



VICTIM SERVICES STATISTICAL REPORT (VSSR) SUBGRANTEE GUIDE

**PRE-SURVEY REPORTING INSTRUCTIONS,
VICTIMIZATION, DEMOGRAPHIC, AND SERVICE GLOSSARY
AND FREQUENTLY ASKED QUESTIONS**

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For questions about any of the terms in this document contact:

Sondra Richardson
Statistical Analysis Center, Research Analyst
Phone: 404.654.5691
Email: sondra.richardson@cjcc.ga.gov

Christopher Wolf
Statistical Analysis Center, Operations Analyst
Phone: 404.657.1739 ext. 1759
Email: christopher.wolf@cjcc.ga.gov

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OVERVIEW

This guide is intended to aid subgrantees of Victims of Crime Act (VOCA), Sexual Assault Services Program (SASP) and Violence Against Women Act (VAWA) Victim Services awards in reporting activities and client demographics to the Criminal Justice Coordinating Council (CJCC). CJCC collects all victim services data on a county level and by victimization type. Supplementary questions are asked regarding agency capacity and the Crime Victims Compensation Program (CVCP or victims comp) to collect more information on barriers to service and accessing victim's compensation.

Programmatic reporting is an important component to grants management. Reports help agencies collect vital information from their clients, track program performance, and enhance service delivery. Submitting the data to financial sponsors, such as CJCC, helps funders monitor the use of Federal funds; assess subgrantee progress; and identify areas for growth. Collecting and reporting your agency's data is not only a Federal requirement, it has also been crucial in making the case for continued and increased funding for victim assistance programs in the state of Georgia.

VOCA, SASP, and VAWA Victim Services subgrantees are required to submit quarterly reports to CJCC. These reports document the number of new and existing victims served, the demographics of new victims, and the number and types of services provided to both new and existing victims. All VOCA, SASP and VAWA Victim Services subgrantees must complete the online Victim Services Statistical Report (VSSR) each quarter per their special conditions.

Deadlines

Each quarter, the Statistical Analysis Center (SAC) Analyst re-activates the online reporting survey. The SAC Analyst then identifies the list of open grants and Project Directors, to whom the VSSR link is emailed. The email will be sent at the beginning of the reporting period, at which time subgrantees may log in with their permanent username and password to input data. Please note: permanent login credentials are assigned to newly awarded VOCA/VAWA/SASP subgrantees during their first reporting period.

The SAC Analyst emails the VSSR link to Project Directors **20 days** prior to each reporting deadline. REMEMBER: it is **very important** that you complete a Subgrant Adjustment Request to update the Project Director's name and/or their contact information to ensure timely receipt of VSSR information. CJCC will not send reporting information to anyone other than the Project Director, unless otherwise requested.



| Quarter | Reporting Period | Due Date |
|-----------|-------------------------|------------|
| Quarter 1 | October 1 - December 31 | January 20 |
| Quarter 2 | January 1 - March 31 | April 20 |
| Quarter 3 | April 1 - June 30 | July 20 |
| Quarter 4 | July 1 - September 30 | October 20 |

Delays in completing the VSSR can cause CJCC to be late in its reporting requirements to our federal partners. Therefore, CJCC takes timeliness in programmatic reports **very seriously**. Please refer to [CJCC's subgrantee compliance policy](#) and your special conditions for the progressive sanctions imposed for chronic tardiness in programmatic or fiscal reports.

If you are late with your programmatic or expenditure reports, you must submit a [Waiver Request](#) within **10 days** after the reporting deadline has expired. Please submit waiver requests to your Grant Specialist. Your request will be considered and CJCC may grant the waiver **at its discretion**. The waiver will allow your agency to avoid penalties.

Validation

The web-based tool has built-in validation capabilities. Subgrantees should be sure that their demographic data aligns with the number of victims they report serving in each category. Additionally, subgrantees should also ensure that the **service units** they report are equal to or greater to the number of victims they report serving. Incorrect or inaccurate data will not be accepted in the web-based system and the subgrantee **will not be able to submit** their VSSR on this platform until all the data are correct.

Reporting Grant Percentages

Agencies should only report agency-wide data on all victims who were provided with direct services, **regardless of funding source and program type** (if your agency has multiple victim service programs). CJCC will then prorate the data on the agency's behalf. To do this, agencies will need to report the percentage of their awarded grant(s) relative to their agency's victim services budget. The grant award percentages collected on the VSSR include: VOCA, VAWA, SASP, State Domestic Violence, State Sexual Assault, FVPSA, and 5% grant funds.

Example:

So, let's say your overall victim services budget is \$100,000: your agency was awarded \$25,000 for VOCA, \$25,000 for VAWA, and the remaining \$50,000 in your victim services budget comes from United Way and general donation funds. Your agency has both a Domestic Violence program, as well as a Sexual Assault Center. When reporting, you will submit data for both programs in one report, and you will input 25% as the grant percentage for your VOCA award and 25% as the grant percentage for your VAWA award.

TYPES OF VICTIMIZATIONS: OVERVIEW

Crimes have been grouped thematically to help break up the questions. We know all agencies do not serve every type of crime victim. Therefore, we have split up the types of crime victims into the categories below. ***Be aware, while both primary and secondary victims are included within these groups, the VSSR also has a section devoted solely to [Secondary Victims](#) served.***

Note: A **primary victim** is a person directly harmed, injured, or killed because of a crime; whereas, a **secondary victim** is someone who witnesses or is inadvertently harmed – as someone close to a primary victim – because of a crime. **Remember, you are only reporting the primary victimization for each client, whether the client is a primary or secondary victim.** So, even if your clients are receiving services for multiple crime types, on the VSSR, you should only report the main crime for which they are being served.

- Violent Crimes Against Persons including Assault/Battery, DUI/DWI Crash, Other Vehicular Victimization, Robbery, Violation of Court Order, Kidnapping, Mass Violence (Domestic and International), and Terrorism (Domestic and International)
- Violent Crimes Against Children including Child Physical Abuse, Child Sexual Abuse, Child Witness to Domestic Violence, Bullying, Child Pornography, and Other Child Abuse
- Violent Crimes Against Women including Domestic Violence, Sexual Assault, Teen Dating Violence, and Stalking
- Violent Crimes Against Elders including Elder Abuse (Financial) and Elder Abuse (Physical)
- Other Violent Crimes including Adults Molested as Children, Hate Crime, Human Trafficking (Sex or Labor), and Other Violent Crime
- Property Crimes including Arson, Burglary, Larceny, and Identify Theft

Before the new, existing, and secondary victims sections, you will be prompted to indicate whether your agency served any of the types of crime victims in the broader crime categories above. If you did not serve victims in a category, the report will move to the next screener question. The client is considered a “new” victim if he or she received services for the first time or for a new victimization within the quarter you are reporting. A client is counted as an “existing victim” if you continued services to a client over more than one quarter.

Victimization Definitions - Violent Crimes

Adults Molested as Children

Adult survivors, victims 18 years or older, of sexual abuse and/or assault suffered while they were children.

Assault/Battery

Assault includes violent crimes involving the use of weapons or a body part used as a weapon, usually resulting in injury to the victim. Battery involves the actual or perceived threat unwanted physical contact as well as other actions which could lead to personal injury.

Bullying (Cyber, Physical, or Verbal)

Repeated, negative acts committed by one or more persons against another. These negative acts may be physical or verbal in nature – for example, hitting or kicking, teasing or taunting – or they may involve indirect actions such as manipulating friendships or purposely excluding others from activities. Implicit in this definition is an imbalance in real or perceived power between the bully and victim. Examples of cyber bullying include mean text messages or emails, rumors sent by email or posted on social networking sites, and embarrassing pictures, videos, websites, or fake profiles.

Child Physical Abuse

Includes all violent crimes, including battery and assault, committed against children by parents or caretakers – including foster parents, group home staff, grandparents, and other family members.

Child Pornography

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

Child Sexual Abuse

Includes all sexual crimes against children committed by anyone. Includes molestation as well as rape, aggravated sodomy, and sexual battery.

Child Witness to Domestic Violence

Includes any child who either witnesses violent acts including physical, sexual or emotional/psychological abuse between intimate partners or is physically, emotionally, or psychologically abused as a part of the larger pattern of violence in an intimate partner relationship. This category of secondary victims does not include children who are sexually abused in the context of a violent relationship.

Domestic Violence

Includes all types of crimes committed within the context of an abusive relationship between family members or intimate partners no matter what the actual charges are under Georgia Law. Includes abuse at the hands of a family member or an intimate partner among elders. Also, includes battery and assault by a family member or an intimate partner. Persons under the age of 18 who are victims of domestic violence by having awareness of the violence should be counted as [Child Witness to Domestic Violence](#), unless they are [teen victims of dating violence](#).

DUI/DWI Crashes

Includes crashes when the operator of the vehicle was intoxicated (under the influence) by alcohol, drugs, or a combination thereof that resulted in the injury or death of a passenger in the same car, drivers and passengers in other vehicles, and/or pedestrians.

Elder Abuse (Financial)

Where the victim is age 65 or older, includes improperly or illegally using a person's resources for the benefit of another person; for example, using a Power of Attorney to gain access to an adult's assets for personal gain or using undue influence, false representation and other means to gain access to an elder victim's monthly government checks.

Elder Abuse (Physical)

Includes using physical force to coerce or to inflict bodily harm. It often, but not always, causes physical discomfort, pain, or injury. Includes using tactics, such as: harassment, insults, intimidation, isolation, or threats that cause mental or emotional anguish. Includes when a caregiver refuses or fails to provide essential services (food, water, shelter, medical care, etc.) to the degree that it harms or threatens to harm an older adult and/or adults with disabilities. This victimization applies to the physical of abuse of persons aged 65 and older where the offender is a caretaker, relative, or an institution.

Kidnapping (Non-custodial)

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

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, including when a parent intentionally keeps a child away from a custodial parent beyond the period of allowed visitation – both in and out of state.

Hate Crime

Includes any criminal offense against a person or property motivated in whole or in part by an offender's bias against a race, religion, disability, sexual orientation, ethnicity, gender, or gender identity.

Human Trafficking: Sex/Labor

Inducing a person by force, fraud, or coercion to participate in commercial sex acts, or the person induced to perform such act(s) has not attained 18 years of age. It also covers obtaining a person through recruitment, harboring, transportation, or provision, and subjecting such a person by force, fraud, or coercion into involuntary servitude, debt bondage, or slavery (not to include commercial sex acts).

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 as determined by the OVC Director.

Other Child Abuse

Includes physical, emotional, psychological, educational, and/or medical neglect sufficiently severe to result in the child's removal from the home or in a child protective services or DFCS investigation. **Does not include [children who witness domestic violence](#) in the home.**

Other Crime

Includes any other crime not included in any other category.

Other Vehicular Victimization

May include hit-and-run crimes, carjacking, and other vehicular assault.

Robbery

Includes crimes involving a physical assault or use of weapon to take possessions or money from the victim.

Sexual Assault

Includes all types of sexual crimes, such as: rape, aggravated sodomy, statutory rape, and attempted rape (sexual battery). Includes sexual abuse between intimate partners and elder sexual abuse but does *not* include child sexual abuse.

Stalking

Includes any unwanted following, placing under surveillance, or contact without the victim's consent which is meant to frighten, intimidate, or harass the victim. The contact may be in person on public or private property or via electronic means.

Teen Dating Violence

Includes actual or threatened acts of physical, sexual, and/or emotional abuse, perpetrated by an adolescent (between the ages of 13 and 18) against a current or former dating partner. Abuse may include insults, coercion, social sabotage, sexual harassment, threats and/or acts of physical or sexual abuse.

Terrorism (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...(a) to intimidate or coerce a civilian population, (b) to influence the policy of a government by intimidation or coercion or (c) to affect the conduct of a government by assassination or kidnapping.

Terrorism (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 or 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...(a) to intimidate or coerce a civilian population; (b) to influence the policy of a government by intimidation or coercion; or (c) to affect the conduct of a government by assassination or kidnapping; and (3) occur primarily outside the territorial jurisdiction of the United States, or transcend 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.

Victimization Definitions - Property Crimes

Arson

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

Burglary

Includes non-violent intrusion into the home or business of another to steal property or cash from the victim.

Identity Theft/Fraud

Includes crimes in which the victim is deceived by the perpetrator and loses property or cash as a result. Includes crimes in which an imposter obtains key pieces of an individual's personal identity information (i.e. social security or driver's license number) to impersonate the victim oftentimes to make purchases, open credit, and in other ways appropriate cash or merchandise. Includes the deliberate act of deception for unlawful or unfair gain.

Larceny/Theft

Includes various crimes in which property or cash is taken from the victim; includes theft by taking, shoplifting, etc. Includes the unlawful taking of personal property with intent to deprive the rightful owner of said property.

SECONDARY VICTIMS

In this section of the report, you will provide information for your secondary victims who are new, as well as your secondary victims who are existing clients. For your new secondary victims, you will be prompted to enter the number of victims served, their counties of residence, the number of clients receiving each service, along with the service units, and demographics. For your existing secondary victims, you will only be prompted to enter the number of victims served and the number of clients receiving each service with the service units.

For reporting, you will be asked to select from the following secondary victim types. **Please note:** although [Child Witness to Domestic Violence](#) is also a commonly reported secondary victim type, its data are collected with all other child victimizations, and will not be found in the secondary victims section. See [Violent Crimes Against Children](#).

Co-Victims of Sexual Assault (Collateral or Secondary Victims of Sexual Assault)

Co-victims of sexual assault include family and household members of adult, youth and child victims of sexual assault and others collaterally affected by the assault including romantic partners, friends, co-workers and roommates. Perpetrators of the assault are excluded. [Non-offending caregivers](#) who are co-victims of child sexual abuse should be counted separately. Please note that demographic information will be collected for new victims falling within this category.

Non-Offending Caregivers

Includes any parent, grandparent, foster parent, or guardian of a child victim of sexual or physical abuse who did not contribute to or engage in the abuse committed against the child, but who is affected because they care for the abused or traumatized child. Please note that demographic information will be collected for new victims falling within this category.

Survivors of Homicide Victims

Includes survivors of homicide and manslaughter. Survivors include members of the immediate family as well as other members of the extended family, intimate partners, and close friends. May include colleagues, co-workers, and fellow students of violence that occurs in the workplace or in school.

DEMOGRAPHIC CHARACTERISTICS

The VSSR collects demographic statistics on new victims only. There is no demographic section on existing victims because presumably your agency has reported those statistics on a previous report. For each demographic statistic (age, race, gender and disability status), you will be prompted to enter the number of new victims served by county and victimization type.

When collecting demographic information from clients, you should always allow them to **self-identify** whenever possible. Your agency's staff may have to explain the demographic

categories to each victim to help them understand and make the appropriate self-identification. Self-identification is empowering for the victim and helps your agency and CJCC collect accurate statistics. Don't assume – ask!

Avoid indicating “Unknown” whenever possible. If a victim declines to self-identify, you may mark them as “Unknown,” but to the extent of your ability, try to collect accurate demographic statistics using victim self-identification.

Age

Age categories are divided into 14 year groupings, beginning with 0-4, 5-12, 13-17, and continuing. Not all victimization categories have all age categories listed; child abuse categories end at age 17, while elder abuse begins at age 65. Use the age of the client at the time of intake.

Additionally, we know that not all age groups fit all crime types. For instance, a victim of *child physical abuse* should not be 18 or older. If you had been counting the non-offending caregiver of child physical abuse victims in this category, you should now capture those as “non-offending caregivers.” Allowing you to choose the age groups for the types of victims you served will help narrow the age grid and hopefully make the report easier to complete. Moreover, we repeat the labels for each row on either side of the grids so you can see them as you report.

Race/Ethnicity

Race/ethnicity categories are those used by VOCA, and include African American (Black), Asian, American Indian, Alaska Native, Caucasian (White), Hispanic/Latino, Multiracial, Native Hawaiian and Other Pacific Islander, other, and unknown.

Gender

Gender includes male, female, transgender, and unknown. “Transgender” is related to being a person who identifies with or expresses a gender identity that is different from their sex at birth.¹

Disability

Disability status includes all types of disabilities existing at the time the victimization occurred, not disabilities occurring because of the victimization. Types of disabilities include cognitive, motor, sensory, and mental illness. Victims are characterized as having a disability, deaf/hard of hearing, not having a disability, or unknown.

¹ U.S. Department of Justice, Office of Justice Programs - Office for Civil Rights. “Frequently Asked Questions: Nondiscrimination Grant Condition in the Violence Against Women Reauthorization Act of 2013.” Available at: <http://www.justice.gov/sites/default/files/ovw/legacy/2014/06/20/faqs-ngc-vawa.pdf>, #9, p. 6.

UNDERSERVED POPULATION

This section is designed to collect additional demographic information for the underserved clients you served during the reporting period, whether new or existing. Because the underserved statistics are supplementary, the underserved checkbox can never be selected alone. It must be selected along with any of the three victim types the VSSR is segmented by (new, existing, and/or secondary). For each underserved statistic, you will be prompted to enter the number of victims served.

When collecting underserved information from clients, you should always allow them to **self-identify** whenever possible. Your agency's staff may have to explain the underserved categories to each victim to help them understand and make the appropriate self-identification. Self-identification is empowering for the victim and helps your agency and CJCC collect accurate statistics. Don't assume – ask!

For reporting, you will be asked to select from the following underserved victim types.

Homeless

In Section 330 of the Public Health Service Act (42 U.S.C., 254b)], a homeless individual is defined as “an individual who lacks housing (without regard to whether the individual is a member of a family), including an individual whose primary residence during the night is a supervised public or private facility (e.g., shelters) that provides temporary living accommodations, and an individual who is a resident in transitional housing.” A homeless person is an individual without permanent housing who may live on the streets; stay in a shelter, mission, single room occupancy facilities, abandoned building or vehicle; or in any other unstable or non-permanent situation.

Immigrants/Refugees/Asylum Seekers

An immigrant is defined as a person who comes to live permanently in a foreign country. A refugee is a person who has been forced to leave their country to escape war, persecution, or a natural disaster. An asylum seeker is one who has left his/her home country as a political refugee and is seeking protection in another country.

Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ)

Defines a group of people identified by their sexual orientation and gender identities. Lesbian is defined as a woman who is attracted to other women. Gay is defined as a man who is attracted to other men. Bisexual is an individual who is attracted to both genders. Transgender includes individuals whose gender identities do not match their biological sex. Queer includes individuals who experience fluidity in their experience of sexuality or gender, as well as those who do not identify as either gender.

Veteran

Title 38 of the Code of Federal Regulations defines a veteran as “a person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable.”

Victims with Limited English Proficiency

Includes victims who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

TYPES & UNITS OF SERVICES: OVERVIEW

The number of **new** victims who receive each type of service is collected based on the type of crime served and the county in which the victim resides. The way services are collected for **existing** victims is by type of crime served only. Additionally, CJCC collects the **total units** of each service provided to both new and existing primary/secondary victims.

All victim assistance programs *do not deliver* the same type of services to the victims they serve. Therefore, within each section of the VSSR, you are asked to select ***the services you provided*** that quarter.

A list of the direct victim services collected on the VSSR can be found below. For the service definitions and units of service, please refer to the appendices at the end of this document. There are four appendices, separated by unit type: [Child Abuse](#), [Community Based](#), [Domestic Violence](#), and [Sexual Assault](#). The service definitions are the same for each appendix; however, unit-specific examples have been included in each to assist in determining which services to report. Service definitions are based on guidance from the [new Victims of Crime Act final rule](#) at 28 CFR Part 94 (starting at page 44,515).

Types of Direct Services

- Advocacy or Accompaniment to Emergency Medical Care
- Advocacy or Accompaniment to Forensic Medical Exam or Forensic Interview
- Assistance Applying for TANF/Government Benefits
- Assistance Applying for Victims Compensation
- Assistance Placing Animals in Distress
- Assistance with Restitution
- Child or Dependent Care Assistance
- Civil Legal Attorney Assistance - Family Law
- Civil Legal Attorney Assistance - TPO
- Criminal Justice Support /Advocacy/Accompaniment
- Crisis Coordination
- Crisis Line

- Emergency Financial Assistance
- Emergency Legal Assistance
- Group Therapy
- Immigration Assistance - Attorney
- Immigration Assistance - Advocate
- Individual Support
- Interagency Advocacy
- Law Enforcement Interview Advocacy or Accompaniment
- Non-Emergency Legal Assistance
- Non-Traditional Therapeutic Intervention
- On-Scene Crisis Response
- Performance of Forensic Interview
- Performance of Initial Forensic Medical Exam
- Performance of Follow-Up Forensic Medical Exam Services
- Prosecution Interview Advocacy or Accompaniment
- Provide Access to Language Assistance
- Provide Information Explaining the Criminal Justice Process
- Provide Information Explaining Victim Rights
- Referral to Services, Support, and Resources Available - Non-Victim Service Provider
- Referral to Services, Support, and Resources Available - Other Victim Service Provider
- Relocation Assistance
- Safe Housing
- Support Group
- Therapy from a Licensed Clinician/Counselor
- Transitional Housing
- Transportation Assistance
- Victim Impact Assistance
- Victim Notification of Criminal Justice Events

PLEASE NOTE: When reviewing the service definitions, the following terms should be taken into consideration:

Crisis is defined as an unstable or crucial time or state of affairs in which a decisive change is impending; especially: one with the distinct possibility of a highly undesirable, or in the case of crime victims, a dangerous outcome; a situation that has reached a critical phase and from which a victim must either extricate him or herself, or be provided with assistance in confronting immediately.²

² Crisis definition retrieved from <https://www.merriam-webster.com/dictionary/crisis>.

Emergency is defined as an unforeseen combination of circumstances or the resulting state that calls for immediate action; an urgent need for assistance or relief.³

AGENCY CAPACITY

To track ongoing capacity constraints, three additional questions are asked during the fourth quarter report, due October 20. “Capacity” refers to the maximum number of victims your agency can serve annually – **regardless of funding stream**.

We are measuring capacity for victim services in the state in two ways – first we measure the **total number of victims your agency served in a year**. A year will either be federal fiscal year (October 1-September 30) for VOCA subgrantees; or, calendar year (January 1-December 31) for VAWA/SASP subgrantees. Second, we ask **whether any victims sought services from your agency, but you were unable to serve the victim *at all***. If you provide the victim with *some of the services they seek* but not others, that victim would count as served.

Unless your agency is a hotline agency, or short-term service organization such as a victim witness assistance program, a referral to another agency for the services the victim is seeking from *your agency* and that *your agency* typically provides, would count as an “victim not served.” For instance, you have a child advocacy center and you receive an allegation from a parent that their child may have been abused and they would like a forensic interview, but your agency cannot timely accommodate the request. You refer them to a neighboring or other provider for the forensic interview. This victim would count as “not served” since they were seeking a service your agency typically provides, but which you were unable to provide at the time the victim needed it.

In addition to asking about whether there were any victims you were unable to serve, we also ask about the reasons your agency was unable to serve those victims. Below are the definitions for each of the reasons provided.

Reasons for Inability to Serve Victims:

Conflict of Interest

Includes a personal, professional, familial, or friendly connection between your advocates, board member(s), or managerial staff and the identified victim, which might preclude you from serving him/her.

³ Emergency definition retrieved from <https://www.merriam-webster.com/dictionary/emergency>.

Hours of Operation

Includes an inability to serve a victim due to constraints in your hours of operation and the services offered during those hours.

Insufficient/Lack of Culturally Appropriate Services

Includes inability to provide services responsive and specific to a victim's cultural concerns or that account for cultural practices or beliefs a victim may maintain.

Insufficient/Lack of Language Capacity (including sign language)

Includes the inability to provide services in a victim's native language and/or provide adequate translation or interpretation assistance to serve the victim at your agency.

Insufficient/Lack of Services for Persons with Disabilities

Includes lack of shelter, office, or courtroom space to accommodate the needs of people with disabilities such as accessibility to ramps, lifts, or elevators; Braille postings for signs; proper bathroom facilities for people with physical disabilities; lack of shelter safety or other accommodations for the hearing impaired or any other barrier that may make your services inaccessible to people with disabilities.

Lack of Child Care

Includes the inability to serve a victim either in court, at a shelter, or at your office because the victim cannot make arrangements to take care of a minor child(ren). Also, includes the inability to provide services for children of a certain age – such as infants or toddlers – at your facility.

Program Reached Capacity

Indicates that your program has reached the maximum number of victims you can serve at one time either because your case managers cannot safely take an additional case, your advocates cannot safely take an additional case, you no longer have bed space, your support groups or therapy schedule is full, etc.

Lack of Sufficient Funding to Meet Victim's Needs

Indicates that your agency did not have the funding at the time the victim needed services to assist the victim. This may include lack of funding to pay for interpreters or translators to serve the victim, lack of funding to assist the victim with emergency financial issues, lack of funding for staff to assist the victim, lack of funding to help with legal fees etc. If you are able to serve a particular victim with other needs with the extant funding you have, you should not count him/her as "not served."

Services Were Not Suitable for Victims with Mental Health Issues

Indicates that your agency was unable to serve a particular victim because: 1. The services you provide cannot meet the victim's mental health needs; 2. Serving the victim may endanger your staff or other victims you serve due to the person's mental state.

Services Were Not Suitable for Victims with Substance Abuse Issues

Indicates that your agency was unable to serve a particular victim because: 1. The services you provide cannot accommodate the victims' substance abuse issues; 2. Your agency's policies against substance abuse preclude you from serving a victim; 3. Serving the victim may endanger your staff or other victims you serve due to the victim's state of intoxication.

Transportation Barriers

Includes victims who called your agency for services that must be provided in person but you were unable to provide because the victim could not physically come to your agency. Also, includes instances where the victim could have come to your agency or been served in another venue or capacity, but the victim's needs could not be accommodated for lack of transportation and your agency does not have the funds or means to meet these needs.

Unable to Contact Victim in a Case/Victim Refused Services

Indicates that your agency has identified victims in a particular case and made attempts either via mail, email, or telephone to contact the victim to provide services, but the victim never responds.

Victim Did Not Require Services

Includes victims you identify and with whom you make successful contact, but who indicate they do not require assistance from your agency. If you are unable to make any contact with an identified victim after some attempts, that victim should be counted under the previous category, not this one.

Georgia Crime Victims Compensation Program

Victims compensation questions are also asked during the fourth quarter report. These questions collect information about your agency knowledge concerning the Georgia Crime Victims Compensation Program. This program helps victims and their families through the emotional and physical aftermath of a crime by easing the monetary impact placed upon them by providing financial benefits for expenses such as medical bills, loss of earnings, funeral expenses, mental health counseling, and crime scene clean-up.

Narratives

Along with the agency capacity and victims compensation questions, narrative questions are also only asked during the fourth quarter report. There is a total of eight narratives. These questions capture issues and challenges your agency may have faced in providing services during the grant year, as well as notable activities and efforts to improve these services.

FREQUENTLY ASKED QUESTIONS ABOUT THE VSSR & DATA COLLECTION

How do I count sessions with victims that include multiple purposes, such as follow-up to check on emotional well-being and case management to determine how well the referrals we provided worked out for the victim?

If substantial attention and time during the encounter focuses on a particular purpose, count that encounter for each service provided (i.e., count it multiple times). However, "substantial time or attention" means more than just mentioning it or referring to it briefly. The content of the session should be documented in case notes or files, and these case notes should include ALL purposes of the session.

What is the difference between "new" and "existing" victims?

Some victims have suffered multiple victimizations and/or received services that extended over several quarters or even grant years. Therefore, it is important to designate "new" and "existing" victims in your VSSR reporting, so that it is possible to accurately account for the victims you serve. "New" victims are those who received services for the first time or for a new victimization within the quarter you are reporting. "Existing" victims are those that had started receiving services in a previous quarter and those services have extended over multiple reporting periods for the same victimization. Newly awarded subgrantees should report **all** victims as "new" during their first quarter of reporting.

For example, Suzy Victim comes to your agency for the first time in early January because her boyfriend abused her. At this point, Suzy is considered a "new victim" because this is the first time Suzy Victim is using your agency's services. You provide her with all the services your agency has to offer and Suzy seems to be on the mend. Suzy is part of your case load from January until early May. You report her as a **new victim** in your April 30th quarterly report and as an **existing victim** in your July 30th report.

In July of that same grant year, Suzy Victim again comes to your agency because she reunited with the abusive boyfriend and he has now stolen her identity. While Suzy has been to your agency before, she would still be considered a new victim because the victimization for which she is seeking your services this time is new.

Yes, counting existing victims is more work, but doing so provides a more accurate count of your case load and the total amount of services provided to victims of crime.

If I leave the computer or cannot complete the entire report in one session, will I be able to return where I left off?

Yes. While there is **no log-off button**, once you close out the web browser the system will remember where you left off. **However**, if you leave and return, you must wait **at least 10 minutes** before logging back into the report. If you close the web browser and try to log in before the 10-minute window, you will receive an error that states you have an active session and to return in 10 minutes. If you do not close your web browser and leave your session idle, you will be timed out. In this case, please contact a SAC Analyst to refresh your report.

In the Excel sheet, I would list the counties in my service area and list any victims served from counties outside that area under "Other." What do I do with the web-based form; there is no "Other" category?

You should list or capture in your data collection the county from which the victim comes, regardless of whether that county is part of your service area. If **the victim does not provide you with the county in which they live, he/she is from out of state, or only provides you with the city in which they live**, then you can list that victim under "Unknown" county or "Out of State."

Who receives the notification emails, and how can I be added to that email list?

Notification emails are sent to whoever is listed as the Project Director on the agency's application. **We will not change or add email addresses without a subgrant adjustment request (SAR)**. To obtain a SAR to change the Project Director, please contact your assigned Grant Specialist.

If you have any questions regarding deadlines, passwords, reporting, or any other communications related to your grant, please ask your Project Director to provide you with a copy of the email.

I submitted the VSSR and realized I made a mistake that I need to correct. When I try to log back in I receive a message telling me I've already completed the survey. How do I make corrections?

Email the reset request to the SAC Research Analyst, Sondra Richardson, at sondra.richardson@cjcc.ga.gov, or SAC Operations Analyst, Christopher Wolf, at christopher.wolf@cjcc.ga.gov with the Subject **"VSSR report reset"** and they will reset your report so you can log back in within **3 business days**.

Once you log back in, your data will be preserved as you entered it but **you will have to click the “Next” or “Previous” button** until you arrive at the screen where you made your mistake.

If I provided a victim stay in a hotel because I did not have any additional beds, do I count that individual as being unserved?

No, if you used CJCC funding to house that individual they should be counted as a victim served.

Appendix A: VSSR At-A-Glance

This Appendix will provide a general overview of the report layout. For more detailed information about the specific questions asked within the VSSR, including a screenshot of all questions with the question text and question order, as well as helpful tips on how to complete the report grids, please refer to the VSSR User Handbook.

What to Expect: New Victims Section

Selecting Victimization

If you have served new victims, victimizations have been grouped thematically to help break up the grids. We know all agencies do not serve every type of crime victim. Therefore, we have split up the types of victims for crimes against persons into the following categories:

- **Violent Crimes Against Persons:** Assault, DUI/DWI Crash, Other Vehicular Victimization, Robbery, Violation of Court Order, Kidnapping, Mass Violence (Domestic/International), or Terrorism (Domestic/International)
- **Violent Crimes Against Children:** Child Physical Abuse, Child Sexual Abuse, Child Witness to Domestic Violence, Bullying, Child Pornography, or Other Child Abuse
- **Violent Crimes Against Women:** Domestic Violence, Sexual Assault, Teen Dating Violence, or Stalking
- **Violent Crimes Against Elders:** Elder Abuse (Financial) or Elder Abuse (Physical)
- **Other Violent Crimes:** Adults Molested as Children, Human Trafficking (Sex), Human Trafficking (Labor), Hate Crime, and Other Crimes
- **Property Crimes:** Arson, Burglary, Larceny, or ID Theft

Before each section, you are asked whether you served any of the types of crime victims in the broader crime categories above. You will be asked to enter the total number of new victims you served for each crime type selected.

Selecting Counties, Services Provided, and Demographic Categories

Once you have indicated the number of victims served for one crime type, you will select the counties of residence for the victims of that crime type. **If you have more than 15 counties for a single victimization**, you may select **STATEWIDE** instead of selecting each county. Following this, you will select the services provided for the victims of that crime type. And lastly, you will select the demographic categories for the victims of that crime type.

Entering Number of Victims Receiving Each Service and the Service Units

The Grid questions on this page will be based on the services selected on the previous page.

1. Services Grid

- a. The *column headers* of this grid will be the services you selected. The *row headers* will be the county.
- b. The number of new victims who receive each type of service will be collected based on the county in which the victim resides. If the service does not apply, you will enter zero.

Essentially, you should read this grid as: To how many [victimization type] victims in [insert county] did my agency provide [insert service]?

2. Service Units Grid

- a. Here you should count all the services provided to each individual new victim served. *In other words, if you provided one victim with 5 shelter bed nights, you would report all 5 units of service here.*

Entering Number of Victims for Each Demographic Category

The Grid questions on this page will be based on the demographics selected two pages prior. The numbers you enter in this section will be validated by the total you entered on the “total new victims” question page. This total will display on the same page as the grids, as a reminder of the total you entered.

3. Age Grid

- a. The age demographics of new victims served will be collected based on the county in which the victim resides for the crime type selected. If the age group does not apply, you will enter zero. *Essentially, you should read this grid as: How many [victimization type] victims in [insert county name] did my agency serve that were [insert age group] years old?*

4. Gender Grid

- a. The gender demographics of new victims served will be collected based on the county in which the victim resides for the crime type selected. If the gender group does not apply, you will enter zero. *Essentially, you should read this grid as: How many [victimization type] victims in [insert county] did my agency serve who are Men, Women, Transgender, or Unknown?*

5. Race Grid

- a. The race demographics of new victims served will be collected based on the county in which the victim resides for the crime type selected. If the race group

does not apply, you will enter zero. *Essentially, you should read this grid as: How many [victimization type] victims in [insert county] did my agency serve that were [race]?*

6. Disability Grid

- a. The disability demographics of new victims served will be collected based on the county in which the victim resides for the crime type selected. If the disability group does not apply, you will enter zero. *Essentially, you should read this grid as: How many [victimization type] victims in [insert county] did my agency serve who are Disabled, Not Disabled, and/or Unknown?*

What to Expect: Existing Victims Section

In this section, you will enter information about the existing victims your agency began serving in previous reporting periods and continue to serve during the current reporting period. County data and demographic data are not collected for existing victims.

Selecting Victimization

Similar to the New Victims section, victimizations have been grouped thematically to help break up the grids. We know all agencies do not serve every type of crime victim. Therefore, we have split up the types of victims for crimes against persons into the following categories:

- **Violent Crimes Against Persons:** Assault, DUI/DWI Crash, Other Vehicular Victimization, Robbery, Violation of Court Order, Kidnapping, Mass Violence (Domestic/International), or Terrorism (Domestic/International)
- **Violent Crimes Against Children:** Child Physical Abuse, Child Sexual Abuse, Child Witness to Domestic Violence, Bullying, Child Pornography, or Other Child Abuse
- **Violent Crimes Against Women:** Domestic Violence, Sexual Assault, Teen Dating Violence, or Stalking
- **Violent Crimes Against Elders:** Elder Abuse (Financial) or Elder Abuse (Physical)
- **Other Violent Crimes:** Adults Molested as Children, Human Trafficking (Sex), Human Trafficking (Labor), Hate Crime, and Other Crimes
- **Property Crimes:** Arson, Burglary, Larceny, or ID Theft

Before each section, you are asked whether you served any of the types of crime victims in the broader crime categories above. You will be asked to enter the total number of existing victims you served for each crime type selected.

Selecting Services Provided

Once you have indicated the number of existing victims served for one crime type, you will select the services provided for the victims of that crime type.

Entering Number of Victims Receiving Each Service and the Service Units

The Grid questions on this page will be based on the services selected on the previous page.

1. Services Grid

- a. The *column headers* of this grid will be the services you selected. The *row headers* will be the crime type.
- b. The number of existing victims who receive each type of service will be collected based on the crime type. If the service does not apply, you will enter zero.
Essentially, you should read this grid as: To how many [victimization type] victims did my agency provide [insert service]?

2. Service Units Grid

- a. Here, you should count all the services provided to each individual existing victim served. *In other words, if you provided one victim with 5 shelter bed nights, you would report all 5 units of service here.*

What to Expect: Secondary Victims Section

In this section, you will enter information about the secondary victims your agency served during the current reporting period. This section will be broken into two parts: one for new secondary victims served, and one for existing secondary victims served. Both will mirror the New and Existing Victims sections detailed above.

What to Expect: Underserved Population Section

In this section, you will enter information about the new and existing victims categorized as “underserved.” This section is supplemental to the New, Existing, and Secondary Victims detailed above to provide more information about these victims. This section will be broken into two parts: one for new victims served, and one for existing victims served.

Selecting Underserved Categories

Here, you will select all of the underserved categories your agency served during the current reporting period.

Entering Number of Victims in Each Underserved Category

The Grid question on this page will be based on the categories selected on the previous page. You will be asked to enter the total number of new/existing victims you served for each underserved category selected.

What to Expect: Agency Capacity Section

In this section, you will be asked:

- **How many victims did your entire agency serve for the grant year?** You should include any victim you served for the entire grant year (Oct. 1 – Sept. 30), even if the funding for those services were not from CJCC.
- **How many victims were you unable to serve for the grant year?** You should include anyone you identified as a victim but weren't able to serve, regardless of where the funding came from. **If you provide the victim with *some of the services they seek* but not others, that victim would count as served.**
- **Why were you unable to serve these victims?** You will select all the reasons for which you were unable to serve victims that apply from the provided list.

NOTE: Because this section asks about victims served for the entire grant year, the total victims your agency served for the grant year should be greater than the numbers you reported serving for the quarter.

What to Expect: Victims Compensation Section

In this section, we would like to know:

- If your agency currently notifies victims about Victims Compensation
- Your agency's **total number of paid staff**
- Your agency's total number of paid staff **who have attended Victims Compensation training within the last 15 months**
- Your most frequently used method of notifying victims about the Crime Victims Compensation Program (CVCP) *and*,
- How often you remind victims of their CVCP eligibility.

This section will also collect your level of knowledge on the following CVCP topics:

- How to Qualify for CVCP
- Minimum Requirements for a Complete Application
- How Much Financial Assistance is Available
- Types of Crime Eligible for Compensation

What to Expect: Narrative Questions Section

In this section, we would like to know for the entire grant year (Oct. 1 – Sept. 30):

- Major issues in your area that hinder the assistance of victims with filing for compensation benefits
- Challenges faced during the grant year
- Challenges that prevented you from providing specific services needed

- Efforts to promote coordinated work within the community to aid victims
- Efforts taken to serve federal crime victims
- Notable activities to improve delivery of services
- Emerging issues impacting victim services in your area
- Information and individual case histories illustrating ways VOCA funds have been used to assist victims

Conclusion

- You will be provided with a summary page of all your submitted answers prior to your final submission.
- Failure to submit the VSSR will result in penalties as outlined by the special conditions of your grant.
- For more information, please consult the VSSR User Handbook, Subgrantee Manual, or download these instructions.

Appendix B: Service Definitions with Child Abuse Unit-Specific Examples

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|---|--|
| <i>Advocacy or Accompaniment to Emergency Medical Care</i> | Refers to the coordination of and/or advocacy necessary for emergency medical care related to the victimization, including emotional support and physical accompaniment during care. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Advocacy or Accompaniment to Forensic Medical Exam or Forensic Interview</i> | Refers to emotional support and/or physical accompaniment during forensic interviews or medical exams either at a rape crisis center, child advocacy center, or hospital. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Assistance Applying for TANF/Government Benefits</i> | Includes making victims/non-offending caregivers aware of the availability of Temporary Assistance for Needy Families (TANF) benefits and other government benefits, assisting the victim/non-offending caregiver in completing the required forms, gathering the needed documentation, accompanying the victim/non-offending caregiver to the agency, making follow-up contact with the agency on behalf of the victim/non-offending caregiver, responding to requests for records, etc.. |
| | Notes: Examples of government benefits include unemployment, workers' compensation, SSI, SSDI, veteran benefits, supplemental nutrition assistance program (SNAP), etc.. |
| | Units of Service: Each encounter/interaction, including those taken on behalf of victims/non-offending caregivers |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|---|--|
| <i>Assistance Applying for Victims Compensation</i> | Refers to helping victims/non-offending caregivers complete required application/forms and gather needed documentation and fields within an application to make an application complete, submitting the application, and mailing the application on the victim/non-offending caregiver's behalf. Follow-up further includes contacting Criminal Justice Coordinating Council (CJCC) to check the victim/non-offending caregiver's application status, assisting the victim/non-offending caregiver with an appeal, and responding to correspondence from the Crime Victims Compensation Program on the victim/non-offending caregiver's behalf, as needed. |
| | Notes: Examples of documentation include law enforcement reports, itemized bills, and income verification forms. |
| | Units of Service: Each encounter/interaction |
| <i>Assistance Placing Animals in Distress</i> | Refers to assistance with placement of an animal to a shelter or foster home. The animal must belong to a victim and may be in danger if left in the victim's home. |
| | Notes: Interactions for referring agencies include follow up contacts to advocate on behalf of victims/non-offending caregivers seeking status updates. |
| | Units of Service: (Referring Agencies) – Each attempt to obtain placement on a victim's behalf until one is secured (Housing Agencies) – Each bed night |
| <i>Assistance with Restitution</i> | Refers to assistance with information about restitution, the application process, and document collection for restitution as well as advocacy for restitution. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Child or Dependent Care Assistance</i> | Refers to the reasonable coordination and/or provision of child care <u>provided or paid</u> for by the agency so that a victim/non-offending caregiver may participate in the criminal justice process or other public proceedings arising from the crime. |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|--|---|
| | <p>Notes: Does not include childcare or babysitting for agency-sponsored activities per VOCA Rules and Guidelines.</p> <p>Units of Service: (Referring Agency) – Each interaction attempt to obtain placement on a victim/non-offending caregiver’s behalf until a placement happens, including on behalf of victims/non-offending caregivers one is secured (Care Provider) – Each encounter/interaction where care is provided</p> |
| <p><i>Civil Legal Attorney Assistance - Family Law</i></p> | <p>Refers to advice and assistance with family law issues (e.g., divorce, custody, visitation, or child support) tied to the crime victimization. May also include assistance asserting crime victim rights and protecting victim privacy, as well as motions to vacate or expunge a conviction arising from the victimization. Does not include assistance with tort case filings or criminal defense for crime victims/non-offending caregivers. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: Includes use of a Motion to Quash to protect victim privacy. For civil matters that are not Family Law or TPO related, attorneys should use “Emergency Legal Assistance” and “Non-Emergency Legal Assistance.” Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions with or on the client’s behalf.</p> <p>Units of Service: Per hour</p> |
| <p><i>Civil Legal Attorney Assistance – TPO</i></p> | <p>Refers to advice and assistance in obtaining Temporary Protection Orders (TPO) and follow-up hearings associated with finalizing a TPO. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: For civil matters not Family Law or TPO related, attorneys should use “Emergency Legal Assistance” and “Non-Emergency Legal Assistance.” Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions with or on the client’s behalf.</p> <p>Units of Service: Per hour</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|---|---|
| <i>Criminal Justice Support /Advocacy/Accompaniment</i> | Refers to support, assistance, accompaniment, and advocacy provided to victims/non-offending caregivers at any stage of the criminal justice process, includes initial police report filing, testimony, post-sentencing services, and support. |
| | Notes: Includes communication among Task Force, MDT, SART, and other CCR teams/members. |
| | Units of Service: Each encounter/interaction, including on behalf of victims/non-offending caregivers |
| <i>Crisis Coordination</i> | Refers to the coordination of communication among professionals and victims/non-offending caregivers regarding activities resulting from the victimization. Includes actions necessary to expedite a case for victim protection, initiation of legal actions needed to protect the victim such as probation revocation, etc.. |
| | Notes: Includes safety planning. |
| | Units of Service: Each encounter/interaction, including on behalf of victims/non-offending caregivers |
| <i>Crisis Line</i> | Refers to provision of crisis telephone services by trained professionals or volunteers. Includes telephone contacts with victims/non-offending caregivers, secondary victims, law enforcement, or hospitals, during which time services and available support are identified. |
| | Notes: Includes safety planning with victims/non-offending caregivers, initial assessments/interviews, online chat, etc.. |
| | Units of Service: Each call |
| <i>Emergency Financial Assistance</i> | Refers to cash outlays (including gift cards and gas cards purchased for emergency purposes only) for food, clothing, short-term alternative emergency housing (hotel due to capacity at shelter), and other support services such as toiletries provided to primary and secondary victims. |
| | Notes: Does not include in-kind or donated goods or services. See “Relocation Assistance” and “Transportation Assistance.” |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|--|---|
| | Units of Service: Each cash outlay |
| <i>Emergency Legal Assistance</i> | <p>Refers to assistance with civil legal issues tied to the victimization, including family law and obtaining temporary protection orders (TPO). Includes the process of filing <i>ex parte</i> protection orders, injunctions, requesting bond conditions and other protective orders, elder abuse petitions, and child abuse petitions. Includes assisting victims/non-offending caregivers with the protection order application process and providing support at related court hearings or attending hearings on the victim/non-offending caregiver’s behalf, responding to requests for records by the courts, assistance at hearings regarding temporary protection order violations, and assistance with urgent civil matters such as custody or visitation that are necessary to keep victims safe. Provider may either be a lay advocate or licensed attorney for services to count under this definition.</p> <p>Notes: Attorney work should be reported here, if providing other emergency civil remedies not included in Family Law or TPO services.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Group Therapy</i> | <p>Refers to psychological, psychiatric, and/or other counseling-related treatment for groups by a Georgia-licensed/certified and trained professional, to provide emotional support in crisis arising from the occurrence of a crime. This includes the delivery of psychotherapy.</p> <p>Notes: “Professional” may include a student who 1) is enrolled in a related practicum or has a Master’s degree, and 2) is supervised by a Georgia-licensed/certified and trained professional. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>Immigration Assistance – Attorney</i> | <p>Refers to an attorney advising or assisting refugee and immigrant victims/non-offending caregivers with immigration issues. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: Examples include special visas, continued presence applications, and other immigration relief. Each hour an attorney spends preparing documentation, meeting with a client, filing</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|--|--|
| | <p>documentation, appearing in court, or attending meetings or depositions with or on the client's behalf should be counted as a service.</p> <p>Units of Service: Per hour</p> |
| <i>Immigration Assistance – Advocate</i> | <p>Refers to a non-attorney advocate assisting refugee and immigrant victims/non-offending caregivers with immigration issues. Advocates who are certified through the Board of Immigration Appeals (BIA) and all other lay advocates assisting immigrant victims/non-offending caregivers with the process of obtaining legal status should count services provided here.</p> <p>Notes: Examples include special visas, continued presence applications, and other immigration relief.</p> <p>Units of Service: Each encounter/interaction with a victim/non-offending caregiver or on his/her behalf</p> |
| <i>Individual Support</i> | <p>Refers to providing victims/non-offending caregivers with information and tools to empower them to advocate on their own behalf in securing rights, remedies, and services from other agencies, recovering property collected as evidence, assistance managing practical issues created by the victimization, providing follow-up contact for continued services or connection to additional resources, accompanying the victim/non-offending caregiver to appointments with social service agencies to obtain services necessary for their recovery, assisting the victim/non-offending caregiver with obtaining lock replacement/repairs to ensure his/her safety, and notification of victims compensation program and/or eligibility.</p> <p>Notes: Includes goal-setting and case management. See "Interagency Advocacy" and "Assistance Applying for TANF/Government Benefits."</p> <p>Units of Service: Each encounter/interaction with a victim/non-offending caregiver</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|--|--|
| <i>Interagency Advocacy</i> | <p>Refers to securing rights, remedies, and services from non-criminal justice system providers on behalf of victims/non-offending caregivers. 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/non-offending caregiver. Such interventions can be regarding allowances for with employers, educators, landlords, creditors and others for court dates, absences, past due rent or bills, advocacy to amend credit reports or assist the victim/non-offending caregiver with disputing false credit charges, and similar advocacy to help the victim/non-offending caregiver maintain financial and academic stability in the aftermath of a victimization. Includes warm handoffs – directly connecting victims/non-offending caregivers to necessary services and scheduling appointments via in-person and telephone contacts to coordinate referral completion. Does not include court or criminal justice agencies.</p> |
| | <p>Notes: Please see “Emergency Legal Assistance” and “Non-Emergency Legal Assistance” for legal related matters handled on behalf of the victim/non-offending caregiver. Also, please see “Assistance Applying for TANF/Government Benefits” for matters handled on behalf of the victim/non-offending caregiver with social service agencies. This service does not include working with the government or social service agencies.</p> |
| | <p>Units of Service: Each encounter/interaction taken on behalf of victims/non-offending caregivers</p> |
| <i>Law Enforcement Interview Advocacy or Accompaniment</i> | <p>Refers to emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement.</p> |
| | <p>Notes:</p> |
| | <p>Units of Service: Each encounter/interaction</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|---|--|
| <i>Non-Emergency Legal Assistance</i> | Refers to follow-up hearings related to converting <i>ex parte</i> protection orders to permanent orders, legal assistance with eviction or adversary employment actions arising from victimization, and responding to requests for records by the courts. Includes providing information and advocacy about health insurance, harassment, and related legal issues. Also, includes civil matters (e.g. custody, dependency, and juvenile court actions, etc.). Provider may either be a lay advocate or licensed attorney for services to count under this definition. |
| | Notes: Includes each time a CASA attends court with/on behalf of a child. Attorney work should be reported here, if providing other non-emergency civil remedies not included in TPO or Family Law services. |
| | Units of Service: Each encounter/interaction |
| <i>Non-Traditional Therapeutic Intervention</i> | Refers to activities provided by the agency to improve and promote healing, which responds to the emotional, mental, social, financial, or physical needs of victims. Must be based on the targeted needs of individual victims and provided by the agency. |
| | Notes: Examples include yoga, life skills, art therapy, career counseling, etc. Refer to State Standards to ensure compliance, when applicable. |
| | Units of Service: Each session |
| <i>On-Scene Crisis Response</i> | Refers to immediate, in-person crisis intervention, emotional support, and guidance and counseling provided by first responders and on-scene advocates. Such services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime. |
| | Notes: Includes rides with DFCS worker to remove children, on-site visits with incarcerated juvenile victims, and assisting with death notifications of families of victims. |
| | Units of Service: Each encounter/interaction |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|---|--|
| <i>Performance of Forensic Interview</i> | <p>Forensic Interview Refers to conducting a forensic interview with a victim. To be counted as a service, the forensic interview must meet the following criteria:</p> <ul style="list-style-type: none"> (i) The interview will not solely be used for law enforcement and prosecution purposes, but also to identify needs such as social services, personal advocacy, case management, substance abuse treatment, and mental health services, (ii) Interviews are conducted in the context of a multidisciplinary investigation and diagnostic team, or in a specialized setting such as a child advocacy center, (iii) The interviewer is trained to conduct forensic interviews appropriate to the developmental age and abilities of children, or the development, cognitive, and physical or communication disabilities presented by adults, and (iv) VOCA victim assistance funds are not used to supplant other state and local public funding available for forensic interviews, including criminal justice funding. <p>Notes: Forensic interviewer should comply with the certification requirements of the Georgia Crime Victims Compensation Program for service to be counted.</p> <p>Units of Service: Each interview</p> |
| <i>Performance of Initial Forensic Medical Exam</i> | <p>As defined in O.C.G.A § 17-5-72, a forensic medical exam will include:</p> <ol style="list-style-type: none"> 1. An examination for physical trauma, 2. A determination as to the nature/extent of the physical trauma, 3. A patient interview, 4. Collection and evaluation of evidence collected, and 5. Any additional testing deemed necessary by the examiner in order to collect evidence and provide treatment. <p>Notes: See “Performance of Follow-Up Forensic Medical Exam” for any additional services rendered or examinations for changes in anatomy or injuries following an initial exam.</p> <p>Units of Service: Each initial exam</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
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| <i>Performance of Follow-Up Forensic Medical Exam Services</i> | Follow-up medical services provided after an initial forensic medical exam is performed. Such services may include: prescription of additional medication; re-examination of injuries and assessment of physical trauma, collection of any additional evidence; additional testing for sexually transmitted infections. |
| | Notes: Suspect exams not included. See “Performance of Initial Forensic Medical Exam” |
| | Units of Service: Each follow-up exam conducted per victim. |
| <i>Prosecution Interview Advocacy or Accompaniment</i> | Refers to emotional support and/or physical accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Provide Access to Language Assistance</i> | Refers to provision of services in a foreign language for victims/non-offending caregivers with limited English proficiency, sign language for mute, deaf or hard of hearing victims/non-offending caregivers, and braille for blind or visually impaired victims/non-offending caregivers. Includes ensuring the availability of an interpreter. Also, includes language line, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service. |
| | Notes: Use of certified interpreters, especially during criminal justice proceeding, is in the best interest of victims. |
| | Units of Service: Each encounter/interaction |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|---|---|
| <i>Provide Information Explaining the Criminal Justice Process</i> | Refers to information and assistance provided to victims/non-offending caregivers explaining the criminal justice process and what is happening at each stage of the case in the system. Includes explanation of legal terminology and strategy during the processing of the case, provision of courtroom orientation and pre-trial preparation to victims/non-offending caregivers testifying at any stage of the criminal justice process, support, and assistance. Also, includes post-sentencing services and supports, as well as information regarding assistance with property return. |
| | Notes: See “Criminal Justice Support/Advocacy/Accompaniment.” |
| | Units of Service: Each encounter/interaction |
| <i>Provide Information Explaining Victim Rights</i> | Includes alerting the victim/non-offending caregiver either in-person, via mail, via telephone, or via email about the existence of the Georgia Crime Victims Bill of Rights. |
| | Notes: See “Non-Emergency Legal Assistance.” |
| | Units of Service: Each encounter/interaction |
| <i>Referral to Services, Support, and Resources Available – Non-Victim Service Provider</i> | Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.). Refers to contacts with victims/non-offending caregivers, during which available, supplemental, services and supports are identified. Includes assessment of service needs and provision of referrals or providing victims/non-offending caregivers with information and contacts to obtain services on their own. |
| | Notes: Examples include counseling, food banks, clothing, housing, furniture banks, criminal justice agencies, attorneys etc. |
| | Units of Service: Each unique referral |
| <i>Referral to Services, Support, and Resources Available – Other Victim Service Provider</i> | Refers to provision of information about available programs and services provided by other victim service providers, if agency is unable to provide victim/non-offending caregiver with needed services and supports, or the type of crime that a victim experienced for which agency does not typically provide services. |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
|------------------------------|--|
| | <p data-bbox="626 342 1349 407">Includes agency referring out due to capacity, jurisdiction, or services needed that are not provided by the agency.</p> <p data-bbox="626 552 1425 800">Notes: Includes referrals to an agency which is known to specifically serve crime victims through specific program models or services. Does not include referrals between programs within the same agency. For example, a child advocacy center referring a victim/non-offending caregiver to another child advocacy center due to jurisdiction to receive assistance with abuse the victim may have experienced, etc.</p> <p data-bbox="626 835 1068 867">Units of Service: Each unique referral</p> |
| <i>Relocation Assistance</i> | <p data-bbox="626 905 1425 1079">Refers to provision and coordination of assistance with rental expenses, utility deposits, security deposits, and/or moving fees, as well as assistance locating long-term housing for relocation, regardless of distance, due to victim safety concerns following victimization.</p> <p data-bbox="626 1094 1403 1192">Notes: Includes staff members helping victims, primary and secondary, move as well as relocating child to live with a relative. See “Emergency Financial Assistance” for outlays of money.</p> <p data-bbox="626 1228 1154 1260">Units of Service: Each encounter/interaction</p> |
| <i>Safe Housing</i> | <p data-bbox="626 1331 1393 1396">Refers to providing emergency short-term housing to individuals and families following victimization.</p> <p data-bbox="626 1453 1365 1518">Notes: Includes emergency hotel stays. For long-term housing relocation, see “Relocation Assistance.”</p> <p data-bbox="626 1570 1328 1602">Units of Service: Each bed night/each night paid for a hotel</p> |
| <i>Support Group</i> | <p data-bbox="626 1661 1398 1797">Refers to the facilitation of supportive group activities through a structured curriculum led by staff/volunteer, contractor, or peer. This includes non-therapy based sessions facilitated by licensed professionals. Does not include one-time only curriculum.</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
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| | <p>Notes: Refer to State Standards to ensure compliance, when applicable. See “Group Therapy” for therapy-based sessions led by licensed professionals.</p> <p>Units of Service: Each session</p> |
| <i>Therapy from a Licensed Clinician/Counselor</i> | <p>Refers to psychological, psychiatric, and/or other counseling-related treatment for individuals, couples, and family members by a Georgia-licensed/certified and trained professional, to provide emotional support in crisis arising from the occurrence of a crime. This may include the evaluation of mental health needs or the delivery of psychotherapy.</p> <p>Notes: “Professional” may include a student who 1) is enrolled in a related practicum or has a Master’s degree, and 2) is supervised by a trained, Georgia-licensed/certified professional. Can be either funded or direct provision. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>Transitional Housing</i> | <p>Refers to provision of safe, affordable, and temporary housing for victims who, due to the nature of the victimization, cannot safely return to their former housing and need a more time to stabilize themselves before living independently. Does not include referral to transitional housing.</p> <p>Notes: This service must be provided in conjunction with voluntary support services such as counseling and child care assistance. Housing assistance may include rental assistance, security deposits, assistance with utility costs, and other incidental costs. To report these actions, see “Emergency Financial Assistance.”</p> <p>Units of Service: Each bed night</p> |
| <i>Transportation Assistance</i> | <p>Refers to the provision and coordination of transport service. Transportation needs arising due to victimization may include transportation assistance to ensure access to agency services, as well as attend court hearings/proceedings, medical appointments, etc. Includes staff members transporting victims, gas cards (purchased and donated), and assisting animals in distress, as well as taxis and other transportation services, such as Marta, Uber, and Lyft.</p> |

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| <i>Service Name</i> | <i>Service Definition, Units, and Child Abuse Unit-Specific Considerations</i> |
| | Notes: Applicable assistance for victims living in residential shelters is more extensive to include job interviews, schools, local social service agencies, etc.. |
| | Units of Service: Each encounter/interaction/transport |
| <i>Victim Impact Assistance</i> | Refers to assistance provided in the preparation of Victim Impact Statements, as well as with preparing supporting letters and registering for impact panels, facilitating participations in Victims Visitors' Day, clemency hearings, and executions. Includes accompaniment and assistance receiving and submitting Victim Impact Statements for consideration or presentations for related proceedings. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Victim Notification of Criminal Justice Events</i> | Refers to communications with victims/non-offending caregivers and on behalf of victims/non-offending caregivers 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. Includes assisting victims/non-offending caregivers in making contact with the Board of Pardons and Paroles, Georgia Department of Community Supervision, and Department of Corrections to request notification of any changes in the convicted defendant's status. |
| | Notes: |
| | Units of Service: Each encounter/interaction |

Appendix C: Service Definitions with Community Based Unit-Specific Examples

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|---|---|
| <i>Advocacy or Accompaniment to Emergency Medical Care</i> | Refers to the coordination of and/or advocacy necessary for emergency medical care related to the victimization, including emotional support and physical accompaniment during care. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Advocacy or Accompaniment to Forensic Medical Exam or Forensic Interview</i> | Refers to emotional support and/or physical accompaniment during forensic interviews or medical exams either at a rape crisis center, child advocacy center, or hospital. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Assistance Applying for TANF/Government Benefits</i> | Includes making victims aware of the availability of Temporary Assistance for Needy Families (TANF) benefits and other government benefits, assisting the victim in completing the required forms, gathering the needed documentation, accompanying the victim to the agency, making follow-up contact with the agency on behalf of the victim, responding to requests for records, etc.. |
| | Notes: Examples of government benefits include unemployment, workers' compensation, SSI, SSDI, veteran benefits, supplemental nutrition assistance program (SNAP), etc.. |
| | Units of Service: Each encounter/interaction, including those taken on behalf of victims |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|---|---|
| <i>Assistance Applying for Victims Compensation</i> | Refers to helping victims complete required application/forms and gather needed documentation and fields within an application to make an application complete, submitting the application, and mailing the application on the victim's behalf. Follow-up further includes contacting Criminal Justice Coordinating Council (CJCC) to check the victim's application status, assisting the victim with an appeal, and responding to correspondence from the Crime Victims Compensation Program on the victim's behalf, as needed. |
| | Notes: Examples of documentation include law enforcement reports, itemized bills, and income verification forms. |
| | Units of Service: Each encounter/interaction |
| <i>Assistance Placing Animals in Distress</i> | Refers to assistance with placement of an animal to a shelter or foster home. The animal must belong to a victim and may be in danger if left in the victim's home. |
| | Notes: Interactions for referring agencies include follow up contacts to advocate on behalf of victims seeking status updates. |
| | Units of Service: (Referring Agencies) – Each attempt to obtain placement on a victim's behalf until one is secured (Housing Agencies) – Each bed night |
| <i>Assistance with Restitution</i> | Refers to assistance with information about restitution, the application process, and document collection for restitution as well as advocacy for restitution. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Child or Dependent Care Assistance</i> | Refers to the reasonable coordination and/or provision of child care <u>provided or paid</u> for by the agency so that a victim may participate in the criminal justice process or other public proceedings arising from the crime. |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|---|--|
| | <p>Notes: Does not include childcare or babysitting for agency-sponsored activities per VOCA Rules and Guidelines.</p> <p>Units of Service: (Referring Agency) – Each interaction attempt to obtain placement on a victim’s behalf until a placement happens, including on behalf of victims one is secured (Care Provider) – Each encounter/interaction where care is provided</p> |
| <i>Civil Legal Attorney Assistance - Family Law</i> | <p>Refers to advice and assistance with family law issues (e.g., divorce, custody, visitation, or child support) tied to the crime victimization. May also include assistance asserting crime victim rights and protecting victim privacy, as well as motions to vacate or expunge a conviction arising from the victimization. Does not include assistance with tort case filings or criminal defense for crime victims. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: Includes use of a Motion to Quash to protect victim privacy. For civil matters that are not Family Law or TPO related, attorneys should use “Emergency Legal Assistance” and “Non-Emergency Legal Assistance.” Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions with or on the client’s behalf.</p> <p>Units of Service: Per hour</p> |
| <i>Civil Legal Attorney Assistance – TPO</i> | <p>Refers to advice and assistance in obtaining Temporary Protection Orders (TPO) and follow-up hearings associated with finalizing a TPO. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: For civil matters not Family Law or TPO related, attorneys should use “Emergency Legal Assistance” and “Non-Emergency Legal Assistance.” Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions with or on the client’s behalf.</p> <p>Units of Service: Per hour</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|---|--|
| <i>Criminal Justice Support /Advocacy/Accompaniment</i> | Refers to support, assistance, accompaniment, and advocacy provided to victims at any stage of the criminal justice process, includes initial police report filing, testimony, post-sentencing services, and support. |
| | Notes: Includes communication among Task Force, MDT, SART, and other CCR teams/members. |
| | Units of Service: Each encounter/interaction, including on behalf of victims |
| <i>Crisis Coordination</i> | Refers to the coordination of communication among professionals and victims regarding activities resulting from the victimization. Includes actions necessary to expedite a case for victim protection, initiation of legal actions needed to protect the victim such as probation revocation, etc.. |
| | Notes: Includes safety planning. |
| | Units of Service: Each encounter/interaction, including on behalf of victims |
| <i>Crisis Line</i> | Refers to provision of crisis telephone services by trained professionals or volunteers. Includes telephone contacts with victims, secondary victims, law enforcement, or hospitals, during which time services and available support are identified. |
| | Notes: Includes safety planning with victims, initial assessments/interviews, online chat, etc.. |
| | Units of Service: Each call |
| <i>Emergency Financial Assistance</i> | Refers to cash outlays (including gift cards and gas cards purchased for emergency purposes only) for food, clothing, short-term alternative emergency housing (hotel due to capacity at shelter), and other support services such as toiletries provided to primary and secondary victims. |
| | Notes: Does not include in-kind or donated goods or services. See “Relocation Assistance” and “Transportation Assistance.” |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|--|---|
| | Units of Service: Each cash outlay |
| <i>Emergency Legal Assistance</i> | <p>Refers to assistance with civil legal issues tied to the victimization, including family law and obtaining temporary protection orders (TPO). Includes the process of filing <i>ex parte</i> protection orders, injunctions, requesting bond conditions and other protective orders, elder abuse petitions, and child abuse petitions. Includes assisting victims with the protection order application process and providing support at related court hearings or attending hearings on the victim’s behalf, responding to requests for records by the courts, assistance at hearings regarding temporary protection order violations, and assistance with urgent civil matters such as custody or visitation that are necessary to keep victims safe.</p> <p>Provider may either be a lay advocate or licensed attorney for services to count under this definition.</p> <p>Notes: Attorney work should be reported here, if providing other emergency civil remedies not included in Family Law or TPO services.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Group Therapy</i> | <p>Refers to psychological, psychiatric, and/or other counseling-related treatment for groups by a Georgia-licensed/certified and trained professional, to provide emotional support in crisis arising from the occurrence of a crime. This includes the delivery of psychotherapy.</p> <p>Notes: “Professional” may include a student who 1) is enrolled in a related practicum or has a Master’s degree, and 2) is supervised by a Georgia-licensed/certified and trained professional. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>Immigration Assistance – Attorney</i> | <p>Refers to an attorney advising or assisting refugee and immigrant victims with immigration issues. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: Examples include special visas, continued presence applications, and other immigration relief. Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or</p> |

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| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
| | depositions with or on the client’s behalf should be counted as a service. |
| | Units of Service: Per hour |
| <i>Immigration Assistance – Advocate</i> | Refers to a non-attorney advocate assisting refugee and immigrant victims with immigration issues. Advocates who are certified through the Board of Immigration Appeals (BIA) and all other lay advocates assisting immigrant victims with the process of obtaining legal status should count services provided here. |
| | Notes: Examples include special visas, continued presence applications, and other immigration relief. |
| | Units of Service: Each encounter/interaction with a victim or on his/her behalf |
| <i>Individual Support</i> | Refers to providing victims with information and tools to empower them to advocate on their own behalf in securing rights, remedies, and services from other agencies, recovering property collected as evidence, assistance managing practical issues created by the victimization, providing follow-up contact for continued services or connection to additional resources, accompanying the victim to appointments with social service agencies to obtain services necessary for their recovery, assisting the victim with obtaining lock replacement/repairs to ensure his/her safety, and notification of victims compensation program and/or eligibility. |
| | Notes: Includes goal-setting and case management. See “Interagency Advocacy” and “Assistance Applying for TANF/Government Benefits.” |
| | Units of Service: Each encounter/interaction with a victim |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|--|---|
| <i>Interagency Advocacy</i> | <p>Refers to securing rights, remedies, and services from non-criminal justice system providers on behalf of victims. 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. Such interventions can be regarding allowances for with employers, educators, landlords, creditors and others for court dates, absences, past due rent or bills, advocacy to amend credit reports or assist the victim with disputing false credit charges, and similar advocacy to help the victim maintain financial and academic stability in the aftermath of a victimization. Includes warm handoffs – directly connecting victims to necessary services and scheduling appointments via in-person and telephone contacts to coordinate referral completion. Does not include court or criminal justice agencies.</p> <p>Notes: Please see “Emergency Legal Assistance” and “Non-Emergency Legal Assistance” for legal related matters handled on behalf of the victim. Also, please see Assistance Applying for TANF/Government Benefits for matters handled on behalf of the victim with social service agencies. This service does not include working with the government or social service agencies.</p> <p>Units of Service: Each encounter/interaction taken on behalf of victims</p> |
| <i>Law Enforcement Interview Advocacy or Accompaniment</i> | <p>Refers to emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement.</p> <p>Notes:</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Non-Emergency Legal Assistance</i> | <p>Refers to follow-up hearings related to converting <i>ex parte</i> protection orders to permanent orders, legal assistance with eviction or adversary employment actions arising from victimization, and responding to requests for records by the courts. Includes providing information and advocacy about health insurance, harassment, and related legal issues. Also, includes civil matters (e.g. custody, dependency, and juvenile court actions, etc.). Provider may either be a lay advocate or licensed attorney for services to count under this definition.</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|---|--|
| | <p>Notes: Attorney work should be reported here, if providing other non-emergency civil remedies not included in TPO or Family Law services.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Non-Traditional Therapeutic Intervention</i> | <p>Refers to activities provided by the agency to improve and promote healing, which responds to the emotional, mental, social, financial, or physical needs of victims. Must be based on the targeted needs of individual victims and provided by the agency.</p> <p>Notes: Examples include yoga, life skills, art therapy, career counseling, etc. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>On-Scene Crisis Response</i> | <p>Refers to immediate, in-person crisis intervention, emotional support, and guidance and counseling provided by first responders and on-scene advocates. Such services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime.</p> <p>Notes: Includes on-site visits with incarcerated victims and assisting with death notifications of families of victims.</p> <p>Units of Service: Each encounter/interaction</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|---|--|
| <i>Performance of Forensic Interview</i> | <p>Forensic Interview Refers to conducting a forensic interview with a victim. To be counted as a service, the forensic interview must meet the following criteria:</p> <ul style="list-style-type: none"> (i) The interview will not solely be used for law enforcement and prosecution purposes, but also to identify needs such as social services, personal advocacy, case management, substance abuse treatment, and mental health services, (ii) Interviews are conducted in the context of a multidisciplinary investigation and diagnostic team, or in a specialized setting such as a child advocacy center, (iii) The interviewer is trained to conduct forensic interviews appropriate to the developmental age and abilities of children, or the development, cognitive, and physical or communication disabilities presented by adults, and (iv) VOCA victim assistance funds are not used to supplant other state and local public funding available for forensic interviews, including criminal justice funding. <p>Notes: Forensic interviewer should comply with the certification requirements of the Georgia Crime Victims Compensation Program for service to be counted.</p> <p>Units of Service: Each interview</p> |
| <i>Performance of Initial Forensic Medical Exam</i> | <p>As defined in O.C.G.A § 17-5-72, a forensic medical exam will include:</p> <ol style="list-style-type: none"> 1. An examination for physical trauma, 2. A determination as to the nature/extent of the physical trauma, 3. A patient interview, 4. Collection and evaluation of evidence collected, and 5. Any additional testing deemed necessary by the examiner in order to collect evidence and provide treatment. <p>Notes: See “Performance of Follow-Up Forensic Medical Exam” for any additional services rendered or examinations for changes in anatomy or injuries following an initial exam.</p> <p>Units of Service: Each initial exam</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|--|---|
| <i>Performance of Follow-Up Forensic Medical Exam Services</i> | Follow-up medical services provided after an initial forensic medical exam is performed. Such services may include: prescription of additional medication; re-examination of injuries and assessment of physical trauma, collection of any additional evidence; additional testing for sexually transmitted infections. |
| | Notes: Suspect exams not included. See “Performance of Initial Forensic Medical Exam” |
| | Units of Service: Each follow-up exam conducted per victim. |
| <i>Prosecution Interview Advocacy or Accompaniment</i> | Refers to emotional support and/or physical accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Provide Access to Language Assistance</i> | Refers to provision of services in a foreign language for victims with limited English proficiency, sign language for mute, deaf or hard of hearing victims, and braille for blind or visually impaired victims. Includes ensuring the availability of an interpreter. Also, includes language line, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service. |
| | Notes: Use of certified interpreters, especially during criminal justice proceeding, is in the best interest of victims. |
| | Units of Service: Each encounter/interaction |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
|---|---|
| <i>Provide Information Explaining the Criminal Justice Process</i> | Refers to information and assistance provided to victims explaining the criminal justice process and what is happening at each stage of the case in the system. Includes explanation of legal terminology and strategy during the processing of the case, provision of courtroom orientation and pre-trial preparation to victims testifying at any stage of the criminal justice process, support, and assistance. Also, includes post-sentencing services and supports, as well as information regarding assistance with property return. |
| | Notes: See “Criminal Justice Support/Advocacy/Accompaniment.” |
| | Units of Service: Each encounter/interaction |
| <i>Provide Information Explaining Victim Rights</i> | Includes alerting the victim either in- person, via mail, via telephone, or via email about the existence of the Georgia Crime Victims Bill of Rights. |
| | Notes: See “Non-Emergency Legal Assistance.” |
| | Units of Service: Each encounter/interaction |
| <i>Referral to Services, Support, and Resources Available – Non-Victim Service Provider</i> | Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.). Refers to contacts with victims, during which available, supplemental, services and supports are identified. Includes assessment of service needs and provision of referrals or providing victims with information and contacts to obtain services on their own. |
| | Notes: Examples include counseling, food banks, clothing, housing, furniture banks, criminal justice agencies, attorneys etc. |
| | Units of Service: Each unique referral |
| <i>Referral to Services, Support, and Resources Available – Other Victim Service Provider</i> | Refers to provision of information about available programs and services provided by other victim service providers, if agency is unable to provide victim with needed services and supports, or the type of crime that a victim experienced in one for which agency does not typically provide services. Includes agency referring out |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
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| | <p>due to capacity, jurisdiction, or services needed that are not provided by the agency.</p> <p>Notes: Includes referrals to an agency which is known to specifically serve crime victims through specific program models or services. Does not include referrals between programs within the same agency. For example, a victim witness assistance program referral to a sexual assault center for a victim to receive counseling or support subsequent to a rape, etc.</p> <p>Units of Service: Each unique referral</p> |
| <i>Relocation Assistance</i> | <p>Refers to provision and coordination of assistance with rental expenses, utility deposits, security deposits, and/or moving fees, as well as assistance locating long-term housing for relocation, regardless of distance, due to victim safety concerns following victimization.</p> <p>Notes: Includes staff members helping victims, primary and secondary, move. See “Emergency Financial Assistance” for outlays of money.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Safe Housing</i> | <p>Refers to providing emergency short-term housing to individuals and families following victimization.</p> <p>Notes: Includes emergency hotel stays and short-term witness relocation. For long-term housing relocation, see “Relocation Assistance.”</p> <p>Units of Service: Each bed night/each night paid for a hotel</p> |
| <i>Support Group</i> | <p>Refers to the facilitation of supportive group activities through a structured curriculum led by staff/volunteer, contractor, or peer. This includes non-therapy based sessions facilitated by licensed professionals. Does not include one-time only curriculum.</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
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| | <p>Notes: Refer to State Standards to ensure compliance, when applicable. See “Group Therapy” for therapy-based sessions led by licensed professionals.</p> <p>Units of Service: Each session</p> |
| <i>Therapy from a Licensed Clinician/Counselor</i> | <p>Refers to psychological, psychiatric, and/or other counseling-related treatment for individuals, couples, and family members by a Georgia-licensed/certified and trained professional, to provide emotional support in crisis arising from the occurrence of a crime. This may include the evaluation of mental health needs or the delivery of psychotherapy.</p> <p>Notes: “Professional” may include a student who 1) is enrolled in a related practicum or has a Master’s degree, and 2) is supervised by a trained, Georgia-licensed/certified professional. Can be either funded or direct provision. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>Transitional Housing</i> | <p>Refers to provision of safe, affordable, and temporary housing for victims who, due to the nature of the victimization, cannot safely return to their former housing and need a more time to stabilize themselves before living independently. Does not include referral to transitional housing.</p> <p>Notes: This service must be provided in conjunction with voluntary support services such as counseling and child care assistance. Housing assistance may include rental assistance, security deposits, assistance with utility costs, and other incidental costs. To report these actions, see “Emergency Financial Assistance.”</p> <p>Units of Service: Each bed night</p> |
| <i>Transportation Assistance</i> | <p>Refers to the provision and coordination of transport service. Transportation needs arising due to victimization may include transportation assistance to ensure access to agency services, as well as attend court hearings/proceedings, medical appointments, etc. Includes staff members transporting victims, gas cards (purchased and donated), and assisting animals in distress, as well as taxis and other transportation services, such as Marta, Uber, and Lyft.</p> |

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| <i>Service Name</i> | <i>Service Definition, Units, and Community Based Unit-Specific Considerations</i> |
| | Notes: Applicable assistance for victims living in residential shelters is more extensive to include job interviews, schools, local social service agencies, etc.. |
| | Units of Service: Each encounter/interaction/transport |
| <i>Victim Impact Assistance</i> | Refers to assistance provided in the preparation of Victim Impact Statements, as well as with preparing supporting letters and registering for impact panels, facilitating participations in Victims Visitors' Day, clemency hearings, and executions. Includes accompaniment and assistance receiving and submitting Victim Impact Statements for consideration or presentations for related proceedings. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Victim Notification of Criminal Justice Events</i> | Refers to communications with victims and on behalf of 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. Includes assisting victims in making contact with the Board of Pardons and Paroles, Georgia Department of Community Supervision, and Department of Corrections to request notification of any changes in the convicted defendant's status. |
| | Notes: |
| | Units of Service: Each encounter/interaction |

Appendix D: Service Definitions with Domestic Violence Unit-Specific Examples

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| <i>Advocacy or Accompaniment to Emergency Medical Care</i> | Refers to the coordination of and/or advocacy necessary for emergency medical care related to the victimization, including emotional support and physical accompaniment during care. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Advocacy or Accompaniment to Forensic Medical Exam or Forensic Interview</i> | Refers to emotional support and/or physical accompaniment during forensic interviews or medical exams either at a rape crisis center, child advocacy center, or hospital. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Assistance Applying for TANF/Government Benefits</i> | Includes making victims aware of the availability of Temporary Assistance for Needy Families (TANF) benefits and other government benefits, assisting the victim in completing the required forms, gathering the needed documentation, accompanying the victim to the agency, making follow-up contact with the agency on behalf of the victim, responding to requests for records, etc.. |
| | Notes: Examples of government benefits include unemployment, workers' compensation, SSI, SSDI, veteran benefits, supplemental nutrition assistance program (SNAP), etc.. |
| | Units of Service: Each encounter/interaction, including those taken on behalf of victims |

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| <i>Assistance Applying for Victims Compensation</i> | Refers to helping victims complete required application/forms and gather needed documentation and fields within an application to make an application complete, submitting the application, and mailing the application on the victim's behalf. Follow-up further includes contacting Criminal Justice Coordinating Council (CJCC) to check the victim's application status, assisting the victim with an appeal, and responding to correspondence from the Crime Victims Compensation Program on the victim's behalf, as needed. |
| | Notes: Examples of documentation include law enforcement reports, itemized bills, and income verification forms. |
| | Units of Service: Each encounter/interaction |
| <i>Assistance Placing Animals in Distress</i> | Refers to assistance with placement of an animal to a shelter or foster home. The animal must belong to a victim and may be in danger if left in the victim's home. |
| | Notes: Interactions for referring agencies include follow up contacts to advocate on behalf of victims seeking status updates. |
| | Units of Service: (Referring Agencies) – Each attempt to obtain placement on a victim's behalf until one is secured (Housing Agencies) – Each bed night |
| <i>Assistance with Restitution</i> | Refers to assistance with information about restitution, the application process, and document collection for restitution as well as advocacy for restitution. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Child or Dependent Care Assistance</i> | Refers to the reasonable coordination and/or provision of child care <u>provided or paid</u> for by the agency so that a victim may participate in the criminal justice process or other public proceedings arising from the crime. |

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| | <p>Notes: Does not include childcare or babysitting for agency-sponsored activities per VOCA Rules and Guidelines.</p> <p>Units of Service: (Referring Agency) – Each interaction attempt to obtain placement on a victim’s behalf until a placement happens, including on behalf of victims one is secured (Care Provider) – Each encounter/interaction where care is provided</p> |
| <i>Civil Legal Attorney Assistance - Family Law</i> | <p>Refers to advice and assistance with family law issues (e.g., divorce, custody, visitation, or child support) tied to the crime victimization. May also include assistance asserting crime victim rights and protecting victim privacy, as well as motions to vacate or expunge a conviction arising from the victimization. Does not include assistance with tort case filings or criminal defense for crime victims. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: Includes use of a Motion to Quash to protect victim privacy. For civil matters that are not Family Law or TPO related, attorneys should use “Emergency Legal Assistance” and “Non-Emergency Legal Assistance.” Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions with or on the client’s behalf.</p> <p>Units of Service: Per hour</p> |
| <i>Civil Legal Attorney Assistance – TPO</i> | <p>Refers to advice and assistance in obtaining Temporary Protection Orders (TPO) and follow-up hearings associated with finalizing a TPO. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: For civil matters not Family Law or TPO related, attorneys should use “Emergency Legal Assistance” and “Non-Emergency Legal Assistance.” Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions with or on the client’s behalf.</p> <p>Units of Service: Per hour</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| <i>Criminal Justice Support /Advocacy/Accompaniment</i> | Refers to support, assistance, accompaniment, and advocacy provided to victims at any stage of the criminal justice process, includes initial police report filing, testimony, post-sentencing services, and support. |
| | Notes: Includes communication among Task Force, MDT, SART, and other CCR teams/members. |
| | Units of Service: Each encounter/interaction, including on behalf of victims |
| <i>Crisis Coordination</i> | Refers to the coordination of communication among professionals and victims regarding activities resulting from the victimization. Includes actions necessary to expedite a case for victim protection, initiation of legal actions needed to protect the victim such as probation revocation, etc.. |
| | Notes: Includes safety planning. |
| | Units of Service: Each encounter/interaction, including on behalf of victims |
| <i>Crisis Line</i> | Refers to provision of crisis telephone services by trained professionals or volunteers. Includes telephone contacts with victims, secondary victims, law enforcement, or hospitals, during which time services and available support are identified. |
| | Notes: Includes safety planning with victims, initial assessments/interviews, walk-ins, online chat, etc.. |
| | Units of Service: Each call |
| <i>Emergency Financial Assistance</i> | Refers to cash outlays (including gift cards and gas cards purchased for emergency purposes only) for food, clothing, short-term alternative emergency housing (hotel due to capacity at shelter), and other support services such as toiletries provided to primary and secondary victims. |
| | Notes: Does not include in-kind or donated goods or services. See “Relocation Assistance” and “Transportation Assistance.” |

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| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
| | Units of Service: Each cash outlay |
| <i>Emergency Legal Assistance</i> | <p>Refers to assistance with civil legal issues tied to the victimization, including family law and obtaining temporary protection orders (TPO). Includes the process of filing <i>ex parte</i> protection orders, injunctions, requesting bond conditions and other protective orders, elder abuse petitions, and child abuse petitions. Includes assisting victims with the protection order application process and providing support at related court hearings or attending hearings on the victim’s behalf, responding to requests for records by the courts, assistance at hearings regarding temporary protection order violations, and assistance with urgent civil matters such as custody or visitation that are necessary to keep victims safe.</p> <p>Provider may either be a lay advocate or licensed attorney for services to count under this definition.</p> <p>Notes: Attorney work should be reported here, if providing other emergency civil remedies not included in Family Law or TPO services.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Group Therapy</i> | <p>Refers to psychological, psychiatric, and/or other counseling-related treatment for groups by a Georgia-licensed/certified and trained professional, to provide emotional support in crisis arising from the occurrence of a crime. This includes the delivery of psychotherapy.</p> <p>Notes: “Professional” may include a student who 1) is enrolled in a related practicum or has a Master’s degree, and 2) is supervised by a Georgia-licensed/certified and trained professional. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>Immigration Assistance – Attorney</i> | <p>Refers to an attorney advising or assisting refugee and immigrant victims with immigration issues. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: Examples include special visas, continued presence applications, and other immigration relief. Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or</p> |

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| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
| | depositions with or on the client’s behalf should be counted as a service. |
| | Units of Service: Per hour |
| <i>Immigration Assistance – Advocate</i> | Refers to a non-attorney advocate assisting refugee and immigrant victims with immigration issues. Advocates who are certified through the Board of Immigration Appeals (BIA) and all other lay advocates assisting immigrant victims with the process of obtaining legal status should count services provided here. |
| | Notes: Examples include special visas, continued presence applications, and other immigration relief. |
| | Units of Service: Each encounter/interaction with a victim or on his/her behalf |
| <i>Individual Support</i> | Refers to providing victims with information and tools to empower them to advocate on their own behalf in securing rights, remedies, and services from other agencies, recovering property collected as evidence, assistance managing practical issues created by the victimization, providing follow-up contact for continued services or connection to additional resources, accompanying the victim to appointments with social service agencies to obtain services necessary for their recovery, assisting the victim with obtaining lock replacement/repairs to ensure his/her safety, and notification of victims compensation program and/or eligibility. |
| | Notes: Includes goal-setting and case management. See “Interagency Advocacy” and “Assistance Applying for TANF/Government Benefits.” |
| | Units of Service: Each encounter/interaction with a victim |

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| <i>Interagency Advocacy</i> | <p>Refers to securing rights, remedies, and services from non-criminal justice system providers on behalf of victims. 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. Such interventions can be regarding allowances for with employers, educators, landlords, creditors and others for court dates, absences, past due rent or bills, advocacy to amend credit reports or assist the victim with disputing false credit charges, and similar advocacy to help the victim maintain financial and academic stability in the aftermath of a victimization. Includes warm handoffs – directly connecting victims to necessary services and scheduling appointments via in-person and telephone contacts to coordinate referral completion. Does not include court or criminal justice agencies.</p> <p>Notes: Please see “Emergency Legal Assistance” and “Non-Emergency Legal Assistance” for legal related matters handled on behalf of the victim. Also, please see Assistance Applying for TANF/Government Benefits for matters handled on behalf of the victim with social service agencies. This service does not include working with the government or social service agencies.</p> <p>Units of Service: Each encounter/interaction taken on behalf of victims</p> |
| <i>Law Enforcement Interview Advocacy or Accompaniment</i> | <p>Refers to emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement.</p> <p>Notes:</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Non-Emergency Legal Assistance</i> | <p>Refers to follow-up hearings related to converting <i>ex parte</i> protection orders to permanent orders, legal assistance with eviction or adversary employment actions arising from victimization, and responding to requests for records by the courts. Includes providing information and advocacy about health insurance, harassment, and related legal issues. Also, includes civil matters (e.g. custody, dependency, and juvenile court actions, etc.). Provider may either be a lay advocate or licensed attorney for services to count under this definition.</p> |

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| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
| | <p>Notes: Attorney work should be reported here, if providing other non-emergency civil remedies not included in TPO or Family Law services.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Non-Traditional Therapeutic Intervention</i> | <p>Refers to activities provided by the agency to improve and promote healing, which responds to the emotional, mental, social, financial, or physical needs of victims. Must be based on the targeted needs of individual victims and provided by the agency.</p> <p>Notes: Examples include yoga, life skills, art therapy, career counseling, etc. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>On-Scene Crisis Response</i> | <p>Refers to immediate, in-person crisis intervention, emotional support, and guidance and counseling provided by first responders and on-scene advocates. Such services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime.</p> <p>Notes: Includes on-site visits with incarcerated victims and assisting with death notifications of families of victims.</p> <p>Units of Service: Each encounter/interaction</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| <i>Performance of Forensic Interview</i> | <p>Forensic Interview Refers to conducting a forensic interview with a victim. To be counted as a service, the forensic interview must meet the following criteria:</p> <ul style="list-style-type: none"> (i) The interview will not solely be used for law enforcement and prosecution purposes, but also to identify needs such as social services, personal advocacy, case management, substance abuse treatment, and mental health services, (ii) Interviews are conducted in the context of a multidisciplinary investigation and diagnostic team, or in a specialized setting such as a child advocacy center, (iii) The interviewer is trained to conduct forensic interviews appropriate to the developmental age and abilities of children, or the development, cognitive, and physical or communication disabilities presented by adults, and (iv) VOCA victim assistance funds are not used to supplant other state and local public funding available for forensic interviews, including criminal justice funding. <p>Notes: Forensic interviewer should comply with the certification requirements of the Georgia Crime Victims Compensation Program for service to be counted.</p> <p>Units of Service: Each interview</p> |
| <i>Performance of Initial Forensic Medical Exam</i> | <p>As defined in O.C.G.A § 17-5-72, a forensic medical exam will include:</p> <ol style="list-style-type: none"> 1. An examination for physical trauma, 2. A determination as to the nature/extent of the physical trauma, 3. A patient interview, 4. Collection and evaluation of evidence collected, and 5. Any additional testing deemed necessary by the examiner in order to collect evidence and provide treatment. <p>Notes: See “Performance of Follow-Up Forensic Medical Exam” for any additional services rendered or examinations for changes in anatomy or injuries following an initial exam.</p> <p>Units of Service: Each initial exam</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| <i>Performance of Follow-Up Forensic Medical Exam Services</i> | Follow-up medical services provided after an initial forensic medical exam is performed. Such services may include: prescription of additional medication; re-examination of injuries and assessment of physical trauma, collection of any additional evidence; additional testing for sexually transmitted infections. |
| | Notes: Suspect exams not included. See “Performance of Initial Forensic Medical Exam” |
| | Units of Service: Each follow-up exam conducted per victim. |
| <i>Prosecution Interview Advocacy or Accompaniment</i> | Refers to emotional support and/or physical accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Provide Access to Language Assistance</i> | Refers to provision of services in a foreign language for victims with limited English proficiency, sign language for mute, deaf or hard of hearing victims, and braille for blind or visually impaired victims. Includes ensuring the availability of an interpreter. Also, includes language line, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service. |
| | Notes: Use of certified interpreters, especially during criminal justice proceeding, is in the best interest of victims. |
| | Units of Service: Each encounter/interaction |

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| <i>Provide Information Explaining the Criminal Justice Process</i> | Refers to information and assistance provided to victims explaining the criminal justice process and what is happening at each stage of the case in the system. Includes explanation of legal terminology and strategy during the processing of the case, provision of courtroom orientation and pre-trial preparation to victims testifying at any stage of the criminal justice process, support, and assistance. Also, includes post-sentencing services and supports, as well as information regarding assistance with property return. |
| | Notes: See “Criminal Justice Support/Advocacy/Accompaniment.” |
| | Units of Service: Each encounter/interaction |
| <i>Provide Information Explaining Victim Rights</i> | Includes alerting the victim either in- person, via mail, via telephone, or via email about the existence of the Georgia Crime Victims Bill of Rights. |
| | Notes: See “Non-Emergency Legal Assistance.” |
| | Units of Service: Each encounter/interaction |
| <i>Referral to Services, Support, and Resources Available – Non-Victim Service Provider</i> | Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.). Refers to contacts with victims, during which available, supplemental, services and supports are identified. Includes assessment of service needs and provision of referrals or providing victims with information and contacts to obtain services on their own. |
| | Notes: Examples include counseling, food banks, clothing, housing, furniture banks, criminal justice agencies, attorneys etc. |
| | Units of Service: Each unique referral |
| <i>Referral to Services, Support, and Resources Available – Other Victim Service Provider</i> | Refers to provision of information about available programs and services provided by other victim service providers, if agency is unable to provide victim with needed services and supports, or the type of crime that a victim experienced for which agency does not typically provide services. Includes agency referring out due to |

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| | <p>capacity, jurisdiction, or services needed that are not provided by the agency.</p> <p>Notes: Includes referrals to an agency which is known to specifically serve crime victims through specific program models or services. Does not include referrals between programs within the same agency. For example, a domestic violence agency referring a victim to the local child advocacy center for assistance with abuse the victim’s child may have experienced, etc.</p> <p>Units of Service: Each unique referral</p> |
| <i>Relocation Assistance</i> | <p>Refers to provision and coordination of assistance with rental expenses, utility deposits, security deposits, and/or moving fees, as well as assistance locating long-term housing for relocation, regardless of distance, due to victim safety concerns following victimization.</p> <p>Notes: Includes staff members helping victims, primary and secondary, move. See “Emergency Financial Assistance” for outlays of money.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Safe Housing</i> | <p>Refers to providing emergency short-term housing to individuals and families following victimization.</p> <p>Notes: Includes emergency hotel stays. For long-term housing relocation, see “Relocation Assistance.”</p> <p>Units of Service: Each bed night/each night paid for a hotel</p> |
| <i>Support Group</i> | <p>Refers to the facilitation of supportive group activities through a structured curriculum led by staff/volunteer, contractor, or peer. This includes non-therapy based sessions facilitated by licensed professionals. Does not include one-time only curriculum.</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
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| | <p>Notes: Refer to State Standards to ensure compliance, when applicable. See “Group Therapy” for therapy-based sessions led by licensed professionals.</p> <p>Units of Service: Each session</p> |
| <i>Therapy from a Licensed Clinician/Counselor</i> | <p>Refers to psychological, psychiatric, and/or other counseling-related treatment for individuals, couples, and family members by a Georgia-licensed/certified and trained professional, to provide emotional support in crisis arising from the occurrence of a crime. This may include the evaluation of mental health needs or the delivery of psychotherapy.</p> <p>Notes: “Professional” may include a student who 1) is enrolled in a related practicum or has a Master’s degree, and 2) is supervised by a trained, Georgia-licensed/certified professional. Can be either funded or direct provision. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>Transitional Housing</i> | <p>Refers to provision of safe, affordable, and temporary housing for victims who, due to the nature of the victimization, cannot safely return to their former housing and need a more time to stabilize themselves before living independently. Does not include referral to transitional housing.</p> <p>Notes: This service must be provided in conjunction with voluntary support services such as counseling and child care assistance. Housing assistance may include rental assistance, security deposits, assistance with utility costs, and other incidental costs. To report these actions, see “Emergency Financial Assistance.”</p> <p>Units of Service: Each bed night</p> |
| <i>Transportation Assistance</i> | <p>Refers to the provision and coordination of transport service. Transportation needs arising due to victimization may include transportation assistance to ensure access to agency services, as well as attend court hearings/proceedings, medical appointments, etc. Includes staff members transporting victims, gas cards (purchased and donated), and assisting animals in distress, as well as taxis and other transportation services, such as Marta, Uber, and Lyft.</p> |

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| <i>Service Name</i> | <i>Service Definition, Units, and Domestic Violence Unit-Specific Considerations</i> |
| | Notes: Applicable assistance for victims living in residential shelters is more extensive to include job interviews, schools, local social service agencies, etc.. |
| | Units of Service: Each encounter/interaction/transport |
| <i>Victim Impact Assistance</i> | Refers to assistance provided in the preparation of Victim Impact Statements, as well as with preparing supporting letters and registering for impact panels, facilitating participations in Victims Visitors' Day, clemency hearings, and executions. Includes accompaniment and assistance receiving and submitting Victim Impact Statements for consideration or presentations for related proceedings. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Victim Notification of Criminal Justice Events</i> | Refers to communications with victims and on behalf of 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. Includes assisting victims in making contact with the Board of Pardons and Paroles, Georgia Department of Community Supervision, and Department of Corrections to request notification of any changes in the convicted defendant's status. |
| | Notes: |
| | Units of Service: Each encounter/interaction |

Appendix E: Service Definitions with Sexual Assault Unit-Specific Examples

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| <p><i>Advocacy or Accompaniment to Emergency Medical Care</i></p> | <p>Refers to the coordination of and/or advocacy necessary for emergency medical care related to the victimization, including emotional support and physical accompaniment during care.</p> |
| | <p>Notes:</p> |
| | <p>Units of Service: Each encounter/interaction</p> |
| <p><i>Advocacy or Accompaniment to Forensic Medical Exam or Forensic Interview</i></p> | <p>Refers to emotional support and/or physical accompaniment during forensic interviews or medical exams either at a rape crisis center, child advocacy center, or hospital.</p> |
| | <p>Notes:</p> |
| | <p>Units of Service: Each encounter/interaction</p> |
| <p><i>Assistance Applying for TANF/Government Benefits</i></p> | <p>Includes making victims aware of the availability of Temporary Assistance for Needy Families (TANF) benefits and other government benefits, assisting the victim in completing the required forms, gathering the needed documentation, accompanying the victim to the agency, making follow-up contact with the agency on behalf of the victim, responding to requests for records, etc..</p> |
| | <p>Notes: Examples of government benefits include unemployment, workers' compensation, SSI, SSDI, veteran benefits, supplemental nutrition assistance program (SNAP), etc..</p> |
| | <p>Units of Service: Each encounter/interaction, including those taken on behalf of victims</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| <i>Assistance Applying for Victims Compensation</i> | Refers to helping victims complete required application/forms and gather needed documentation and fields within an application to make an application complete, submitting the application, and mailing the application on the victim's behalf. Follow-up further includes contacting Criminal Justice Coordinating Council (CJCC) to check the victim's application status, assisting the victim with an appeal, and responding to correspondence from the Crime Victims Compensation Program on the victim's behalf, as needed. |
| | Notes: Examples of documentation include law enforcement reports, itemized bills, and income verification forms. |
| | Units of Service: Each encounter/interaction |
| <i>Assistance Placing Animals in Distress</i> | Refers to assistance with placement of an animal to a shelter or foster home. The animal must belong to a victim and may be in danger if left in the victim's home. |
| | Notes: Interactions for referring agencies include follow up contacts to advocate on behalf of victims seeking status updates. |
| | Units of Service: (Referring Agencies) – Each attempt to obtain placement on a victim's behalf until one is secured (Housing Agencies) – Each bed night |
| <i>Assistance with Restitution</i> | Refers to assistance with information about restitution, the application process, and document collection for restitution as well as advocacy for restitution. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Child or Dependent Care Assistance</i> | Refers to the reasonable coordination and/or provision of child care <u>provided or paid</u> for by the agency so that a victim may participate in the criminal justice process or other public proceedings arising from the crime. |

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| | <p>Notes: Does not include childcare or babysitting for agency-sponsored activities per VOCA Rules and Guidelines.</p> <p>Units of Service: (Referring Agency) – Each interaction attempt to obtain placement on a victim’s behalf until a placement happens, including on behalf of victims one is secured (Care Provider) – Each encounter/interaction where care is provided</p> |
| <i>Civil Legal Attorney Assistance - Family Law</i> | <p>Refers to advice and assistance with family law issues (e.g., divorce, custody, visitation, or child support) tied to the crime victimization. May also include assistance asserting crime victim rights and protecting victim privacy, as well as motions to vacate or expunge a conviction arising from the victimization. Does not include assistance with tort case filings or criminal defense for crime victims. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: Includes use of a Motion to Quash to protect victim privacy. For civil matters that are not Family Law or TPO related, attorneys should use “Emergency Legal Assistance” and “Non-Emergency Legal Assistance.” Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions with or on the client’s behalf.</p> <p>Units of Service: Per hour</p> |
| <i>Civil Legal Attorney Assistance – TPO</i> | <p>Refers to advice and assistance in obtaining Temporary Protection Orders (TPO) and follow-up hearings associated with finalizing a TPO. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: For civil matters not Family Law or TPO related, attorneys should use “Emergency Legal Assistance” and “Non-Emergency Legal Assistance.” Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions with or on the client’s behalf.</p> <p>Units of Service: Per hour</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| <i>Criminal Justice Support /Advocacy/Accompaniment</i> | Refers to support, assistance, accompaniment, and advocacy provided to victims at any stage of the criminal justice process, includes initial police report filing, testimony, post-sentencing services, and support. |
| | Notes: Includes communication among Task Force, MDT, SART, and other CCR teams/members. |
| | Units of Service: Each encounter/interaction, including on behalf of victims |
| <i>Crisis Coordination</i> | Refers to the coordination of communication among professionals and victims regarding activities resulting from the victimization. Includes actions necessary to expedite a case for victim protection, initiation of legal actions needed to protect the victim such as probation revocation, etc.. |
| | Notes: Includes safety planning. |
| | Units of Service: Each encounter/interaction, including on behalf of victims |
| <i>Crisis Line</i> | Refers to provision of crisis telephone services by trained professionals or volunteers. Includes telephone contacts with victims, secondary victims, law enforcement, or hospitals, during which time services and available support are identified. |
| | Notes: Includes safety planning with victims, initial assessments/interviews, online chat, etc.. |
| | Units of Service: Each call |
| <i>Emergency Financial Assistance</i> | Refers to cash outlays (including gift cards and gas cards purchased for emergency purposes only) for food, clothing, short-term alternative emergency housing (hotel due to capacity at shelter), and other support services such as toiletries provided to primary and secondary victims. |
| | Notes: Does not include in-kind or donated goods or services. See “Relocation Assistance” and “Transportation Assistance.” |

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| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
| | Units of Service: Each cash outlay |
| <i>Emergency Legal Assistance</i> | <p>Refers to assistance with civil legal issues tied to the victimization, including family law and obtaining temporary protection orders (TPO). Includes the process of filing <i>ex parte</i> protection orders, injunctions, requesting bond conditions and other protective orders, elder abuse petitions, and child abuse petitions. Includes assisting victims with the protection order application process and providing support at related court hearings or attending hearings on the victim’s behalf, responding to requests for records by the courts, assistance at hearings regarding temporary protection order violations, and assistance with urgent civil matters such as custody or visitation that are necessary to keep victims safe.</p> <p>Provider may either be a lay advocate or licensed attorney for services to count under this definition.</p> <p>Notes: Attorney work should be reported here, if providing other emergency civil remedies not included in Family Law or TPO services.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Group Therapy</i> | <p>Refers to psychological, psychiatric, and/or other counseling-related treatment for groups by a Georgia-licensed/certified and trained professional, to provide emotional support in crisis arising from the occurrence of a crime. This includes the delivery of psychotherapy.</p> <p>Notes: “Professional” may include a student who 1) is enrolled in a related practicum or has a Master’s degree, and 2) is supervised by a Georgia-licensed/certified and trained professional. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>Immigration Assistance – Attorney</i> | <p>Refers to an attorney advising or assisting refugee and immigrant victims with immigration issues. A GA licensed attorney must provide the assistance to count under this service category.</p> <p>Notes: Examples include special visas, continued presence applications, and other immigration relief. Each hour an attorney spends preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or</p> |

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| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
| | depositions with or on the client's behalf should be counted as a service. |
| | Units of Service: Per hour |
| <i>Immigration Assistance – Advocate</i> | Refers to a non-attorney advocate assisting refugee and immigrant victims with immigration issues. Advocates who are certified through the Board of Immigration Appeals (BIA) and all other lay advocates assisting immigrant victims with the process of obtaining legal status should count services provided here. |
| | Notes: Examples include special visas, continued presence applications, and other immigration relief. |
| | Units of Service: Each encounter/interaction with a victim or on his/her behalf |
| <i>Individual Support</i> | Refers to providing victims with information and tools to empower them to advocate on their own behalf in securing rights, remedies, and services from other agencies, recovering property collected as evidence, assistance managing practical issues created by the victimization, providing follow-up contact for continued services or connection to additional resources, accompanying the victim to appointments with social service agencies to obtain services necessary for their recovery, assisting the victim with obtaining lock replacement/repairs to ensure his/her safety, and notification of victims compensation program and/or eligibility. |
| | Notes: Includes goal-setting and case management. See “Interagency Advocacy” and “Assistance Applying for TANF/Government Benefits.” |
| | Units of Service: Each encounter/interaction with a victim |

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| <i>Interagency Advocacy</i> | <p data-bbox="625 369 1425 863">Refers to securing rights, remedies, and services from non-criminal justice system providers on behalf of victims. 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. Such interventions can be regarding allowances for with employers, educators, landlords, creditors and others for court dates, absences, past due rent or bills, advocacy to amend credit reports or assist the victim with disputing false credit charges, and similar advocacy to help the victim maintain financial and academic stability in the aftermath of a victimization. Includes warm handoffs – directly connecting victims to necessary services and scheduling appointments via in-person and telephone contacts to coordinate referral completion. Does not include court or criminal justice agencies.</p> <p data-bbox="625 900 1406 1108">Notes: Please see “Emergency Legal Assistance” and “Non-Emergency Legal Assistance” for legal related matters handled on behalf of the victim. Also, please see Assistance Applying for TANF/Government Benefits for matters handled on behalf of the victim with social service agencies. This service does not include working with the government or social service agencies.</p> <p data-bbox="625 1125 1378 1192">Units of Service: Each encounter/interaction taken on behalf of victims</p> |
| <i>Law Enforcement Interview Advocacy or Accompaniment</i> | <p data-bbox="625 1243 1386 1310">Refers to emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement.</p> <p data-bbox="625 1373 708 1402">Notes:</p> <p data-bbox="625 1472 1154 1501">Units of Service: Each encounter/interaction</p> |
| <i>Non-Emergency Legal Assistance</i> | <p data-bbox="625 1539 1425 1848">Refers to follow-up hearings related to converting <i>ex parte</i> protection orders to permanent orders, legal assistance with eviction or adversary employment actions arising from victimization, and responding to requests for records by the courts. Includes providing information and advocacy about health insurance, harassment, and related legal issues. Also, includes civil matters (e.g. custody, dependency, and juvenile court actions, etc.). Provider may either be a lay advocate or licensed attorney for services to count under this definition.</p> |

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| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
| | <p>Notes: Attorney work should be reported here, if providing other non-emergency civil remedies not included in TPO or Family Law services.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Non-Traditional Therapeutic Intervention</i> | <p>Refers to activities provided by the agency to improve and promote healing, which responds to the emotional, mental, social, financial, or physical needs of victims. Must be based on the targeted needs of individual victims and provided by the agency.</p> <p>Notes: Examples include yoga, life skills, art therapy, career counseling, etc. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>On-Scene Crisis Response</i> | <p>Refers to immediate, in-person crisis intervention, emotional support, and guidance and counseling provided by first responders and on-scene advocates. Such services must occur at the scene of a crime, immediately after a crime, or become immediately necessary due to the crime.</p> <p>Notes: Includes on-site visits with incarcerated victims and assisting with death notifications of families of victims.</p> <p>Units of Service: Each encounter/interaction</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| <i>Performance of Forensic Interview</i> | <p>Forensic Interview Refers to conducting a forensic interview with a victim. To be counted as a service, the forensic interview must meet the following criteria:</p> <ul style="list-style-type: none"> (i) The interview will not solely be used for law enforcement and prosecution purposes, but also to identify needs such as social services, personal advocacy, case management, substance abuse treatment, and mental health services, (ii) Interviews are conducted in the context of a multidisciplinary investigation and diagnostic team, or in a specialized setting such as a child advocacy center, (iii) The interviewer is trained to conduct forensic interviews appropriate to the developmental age and abilities of children, or the development, cognitive, and physical or communication disabilities presented by adults, and (iv) VOCA victim assistance funds are not used to supplant other state and local public funding available for forensic interviews, including criminal justice funding. <p>Notes: Forensic interviewer should comply with the certification requirements of the Georgia Crime Victims Compensation Program for service to be counted.</p> <p>Units of Service: Each interview</p> |
| <i>Performance of Initial Forensic Medical Exam</i> | <p>As defined in O.C.G.A § 17-5-72, a forensic medical exam will include:</p> <ol style="list-style-type: none"> 1. An examination for physical trauma, 2. A determination as to the nature/extent of the physical trauma, 3. A patient interview, 4. Collection and evaluation of evidence collected, and 5. Any additional testing deemed necessary by the examiner in order to collect evidence and provide treatment. <p>Notes: See “Performance of Follow-Up Forensic Medical Exam” for any additional services rendered or examinations for changes in anatomy or injuries following an initial exam.</p> <p>Units of Service: Each initial exam</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| <i>Performance of Follow-Up Forensic Medical Exam Services</i> | Follow-up medical services provided after an initial forensic medical exam is performed. Such services may include: prescription of additional medication; re-examination of injuries and assessment of physical trauma, collection of any additional evidence; additional testing for sexually transmitted infections. |
| | Notes: Suspect exams not included. See “Performance of Initial Forensic Medical Exam” |
| | Units of Service: Each follow-up exam conducted per victim. |
| <i>Prosecution Interview Advocacy or Accompaniment</i> | Refers to emotional support and/or physical accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Provide Access to Language Assistance</i> | Refers to provision of services in a foreign language for victims with limited English proficiency, sign language for mute, deaf or hard of hearing victims, and braille for blind or visually impaired victims. Includes ensuring the availability of an interpreter. Also, includes language line, texting, or distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service. |
| | Notes: Use of certified interpreters, especially during criminal justice proceeding, is in the best interest of victims. |
| | Units of Service: Each encounter/interaction |

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| <i>Provide Information Explaining the Criminal Justice Process</i> | Refers to information and assistance provided to victims explaining the criminal justice process and what is happening at each stage of the case in the system. Includes explanation of legal terminology and strategy during the processing of the case, provision of courtroom orientation and pre-trial preparation to victims testifying at any stage of the criminal justice process, support, and assistance. Also, includes post-sentencing services and supports, as well as information regarding assistance with property return. |
| | Notes: See “Criminal Justice Support/Advocacy/Accompaniment.” |
| | Units of Service: Each encounter/interaction |
| <i>Provide Information Explaining Victim Rights</i> | Includes alerting the victim either in- person, via mail, via telephone, or via email about the existence of the Georgia Crime Victims Bill of Rights. |
| | Notes: See “Non-Emergency Legal Assistance.” |
| | Units of Service: Each encounter/interaction |
| <i>Referral to Services, Support, and Resources Available – Non-Victim Service Provider</i> | Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.). Refers to contacts with victims, during which available, supplemental, services and supports are identified. Includes assessment of service needs and provision of referrals or providing victims with information and contacts to obtain services on their own. |
| | Notes: Examples include counseling, food banks, clothing, housing, furniture banks, criminal justice agencies, attorneys etc. |
| | Units of Service: Each unique referral |
| <i>Referral to Services, Support, and Resources Available – Other Victim Service Provider</i> | Refers to provision of information about available programs and services provided by other victim service providers, if agency is unable to provide victim with needed services and supports, or the type of crime that a victim experienced for which agency does not typically provide services. Includes agency referring out due to |

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| | <p>capacity, jurisdiction, or services needed that are not provided by the agency.</p> <p>Notes: Includes referrals to an agency which is known to specifically serve crime victims through specific program models or services. Does not include referrals between programs within the same agency. For example, a sexual assault center referring a victim to a domestic violence agency for assistance with safety planning and safe shelter subsequent to a sexual assault by an intimate partner, etc.</p> <p>Units of Service: Each unique referral</p> |
| <i>Relocation Assistance</i> | <p>Refers to provision and coordination of assistance with rental expenses, utility deposits, security deposits, and/or moving fees, as well as assistance locating long-term housing for relocation, regardless of distance, due to victim safety concerns following victimization.</p> <p>Notes: Includes staff members helping victims, primary and secondary, move. See “Emergency Financial Assistance” for outlays of money.</p> <p>Units of Service: Each encounter/interaction</p> |
| <i>Safe Housing</i> | <p>Refers to providing emergency short-term housing to individuals and families following victimization.</p> <p>Notes: Includes emergency hotel stays. For long-term housing relocation, see “Relocation Assistance.”</p> <p>Units of Service: Each bed night/each night paid for a hotel</p> |
| <i>Support Group</i> | <p>Refers to the facilitation of supportive group activities through a structured curriculum led by staff/volunteer, contractor, or peer. This includes non-therapy based sessions facilitated by licensed professionals. Does not include one-time only curriculum.</p> |

| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
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| | <p>Notes: Refer to State Standards to ensure compliance, when applicable. See “Group Therapy” for therapy-based sessions led by licensed professionals.</p> <p>Units of Service: Each session</p> |
| <i>Therapy from a Licensed Clinician/Counselor</i> | <p>Refers to psychological, psychiatric, and/or other counseling-related treatment for individuals, couples, and family members by a Georgia-licensed/certified and trained professional, to provide emotional support in crisis arising from the occurrence of a crime. This may include the evaluation of mental health needs or the delivery of psychotherapy.</p> <p>Notes: “Professional” may include a student who 1) is enrolled in a related practicum or has a Master’s degree, and 2) is supervised by a trained, Georgia-licensed/certified professional. Can be either funded or direct provision. Refer to State Standards to ensure compliance, when applicable.</p> <p>Units of Service: Each session</p> |
| <i>Transitional Housing</i> | <p>Refers to provision of safe, affordable, and temporary housing for victims who, due to the nature of the victimization, cannot safely return to their former housing and need a more time to stabilize themselves before living independently. Does not include referral to transitional housing.</p> <p>Notes: This service must be provided in conjunction with voluntary support services such as counseling and child care assistance. Housing assistance may include rental assistance, security deposits, assistance with utility costs, and other incidental costs. To report these actions, see “Emergency Financial Assistance.”</p> <p>Units of Service: Each bed night</p> |
| <i>Transportation Assistance</i> | <p>Refers to the provision and coordination of transport service. Transportation needs arising due to victimization may include transportation assistance to ensure access to agency services, as well as attend court hearings/proceedings, medical appointments, etc. Includes staff members transporting victims, gas cards (purchased and donated), and assisting animals in distress, as well as taxis and other transportation services, such as Marta, Uber, and Lyft.</p> |

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| <i>Service Name</i> | <i>Service Definition, Units, and Sexual Assault Unit-Specific Considerations</i> |
| | Notes: Applicable assistance for victims living in residential shelters is more extensive to include job interviews, schools, local social service agencies, etc.. |
| | Units of Service: Each encounter/interaction/transport |
| <i>Victim Impact Assistance</i> | Refers to assistance provided in the preparation of Victim Impact Statements, as well as with preparing supporting letters and registering for impact panels, facilitating participations in Victims Visitors' Day, clemency hearings, and executions. Includes accompaniment and assistance receiving and submitting Victim Impact Statements for consideration or presentations for Title IX and other related proceedings. |
| | Notes: |
| | Units of Service: Each encounter/interaction |
| <i>Victim Notification of Criminal Justice Events</i> | Refers to communications with victims and on behalf of 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. Includes assisting victims in making contact with the Board of Pardons and Paroles, Georgia Department of Community Supervision, and Department of Corrections to request notification of any changes in the convicted defendant's status. |
| | Notes: |
| | Units of Service: Each encounter/interaction |