



T-VSTTA

OVC TRIBAL VICTIM SERVICES TRAINING
AND TECHNICAL ASSISTANCE

Developing Policies and Procedures on Victim Support and Services

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 victim support and services provided; (2) questions to consider when drafting policies and procedures; and (3) additional resources on victim support and services. A callout box highlights an Office for Victims of Crime (OVC) Model Standard. Victim service providers can adapt this content to address specific community and client needs

Policy Purpose

Outline a program's victim services to staff members, clients, and key partners, documenting the full spectrum of services available to potential clients. A non-exhaustive list of the types of services may include—

- Crisis intervention and safety planning,
- Emotional support and counseling,
- Emergency shelter,
- Transportation assistance, and
- Long-term advocacy and healing-focused support

OVC Model Standard – Program Standard 3.1

A written guideline gives a general list of individual victim services provided by the program, including descriptions of any guidelines on the timing and duration of services.

Procedure Purpose

Outline how a program provides services, including how each victim service is implemented and the process for how the staff provide the support and services to victims. This may include describing how eligible clients receive the services outlined in the policies.

Questions to Consider

When developing policies for victim support and services, ask—

- What services can victims of crime receive from your program?
- Are the services provided bounded to a timeline? (e.g. safety planning must be completed within the first 48 hours)

- Which staff provide each service in the program?
- What services do partner organizations provide?
- What forms (if any) need to be completed by staff to document the service provided and when? (e.g., intake documentation must be completed within the first 24 hours)

When developing the procedures associated with the policy, ask—

- What is the process for implementing each service offered by the organization?
- Who provides the services? How do clients receive the service? (e.g., the provision of shelter and transportation services)
- When utilizing a partner for services, what is the process for a trauma-informed warm hand-off?

Additional Resources

[Victim Assistance Training \(OVC\)](#) provides a 40-hour virtual foundational training on the essential skills and knowledge needed to assist victims of crime.

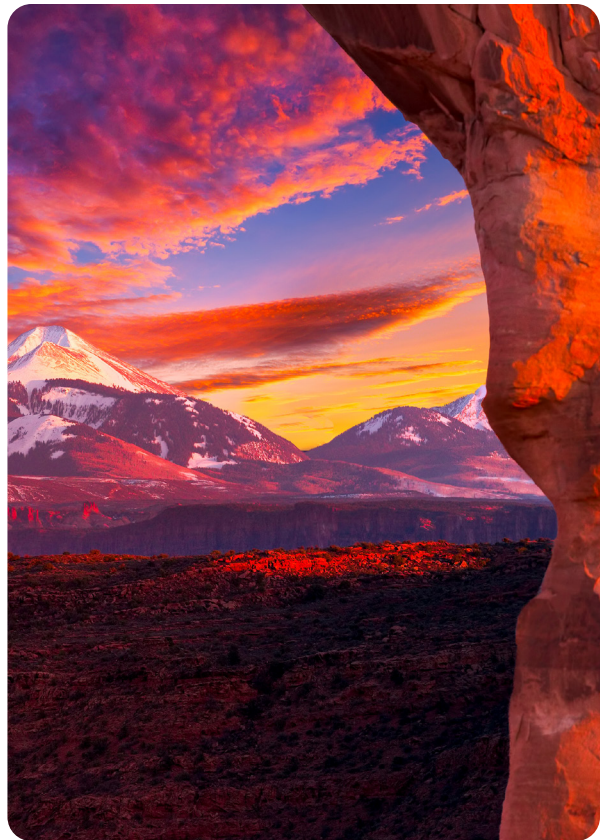
[Advocacy Curriculum \(National Indigenous Women’s Resource Center\)](#) offers training for new advocates on providing advocacy and ensuring safety for survivors within their communities.

Document Example

[Missouri Coalition Against Domestic and Sexual Violence Standards for Domestic Violence Programs](#) shares example service provision policies. The coalition assists domestic violence programs in providing quality services and supporting victims and their children through core services.

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.

Web: ovc.ojp.gov/t-vstta/home

Email: Support@t-vstta.org

Phone: 833-887-8820

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