

**Victimization Type: Domestic and/or Family Violence**

A crime in which there is a past or present familial, household, or other intimate relationship between the victim and the offender, including spouses, ex-spouses, boyfriends and girlfriends, ex-boyfriends and ex-girlfriends, and any family members or persons residing in the same household as the victim. Involves a pattern of abusive behavior in any relationship that is used by one person intimate partner to gain or maintain power and control over another. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.

The following are examples of some behaviors and activities that may indicate a victimization of **domestic and/or family violence**, if the perpetrator was related to the victim as described above:

- Blame
- Frighten
- Humiliation
- Hurt/injured
- Intimidation
- Isolation
- Manipulation
- Terrorize

**Victimization Type: DUI/DWI Incidents**

Driving under the influence (DUI) or driving while impaired (DWI) includes driving or operating a motor vehicle or common carrier while mentally or physically impaired as the result of consuming alcoholic beverages or using drugs or narcotics.

The following are examples of specific crimes and should be reported as **DUI/DWI incidents**:

- DUI/DWI hit and run
- DUI/DWI motor vehicle crash
- DUI/DWI resulting in death

**Victimization Type: Elder Abuse or Neglect (Physical or Emotional)**

Also known as elder mistreatment, generally refers to any knowing, intentional, or negligent act by a family member, caregiver, or other person in a trusting relationship that causes harm or creates a serious risk of harm to an older person. Elder abuse may include abuse that is physical, emotional/psychological (including threats), or sexual; neglect (including abandonment); and financial exploitation. This is a general definition; state definitions of elder abuse vary. Some definitions may also include fraud, scams, or financial crimes targeted at older people.

**Victimization Type: Gang Violence**

Violence and crime perpetuated by a gang. A gang is defined as:

1. an association of three or more individuals;
2. whose members collectively identify themselves by adopting a group identity, which they use to create an atmosphere of fear or intimidation frequently by employing one or more of the following: a common name, slogan, identifying sign, symbol, tattoo or other physical marking, style or color of clothing, hairstyle, hand sign or graffiti;
3. the association's purpose, in part, is to engage in criminal activity and the association uses violence or intimidation to further its criminal objectives.

**Victimization Type: Hate Crime**

A criminal offense against a person or property motivated in whole or in part by an offender's bias against a race, religion, disability, ethnic origin, or sexual orientation. When reporting on this victimization type, please also report the type of crime.

**Victimization Type: Homicide**

VICTIM COMPENSATION GRANTEES ONLY

Murder and voluntary manslaughter, which are the willful (intent is present) killing of one human being by another.

**Victimization Type: Human Trafficking (Labor)**

Obtaining a person through recruitment, harboring, transportation, or provision, and subjecting such a person by force, fraud, or coercion into involuntary servitude, peonage, debt bondage, or slavery.

The following are examples of specific crimes and should be reported as **human trafficking (labor)**:

- Forced labor
- Labor trafficking
- Human trafficking, involuntary servitude

**Victimization Type: Human Trafficking (Sex)**

Recruitment, harboring, transportation, provision, obtaining, patronizing, or soliciting of a person for the purposes of a commercial sex act or the person induced to perform such act(s) is under 18 years of age.

The following are examples of specific crimes and should be reported as **human trafficking (sex)**:

- Commercialized sex
- Commercialized vice
- Human trafficking, commercial sex acts
- Sex trafficking
- Seduction
- Transporting persons for prostitution

**Victimization Type: Human Trafficking (Sex and Labor)**

HUMAN TRAFFICKING GRANTEES ONLY

Instances where victims were trafficked for both sex and labor purposes. Note: For the purposes of this program, all people younger than age 18 who are engaged in commercial sex acts may be considered victims of sex trafficking.

**Victimization Type: Identity Theft/Fraud/Financial Crime**

Identity theft occurs when someone wrongfully obtains another's personal information without their knowledge to commit theft or fraud. Fraud and financial crimes include illegal acts characterized by deceit, concealment, or violation of trust that are not dependent upon the application or threat of physical force or violence. Individuals and organizations commit these acts to obtain money, property, or services; to avoid the payment or loss of money or services; or to secure personal or business advantage.

The following are examples of specific crimes and should be reported as **identity theft/fraud/financial crime**:

- ATM fraud
- Bad checks
- Bribery
- Checks, insufficient funds
- Confidence game
- Fraudulent checks
- Hacking/computer invasion
- Home improvement fraud
- Impersonation
- Insurance fraud

- Contract fraud
- Conversion
- Counterfeiting
- Credit card fraud
- Embezzlement
- Extortion
- False pretense
- False report
- Forgery
- Fraud
- Identify theft
- Mail fraud
- Misappropriation
- Procurement fraud
- Swindle
- Telephone fraud
- Uttering
- Welfare fraud
- Wire fraud

#### **Victimization Type: Kidnapping (Noncustodial)**

Occurs when someone unlawfully seizes, confines, inveigles, decoys, abducts, or carries away and holds for ransom or reward, by any person, except in the case of a minor by the parent thereof.

The following are examples of specific crimes and should be reported as **kidnapping (noncustodial)** if perpetrated by someone other than a parent or guardian:

- Abduction
- Forcible detention
- Hostage-taking
- Kidnapping
- Unlawful detention
- Unlawful restraint

#### **Victimization Type: Kidnapping (Custodial)**

Occurs when one parent or guardian deprives another of his or her legal right to custody or visitation of a minor by unlawfully taking the child. The definition and penalties of custodial kidnapping vary by state. In some states, kidnapping occurs only if a child is taken outside of the state and/or if an existing custody order is intentionally violated.

The following are examples of specific crimes and should be reported as **kidnapping (custodial)** if perpetrated by a parent or guardian:

- Abduction
- Forcible detention
- Hostage-taking
- Parental kidnapping
- Unlawful detention
- Unlawful restraint

#### **Victimization Type: Mass Violence (Domestic/International)**

An intentional violent criminal act that results in physical, emotional, or psychological injury to a sufficiently large number of people to significantly increase the burden of victim assistance and compensation for the responding jurisdiction.

#### **Victimization Type: Other Vehicular Victimization**

May include hit and run crimes, and other vehicular assault. Do not report victimizations resulting from DUI—those should be reported as DUI/DWI.

The following are examples of specific crimes and should be reported as **other vehicular victimization**:

- Hit and run
- Motor vehicle crash
- Reckless driving
- Vehicular assault

**Victimization Type: Robbery**

Taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear, including carjacking.

The following are examples of specific crimes and should be reported as **robbery**:

- Armed robbery
- Attempted robbery
- Carjacking
- Robbery
- Strong-arm robbery

**Victimization Type: Stalking/Harassment**

Individuals are classified as victims of stalking or harassment if they experienced at least one of the behaviors listed below on at least two separate occasions. In addition, the individuals must have feared for their safety or that of a family member as a result of the course of conduct or have experienced additional threatening behaviors that would cause a reasonable person to feel fear.

Stalking behaviors include: making unwanted phone calls; sending unsolicited or unwanted letters or emails; following or spying on the victim; showing up at places without a legitimate reason; waiting at places for the victim; leaving unwanted items, presents, or flowers; and posting information or spreading rumors about the victim on the Internet/social media, in a public place, or by word of mouth.

The following are examples of specific crimes and should be reported as **stalking/harassment**:

- Harassment
- Harassing phone calls
- Intimidation
- Menacing
- Stalking
- Terroristic threats
- Threatening behavior
- Threatening conduct
- Threatening gesture
- Threatening telephone call
- Threatening words or statements

**Victimization Type: Survivors of Homicide Victims**

Survivor of victim of murder or voluntary manslaughter, which are the willful (intent is present) killing of one human being by another.

**Victimization Type: Teen Dating Victimization**

The occurrence of physical, sexual, psychological, or emotional violence within a teen dating relationship, including stalking. It can occur in person or electronically and might occur between a current or former dating partner.

The following are examples of specific crimes and should be reported as **teen dating victimization**:

- Emotional violence
- Physical violence
- Psychological violence
- Sexual violence
- Stalking

**Victimization Type: Terrorism (Domestic/International)**

**Domestic:** The term terrorism means an activity that:

1. involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States or of any State, or that would be a criminal violation if committed within the jurisdiction of the United States or any State, and
2. appears to be intended to:
  - a. intimidate or coerce a civilian population
  - b. influence the policy of a government by intimidation or coercion
  - c. affect the conduct of a government by assassination or kidnapping (18 U.S.C. 3077).

**International:** The Antiterrorism and Emergency Reserve Fund Guidelines for Terrorism and Mass Violence Crimes refers to the term terrorism, when occurring outside of the United States, as international terrorism to mean an activity that:

1. involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States of any State or that would be a criminal violation if committed within the jurisdiction of the United States or of any State,
2. appears to be intended to:
  - a. intimidate or coerce a civilian population
  - b. influence the policy of a government by intimidation or coercion
  - c. affect the conduct of a government by assassination or kidnapping, and
3. occurs primarily outside the territorial jurisdiction of the United States, or transcends national boundaries in terms of the means by which they are accomplished, the persons they appear intended to intimidate or coerce, or the locale in which their perpetrators operate or seek asylum (18 U.S.C. 2331).

**Victimization Type: Other**

If none of the above victimization types apply, select Other. The following are examples of specific crimes and should be reported as **other**:

- False imprisonment
- Property crimes:
  - Destruction of property
  - Damage to property
  - Vandalism
- Theft
- Violation of a court order, such as a:
  - Temporary restraining order
  - Order of protection
  - Harassment restraining order
  - Final restraining order

## V. Victim Services (Human Trafficking, Victim Assistance and Transforming Victim Services)

The categories of victim services listed below and their associated subcategories, are identified in the HT, VA, and TVS (discretionary) performance measures. The definitions/examples provided below are intended to provide high-level guidance as to how services might be provided; they are not the only methods for providing services.

Grantees can contact the OVC PMT Helpdesk toll free at 844-884-2503 or at [ovcpmt@usdoj.gov](mailto:ovcpmt@usdoj.gov) if they are unsure how to report on specific services delivered.

### A. Information and Referral Services

#### **Information about the Criminal Justice Process**

Informing victims about the criminal justice system and process could include information on how to file a police report, request a protective order, or how a case might progress through the legal system. This service includes explanation of legal terminology. In addition, this includes post-sentencing services and information regarding assistance with property return.

#### **Information about Victim Rights, How to Obtain Notification, etc.**

Informing the victim about the existence of the Federal Crime Victim Rights Act (2004), state laws regarding victim rights, state victim compensation programs, and/or the Victim Notification System.

#### **Referral to Other Victim Service Programs**

Referring victims to other victim service providers if their specific agency lacks capacity to provide needed support. This could also occur if another agency is better able to provide the type of service needed, developmentally or culturally appropriate services, or services that correlate with the offense experienced.

#### **Referral to Other Services, Supports, and Resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)**

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

#### **Information about Substance Abuse Treatment and Support Available to Crime Victims**



HUMAN TRAFFICKING GRANTEES ONLY

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

#### **Referral to Substance Abuse Treatment and Support**



TVS GRANTEES ONLY



HUMAN TRAFFICKING GRANTEES ONLY

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



## **B. Personal Advocacy/Accompaniment**

### **Victim Advocacy/Accompaniment to Emergency Medical Care**

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

### **Victim Advocacy/Accompaniment to Medical Forensic Exam**

Coordinating and/or helping a victim to obtain a forensic interview or medical forensic exam. Includes emotional and/or physical support during forensic interviews or medical forensic exam.

### **Law Enforcement Interview Advocacy/Accompaniment**

Coordinating and/or helping a victim prepare for an interview with law enforcement. This includes emotional and/or physical support during interviews with law enforcement. Note: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on law enforcement interview advocacy/accompaniment only once, in whichever category best applies.

### **Individual Advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)**

Helping a victim access needed services (beyond providing information or a referral). This may include assisting with recovering property collected as evidence, assisting with managing practical issues created by the victimization, accompanying the victim to appointments with social services.

### **Performance of Medical or Nonmedical Forensic Exam or Interview, or Medical Evidence Collection**

Performing and/or conducting a forensic exam, interview, or medical evidence collection in accordance with any requirements or guidelines identified by the applicable jurisdiction. Individuals performing the exams, interviews, or medical evidence collection should be trained to conduct these activities in a trauma-informed and developmentally and culturally appropriate manner.

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

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

### **Intervention with Employer, Creditor, Landlord, or Academic Institution**

Advocating for a victim to secure rights, remedies, and services from non-criminal justice system providers on behalf of a victim. This includes responding to requests for records from other service providers, intervening with employers, school administrators, creditors, bill collectors, and landlords on behalf of the victim. This also includes advocacy to help the victim maintain financial and/or academic stability in the aftermath of a victimization.

### **Child or Dependent Care Assistance (includes coordination of services)**

Coordinating and/or providing childcare so that a victim may participate in the criminal justice process or other public proceedings arising from the crime or attend victim service appointments or counseling sessions.

**Transportation Assistance (includes coordination of services)**

Coordinating and/or providing transportation service so that a victim may attend court hearings or medical appointments, or access agency services. Staff members transporting victims, taxis or rideshare (Uber, Lyft, etc.), and public transportation are included.

**Interpreter Services**

Providing communication services for victims that have a limited English proficiency or a disability that affects their ability to communicate. This includes translating, using sign language, or providing braille. In addition, this includes language lines, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service.

**Family Reunification**

HUMAN TRAFFICKING GRANTEES ONLY

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

**C. Emotional Support/Safety Services****Crisis Intervention (in-person, includes safety planning, etc.)**

Communicating among professionals and victims regarding activities resulting from the victimization. This includes actions necessary to expedite a case for victim protection, initiation of legal actions needed to protect the victim such as probation revocation, etc.

**Hotline/Crisis Line Counseling**

Providing live hotline services by trained professionals or volunteers. Services may be provided via telephone, instant messaging, mobile application, or website contact; individuals may be identified or may be anonymous contacts.

**On-scene Crisis Response (e.g., community crisis response)**

Providing immediate in-person crisis intervention, emotional support, guidance, and counseling. These services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime.

**Individual Counseling/Therapy/Mental Health Services**

Providing psychological, psychiatric, and/or other counseling-related treatment for individuals, couples, and family members. This service must be provided by a person who meets professional standards to provide these services in the jurisdiction in which the care is administered. Services may include assessment and treatment.

**Support Groups (facilitated or peer)**

Providing or facilitating supportive group activities led by staff or peer. This can include group counseling sessions, peer support groups, or other groups that bring victims together to aid in the healing process.

**Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)**

Providing therapy (not covered in the individual counseling or support group categories above) to improve and promote healing that responds to the emotional, social, financial, or physical needs of the victim. Must be based on targeted needs of the individual victim and be provided by the agency.

**Emergency Financial Assistance**

Providing cash outlays for food, clothing, short-term alternative emergency housing (e.g., hotel due to capacity at shelter), and other support services such as toiletries provided to primary and secondary victims. Emergency financial assistance may also include emergency loans, payments for items such as food and/or clothing, changing windows and/or locks, taxis, prophylactic and nonprophylactic medications, durable medical equipment, and other similar items allowable under program guidelines.

**Provision of Emergency Medical Care**

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

**Provision of Long-Term, Non-Therapeutic Medical Care**

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

**Substance Abuse Services**

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

**Protection/Safety Planning**

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

**Case Management**

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

**D. Shelter/Housing Services****Emergency Shelter or Safe House**

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

**Transitional Housing**

Providing temporary housing for victims who, due to the nature of the victimization, cannot safely return to their former housing and need more time to stabilize themselves before living independently. Note: Referrals to transitional housing should be counted under Information and Referral Services (section A).

**Relocation Assistance (includes assistance with obtaining housing)**

Coordinating assistance with initial rental expenses, utility deposits, security deposits, and/or moving fees. This includes assistance locating long-term housing for the victim, regardless of distance, based on safety needs.

**Rapid Rehousing**

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

**Rental Assistance**

HUMAN TRAFFICKING GRANTEEES ONLY

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

**Host Homes**

HUMAN TRAFFICKING GRANTEEES ONLY

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

**Other Shelter/Housing**

HUMAN TRAFFICKING GRANTEEES ONLY

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

**E. Criminal/Civil Justice System Assistance****Notification of Criminal Justice Events (e.g., case status, arrest, court proceedings, case disposition, release, etc.)**

Communicating with victims to notify them of hearings and appearances, the defendant's release from jail, the status of the case, bond hearings, grand jury decisions, disposition options, appellate decisions, etc. This includes assisting victims in contacting probation/parole offices, community supervision, department of corrections, etc., to get information of any changes in the convicted defendant's status.

**Victim Impact Statement Assistance**

Assisting victim to prepare an impact statement, and assistance on receiving and submitting their statement. This also includes preparing supporting letters, registering for impact panels, facilitating participation in clemency hearings, etc.

**Assistance with Restitution**

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

**Civil Legal Assistance in Obtaining Protection or Restraining Order**

Advising and/or assisting a victim in obtaining a protection/restraining order as well as follow-up hearings associated with finalizing such order.

**Civil Legal Assistance with Family Law Issues**

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

**Other Emergency Justice-Related Assistance**

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

**Immigration Assistance**

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

**Prosecution Interview Advocacy/Accompaniment (includes accompaniment with prosecuting attorney and with victim/witness)**

Providing emotional support and/or physical accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation.

**Law Enforcement Interview Advocacy/Accompaniment**

Providing emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement. Note: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on law enforcement interview advocacy/accompaniment only once, in whichever category best applies.

**Criminal Advocacy/Accompaniment**

Providing support, assistance, accompaniment, and/or advocacy to victims at any stage of the criminal justice process. This includes filing an initial police report, testimony, post-sentencing services, and support.

**Other Legal Advice and/or Counseling**

Providing legal advice not captured in the above categories. This could include converting *ex-parte* protection orders to permanent orders, eviction or adversary employment actions arising from the victimization, or responding to requests for records by the courts. Civil matters related to the victimization are also included (custody, dependency, juvenile court actions, etc.).

**Repatriation**

HUMAN TRAFFICKING GRANTEEES ONLY

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

**Public Benefits Law**

HUMAN TRAFFICKING GRANTEEES ONLY

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

**Criminal Record Relief**

HUMAN TRAFFICKING GRANTEEES ONLY

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

**Victim's Rights Representation**

HUMAN TRAFFICKING GRANTEEES ONLY

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

**F. Education/Employment/Life skills****Education**

HUMAN TRAFFICKING GRANTEEES ONLY

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

**Job/Vocational training**

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

**Job Readiness/Employment Services**

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

**Life Skills**

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

**Supported Employment**

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

## VI. Service/Expense Types (Victim Compensation)

The following are service/expense types identified in the VC performance measures.

### **Crime Scene Clean Up**

Expenses related to cleaning a crime scene.

### **Dependent Care**

In-home or at-agency care, that is not medical, provided to any individual (of any age) including children and older people.

### **Economic Support**

Payments made to cover lost wages, loss of support, education benefits, annuities, and other related subsistence payments.

### **Funeral/Burial**

Payments for funeral, burial, and all other related expenses.

### **Medical/Dental (except mental health)**

Expenses including doctors, dentists, hospitals, physical therapy, ambulance, and other medically related expenses such as transportation costs, prosthetic devices, and pharmaceuticals.

### **Mental Health**

Mental health treatment, both in-patient and out-patient, including psychiatric care, counseling, therapy, and medication management.

### **Relocation**

Victims who need immediate assistance to move who may receive financial assistance to relocate that is consistent with state law.

### **Replacement Services**

Costs for clothing, bedding, or property seized as evidence or rendered unusable as a result of the investigation.

### **Sexual Assault Forensic Exams**

Costs for sexual assault forensic exams. These includes all amounts paid regardless of whether each payment is part of a compensation claim or paid through a separate process.

### **Travel**

Travel-related costs to seek medical treatment or other services consistent with state law.