
Confidential referrals for crime victims

About VictimConnect

What is VictimConnect?

The **VictimConnect Resource Center** is a national information and referral helpline for victims of crime to learn about their rights and options—confidentially and compassionately. A program of the National Center for Victims of Crime, it combines:

- ◆ A traditional telephone-based helpline: **855-4-VICTIM**(855-484-2846)
- ◆ An innovative online chat: www.Chat.VictimConnect.org
- ◆ Web-based information and service referrals: www.VictimConnect.org

With extensive specialized training, our **Victim Assistance Specialists** stand ready to help crime victims:

- ◆ Discuss concerns and questions in a nonjudgmental, compassionate environment
- ◆ Understand their rights and options
- ◆ Find information and connect with resources
- ◆ Craft next steps to regain control over their lives
- ◆ Access referrals

When can I access services?

The VictimConnect Resource Center operates **Monday – Friday**. The phone hotline is available 8:30am - 7:30pm EST and online chat is available 9:30am - 6:30pm EST. Our web content is always available at www.VictimConnect.org.

What topics are covered?

Victims of crime have a variety of needs, from the simple—*locating nearby victim advocates*—to the complex—*understanding how to navigate the criminal justice process*. Here are some of the topics VictimConnect can assist callers with:

- ◆ Case Management
- ◆ Mental Health and Counseling Services
- ◆ Housing Needs
- ◆ Victim Compensation and Restitution
- ◆ National and Local Referrals
- ◆ Legal Services
- ◆ Civil Justice Options
- ◆ Victim Rights' Advocacy
- ◆ Crime Reporting



Who do we serve?

The VictimConnect Resource Center serves victims of crime in the United States. Our services are specifically designed to refer victims to the most appropriate local or national resources based on their experiences and needs. Our most served crimes are:

- ◆ Sexual Assault (including campus)
- ◆ Assault/Attempted Homicide
- ◆ Domestic/Dating Violence (and/or protective order violations)
- ◆ Homicide
- ◆ Financial Crimes (identity theft, fraud, and/or exploitation)
- ◆ Hate Crimes
- ◆ Human Trafficking (labor and sex)
- ◆ Stalking
- ◆ Mass Events
- ◆ Elder Abuse or Neglect
- ◆ Child Abuse (physical, sexual, and/or neglect)

Whether by chat or phone, our specialists assist victims in locating appropriate national, local, or online referrals. The VictimConnect Resource Center also has a special focus on populations, crimes, and topics that are generally underrepresented or underserved in victim services. To that end, we partner with the following National Center programs:

- ◆ **National Crime Victim Bar Association**, the nation's only nonprofit, crime-victim attorney-referral service, with over 300 attorney members across the country. By working with the Bar Association, we are able to provide victims with information about their civil legal remedies and connect them with a professional who can guide them through the process of filing civil charges.
- ◆ **Financial Crimes Resource Center**, to provide the latest information and options for victims of all financial crimes. Through the resource center's extensive knowledge base and web content, we are able to walk victims of financial crime through the complex reporting and recovery process.

What if I speak another language?

The helpline employs both English and Spanish-speaking Victim Assistance Specialists. Any specialist can also access an interpreter for more than **200 languages** (via the phone hotline only).

Deaf, hearing- and/or speech-impaired individuals can reach us using 711, a national access number that connects to **Telecommunications Relay Services**.

What information will I need to provide?

All VictimConnect Resource Center services are **completely anonymous**. Our Victim Assistance Specialists begin each conversation by inquiring about any safety or privacy concerns callers may have. We will never request any personally identifying information. Nor do we store any user information (including phone numbers or IP addresses).

For victims seeking local services, we may ask for their city and state to provide the best possible referrals. We also may collect non-identifying information regarding the types of services requested and the crimes that were discussed in order to improve our services.