



T-VSTTA

OVC TRIBAL VICTIM SERVICES TRAINING
AND TECHNICAL ASSISTANCE

Developing Policies and Procedures on Victims' Rights

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 victims' rights policies and procedures; (2) questions to consider when drafting policies and procedures; and (3) a callout box highlighting an Office for Victims of Crime (OVC) Model Standard. The content is not exhaustive. Victim service providers may adapt this content to ensure policies and procedures address specific community and client needs.

Policy Purpose

Protect crime victim rights from local, state, Tribal and federal law, including crime victim compensation programs. Victim service programs have a responsibility to inform clients of their rights as victims of crime and compensation that may be available to them.

Procedure Purpose

Describe how and when to share resources with clients. The resources shared may include, and not limited to, victim compensation programs, Victim Information and Notification Everyday (VINE) programs, confidentiality programs, and available criminal justice resources.

Questions to Consider

When developing the procedures associated with the policy, ask—

- How and when do victim advocates share information about victims' rights with their clients?
- What materials and resources will be provided to clients?
- What resources, including legal advocates, may be available to support clients who seek to pursue criminal justice processes?

OVC Model Standard – Program Standard 3.5

The guideline defines materials that will be provided to the victim/survivor, such as forms, letters, brochures, checklists, reference cards, and other written or electronic documents. Because it may be difficult for traumatized individuals to retain information, service providers should be judicious when determining how much information to provide at a given time. Information should be provided in a language and format that is preferred by the client (e.g., written English, recorded spoken English, written foreign language, spoken foreign language, Braille).

Additional Resources

[Victim Compensation and Assistance in Your State \(OVC\)](#)

[Enforcing Victims' Rights Training \(OVC TTAC\)](#)

[Best Practices Guidelines: Crime Victim Services \(Minnesota Department of Public Safety\)](#)



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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