

Confidential referrals for crime victims



855-4-VICTIM

◆ VictimConnect.org

◆ Call, Chat, Text

About VictimConnect

What is VictimConnect?

The VictimConnect Resource Center is a national helpline where all crime victims receive strength-based and trauma-informed services by phone, text, or chat.

Call



855-4-VICTIM
(855-484-2846)

Text



855-4-VICTIM
(855-484-2846)

Chat



chat.victimsofcrime.org/
victim-connect

Visit Website



www.victimconnect.org

With extensive specialized training, our **Victim Assistance Specialists** stand ready to help crime victims navigate the physical, emotional, legal, and financial consequences of crime. Visitors will receive:

- Emotional support and advocacy
- Information about systems, safety, and rights
- Support to crafting next steps to regain control over their lives
- Access to referrals tailored to the visitor's needs

When can I access services?

The VictimConnect Resource Center operates Monday – Friday during normal business hours. Our website provides updates on our hours of operations and provides information and referrals.

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 all victims of crime in the United States and U.S. territories, regardless of when the crime occurred. 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:



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).

The VictimConnect Resource Center uses Recite Me, a Cloud-based web accessibility tool, to enable victims and other visitors to customize our website in a way that works best for them. This includes using the screen reader, using the reading support feature, changing text (style, size, color, or spacing), and translating content into over 100 languages.

What if I am deaf, hearing-impaired, and/or speech-impaired?

Deaf, hearing-impaired, and/or speech-impaired individuals can reach us via phone by using 711, a national access number that connects to Telecommunications Relay Services. Additionally, we can be reached via text and our [chat](#) feature.

What information will I need to provide?

All VictimConnect Resource Center services are completely anonymous and confidential. 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.

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. You will never be required to answer questions if you feel uncomfortable doing so.