



---

**Social Work Class Discussion Guide**  
for the Video  
***New Directions from the Field:  
Victims' Rights and Services for the  
21st Century***

A component of the project

**Victims of Crime: A Social Work Response**  
**Building Skills To Strengthen Survivors**

Fran Danis, Ph.D., A.C.S.W.

February 2006

**U.S. Department of Justice**  
**Office of Justice Programs**  
810 Seventh Street NW.  
Washington, DC 20531

**Alberto R. Gonzales**  
*Attorney General*

**Regina B. Schofield**  
*Assistant Attorney General*

**John W. Gillis**  
*Director, Office for Victims of Crime*

---

**Office of Justice Programs**  
Partnerships for Safer Communities  
*www.ojp.usdoj.gov*

---

**Office for Victims of Crime**  
*www.ovc.gov*

---

NCJ 211454

This project was supported by grant number 1999-VF-GX-0004, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions expressed in this document are those of the authors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

The Office for Victims of Crime is a component of the Office of Justice Programs, which also includes the Bureau of Justice Assistance, the Bureau of Justice Statistics, the National Institute of Justice, and the Office of Juvenile Justice and Delinquency Prevention.

---

## Acknowledgments

The author thanks the following individuals, who participated in focus groups to develop this discussion guide:

Bud Balke  
Mothers Against Drunk Driving–Missouri

Mary Beck  
Family Violence Clinic  
University of Missouri Law School

Carrie Clark  
M.S.W. Student  
University of Missouri–Columbia

Charles Cowger  
Director, School of Social Work  
University of Missouri–Columbia

Kay Crockett  
Victim Services  
Missouri Department of Corrections

Judy Franken  
Probation and Parole Office  
Boone County, Missouri

Gardenia Harris  
Faculty, School of Social Work  
University of Missouri–Columbia

Amanda Loehr  
M.S.W. Student  
University of Missouri–Columbia

Heather Oliver  
M.S.W. Student  
University of Missouri–Columbia

Stephen Pratte  
Mid-Missouri Legal Aid

Tamitha Price  
National Association of Social Workers–  
Missouri

Judy Riehl  
Missouri Coalition Against Sexual Assault

Kittie Rogers  
Missouri Coalition Against Domestic  
Violence

Marjorie Sable  
Faculty, School of Social Work  
University of Missouri-Columbia

Vicky Scott  
Missouri Department of Public Safety

Lloyd Simons  
Columbia, Missouri, Police Department

Elizabeth Stallone  
The Shelter  
Columbia, Missouri

Susan Suddth  
Crime Victim’s Compensation Program  
State of Missouri

Leigh Voltmer  
The Shelter  
Columbia, Missouri

Jeff Westbrook  
Columbia, Missouri, Police Department

Elizabeth Wilson  
Prosecutor’s Office  
Boone County, Missouri

Additional help in developing and reviewing this discussion guide was provided by Jennifer Carter, Nancy Chavkin, VeRonica Daniels, Carol Snively, Kendra Yoder, and Sharee Young.

---

# Contents

<b>Acknowledgments .....</b>	<b>iii</b>
<b>Introduction.....</b>	<b>1</b>
<b>History of the Victim Assistance Field .....</b>	<b>2</b>
<b>Video Script and Related Questions and Assignments.....</b>	<b>3</b>
Segment 1. Implementing Victims' Rights.....	3
Segment 2. Providing Access to Services.....	6
Segment 3. Continuing Education and Training.....	8
<b>Annotated Bibliography .....</b>	<b>10</b>
<b>Resources .....</b>	<b>12</b>
Web Sites .....	12
Toll Free and Other Numbers .....	13
Videotapes.....	13

---

## Introduction

This *Social Work Class Discussion Guide* is one product of the Victims of Crime: A Social Work Response: Building Skills To Strengthen Survivors project, a collaboration between the University of Missouri–Columbia School of Social Work and the National Association of Social Workers Texas Chapter funded by the U.S. Department of Justice, Office for Victims of Crime.

This discussion guide accompanies the *New Directions from the Field: Victims' Rights and Services for the 21st Century* videotape produced by the Office for Victims of Crime. The videotape accompanies the report of the same name. The report identifies specific recommendations for responding to adult crime victims from many of society's institutions, including the mental health and allied professions. The videotape reviews the current state of the crime victim assistance field in three important areas: the rights of crime victims, access to services, and continuing education and training.

The first section of the guide introduces the video to the class with a brief history of the victim assistance field. The next section contains questions to spark discussion and specific questions for each of the video's three segments. For the instructor's convenience, the discussion guide provides an approximate script of the video so that specific questions can be easily traced to specific scenes. Suggestions for followup assignments that can earn course credit are also provided. The end of the guide contains resources for more indepth information about the victim assistance field, including an annotated bibliography and lists of Web sites, telephone numbers for national organizations, and videotapes.

This guide was developed with the assistance of focus groups of social work educators and graduate students with experience in the victim assistance field and professionals working in the field. It was pilot tested in several social work classes and previewed at a curriculum development workshop at the 2001 Annual Program Meeting of the Council on Social Work Education. The video is appropriate for both undergraduate and graduate social work courses, including both policy and direct-practice courses. Its 18-minute length allows ample time for discussion.

While they view the videotape, students can consider the following general questions:

- What relevance does this video have for the social work profession?
- What policy issues were discussed in this video?
- What issues were discussed regarding providing direct services to crime victims and survivors?
- What issues were discussed regarding social work advocacy?
- What issues were discussed regarding community practice?
- Does the video suggest areas for further social work research and evaluation?

**Fran Danis, Ph.D.**  
**University of Missouri–Columbia**

---

## History of the Victim Assistance Field

Note: Before showing the video, provide this short introduction about the history of the victim assistance field to the class.

Although the concept that victims of crime are entitled to certain rights has its origins in the Code of Hammurabi (circa 1780 BC), the modern victims' rights movement did not begin until the 1970s. During that time, many individuals became aware of the harmful effects of crime and the often-insensitive treatment of crime victims and witnesses by police, prosecutors, and judges. The feminist movement drew attention to the "blame the victim" mentality that often met victims of the crimes of sexual assault and domestic violence. Other groups such as Mothers Against Drunk Driving and the National Organization of Victim Assistance advocated for local, state, and national changes in the role of crime victims in the criminal justice system. During this time, crime victimization studies also identified a large gap between the number of crimes reported to police and the number of self-identified crime victims (Kilpatrick, Saunders et al., 1987). Law enforcement and prosecutors began to recognize that addressing victims' problems that result from the crime may increase victims' cooperation, thereby increasing the quality of evidence needed for successful prosecution.

Victim assistance programs were therefore developed to help crime victims cope with the trauma and aftermath of crimes, help victims report crimes and participate in the criminal justice process, and advocate for sensitive treatment of victims by criminal justice personnel.

The victim assistance movement also led to the development of federal and state legislation that focuses on the rights of crime victims and victim assistance services:

- In 1984, Congress passed the Victims of Crime Act (VOCA), which established strong federal leadership in victims' assistance. This act provided funding to qualified victim assistance programs and state crime victim compensation programs.
- In 1988, Congress established the Office for Victims of Crime.
- In 1994 (and reauthorized in 2000), the Violence Against Women Act (VAWA) was passed, which provides federal funding for shelters for battered women, sexual assault programs, and a variety of other measures used to combat violence against women.
- As of 2001, 32 states have enacted constitutional amendments that require the provision of certain services to crime victims.

Currently, all 50 states, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands have federally funded compensation programs. And all 50 states have passed legislation establishing victim rights.

Under debate is a national movement to pass a victims' rights amendment to the U.S. Constitution. Why are many victim advocates supporting this amendment?

Answer: Persons charged with a crime have federally protected constitutional rights. The rights of victims are only protected by an individual state. When there is a conflict between the rights of the accused and the rights of the victim, the rights of the accused now always take precedent because federal law takes precedent over state law. To establish parity between the rights of the victim and the rights of the accused, federal constitutional rights are needed.

---

## Video Script and Related Questions and Assignments

This section of the discussion guide (pages 3–9) provides instructors with an approximate script of the video and specific questions for sparking discussion among students. Remind students to consider the relevance of the video for the profession as a whole and for the particular course being taught. Suggestions for followup assignments are also provided.

### Segment 1. Implementing Victims' Rights

#### Video script

Crime scene clips: There is no one specifically available for the victim.

Vicky Sharp, Director of Pima County Victim Witness Program

- Victims were falling through the cracks.
- They were expected to pull themselves up by their bootstraps and pull themselves together.

Marlene A. Young, Executive Director, National Organization for Victim Assistance

- The 1992 President's Victims of Crime Task Force motivated the movement.

Judge Lois Haight, Contra Costa County Superior Court

- The Victims of Crime Task Force learned how poorly victims were being treated and how few services were available to them.
- At the request of the President, task force recommendations were implemented, starting with the creation of the Office for Victims of Crime.

Dr. Dean Kilpatrick, Professor of Psychology, National Crime Victim Research and Treatment Center

- Since 1982, the legislation has exploded.
- New policies and new programs have improved how victims are treated by the criminal justice system.

Janice Harris Lord, Former National Director of Victim Services, MADD

- It is time to take the information gathered and come up with precise directions of the field (not the movement).

Kathryn Turman, Former Director of the Office for Victims of Crime

- The *New Directions* book sets out the "road map," which was developed by the field and for the field.

#### Issues for social work class discussion

What relevance or issues did this segment address with respect to—

- Profession of social work as a whole.
- Direct services for clients.
- Social policy.
- Community practice.
- Research and evaluation.
- Human behavior in the social environment.
- What is the impact of crime on individuals and society? Who are the victims of crime?
- What are the needs of crime victims and survivors immediately after the crime has been committed? How do these needs change or not change during the criminal justice process?
- What skills do social workers need to ensure that the needs of crime victims and survivors are met?
- What services do victims need after a crime? If they do not receive intervention after the victimization, what could be the consequences for victims?
- How can social workers help clients begin their emotional healing from the trauma of victimization?

- 
- Rights for victims are being implemented at all levels—state, federal, and local or tribal court—so that victims know how to navigate the system.

Joseph Cherry, son murdered

- The family was confused about the justice system and needed to know what was happening—and not at the last minute.

Ray Larson, Fayette Commonwealth’s Attorney, Lexington, Kentucky

- Victims of crime are uniformly stunned that the entire process is out of their hands.

Sandy and Stanley Eiseman, daughter killed by drunk driver

- The process was not focused on the daughter being killed but on technical procedures that are unimportant to the family.

Debra Bird, family brutally assaulted

- When people are not familiar with the system, they have a lot of questions and fears.

Ray Larson, Fayette Commonwealth Attorney, Lexington, Kentucky

- Mostly victims want to know everything about their case; they don’t want any surprises.
- They want to start taking control of their lives again.

Judge Irene Toledo, Navajo Nation Tribal Court

- When criminals come to court, they are immediately advised of their rights.
- Victims do not get the same consideration.

Sandy and Stanley Eiseman, daughter killed by drunk driver

- As victims, there is no one representing us.

Ralph Hubbard, son murdered

- Crime victims are just a necessary nuisance in the courtroom. There is nothing that is ours.

David Beatty, Director of Public Safety, National Center for Victims of Crime

- Since fewer than half of crime victims are actually given their rights; it is hard to say that they are real rights.

- How can social workers prepare clients for how the criminal justice system works?
- What natural support systems can social workers mobilize to assist crime victims and survivors?
- How can social workers help the criminal justice system be more responsive to the needs of crime victims and survivors?
- What services are available to victims after the court process has ended? Who provides these services?
- What does the video mean by revictimization? Who revictimizes whom? How?
- What are some of the ethical dilemmas social workers in this field might encounter?
- What are the rights of the accused within the criminal justice system?
- How are the rights of the accused protected?
- Why is the criminal justice system responsible for upholding the rights of the accused over the rights of the victim?
- What happens when the prosecution or law enforcement violates the rights of the accused?
- How do the rights of the accused clash with the rights of the victim?



---

Patricia Sarti, son beaten to death

- The defendant sits with his or her attorney.
- The prosecutor sits on the opposite side.
- Victims sit in the audience and are not allowed to open their mouths.

Ray Larson, Fayette Commonwealth's Attorney, Lexington, Kentucky

- Victims have a right to understand everything that is occurring in their legal case, which is the way it's done in his office.

Judge Lois Haight, Contra Costra County Superior Court

- Victims believe that they will finally get justice in a courtroom, but when that does not happen, the damage is 10 times worse.

Patricia Sarti, son beaten

- The family could probably heal if they could get justice.
- Sentences were passed down, and judges had no idea of the consequences on victims.

Judge Lois Haight, Contra Costra County Superior Court

- Most judges are fearful that if they pay too much attention to victims they will hinder the rights of the accused. These are two separate things.

Ray Larson, Fayette Commonwealth's Attorney, Lexington, Kentucky

- Victim impact statements are very important.

Gloria Reyes, sexually abused (child)

- She was relieved when she let everything out.

Susan Russell, kidnapped and raped

- Although shaken and afraid while giving her victim impact statement, she said everything she wanted to say and was relieved.

Judge Lois Haight, Contra Costra County Superior Court

- Judges do not understand the importance of victim impact statements. They say things such as "I've read everything already" or "You only get one minute" or "I'm going to give the maximum sentence already; I don't need to hear what you have to say."

Judge Irene Toledo, Navajo Nation Tribal Court

- Judges have to be careful how they approach the process; it affects so many lives.

- Should social workers support the rights of the accused over the rights of the victim?
- Can social workers support the rights of the victim and observe the rights of the accused?

### **Suggested followup assignments**

- What are the rights of crime victims and survivors in this state?
- How many law enforcement and prosecutors' offices have crime victim advocates on staff?
- What other community agencies are likely to employ victim and survivor advocates? What are their job responsibilities?
- How many social workers work in the victim assistance field in the local community?
- Interview a victim assistance professional in the local community. What knowledge and skills do they use in their work?
- Attend a meeting of a support group for people who have lost a family member in a violent crime. How has the criminal's actions affected their family and the community?
- What are victim impact statements?
- How do the policies of individual judges regarding the use of victim impact statements affect crime victims and survivors?

---

## Segment 2. Providing Access to Services

### Video script

Kathryn Turman, Former Director of the Office for Victims of Crime

- All victims need access to service, including disadvantaged people, people with disabilities, non-English speaking people, and people in rural remote areas.

Nashville Domestic Violence Unit

The goal is a zero-percent murder rate due to domestic violence.

- It is also known as a homicide reduction unit; it has cut homicide in half.
- The comprehensive coordinated community response has been beneficial.
- Law enforcement must be proactive, not reactive.

Washington Ridge Youth Correctional Conservation Camp

Sharon English, Deputy Director of Prevention/Victims' Services, California Youth Authority

- Corrections is the last frontier of crime victims' services.
- The corrections system began to realize their responsibility to victims within the past 10 years.
- Criminals in corrections are mandated to pay restitution; the monies are used to supplement the Crime Victims Fund.

Dan Eddy, Executive Director of the National Association of Crime Victims' Compensation Boards

- It is helpful to victims to know that offenders are required to pay restitution and also supplement the Crime Victims Fund.

Sharon English, Deputy Director of Prevention/Victims' Services, California Youth Authority

- The crime victims field is not striving to take away offenders' rights; it is striving to instill victims' rights to ensure a fair and equitable system.

### Issues for social work class discussion

- Why does society blame the victim?
- Why is a coordinated community response to domestic violence important?
- What services do crime victims and survivors with disabilities need?
- How can access to services be improved for persons of color, people whose primary language is not English, and people who live in remote areas?
- What is *Crime Victims Compensation*? Where does the money in the Crime Victims Fund come from?
- What is *restitution*? How does it differ from Crime Victims Compensation?
- Should police departments employ social workers?

### Suggested followup assignments

- What agency oversees Crime Victims Compensation in this state? What are the application policies and procedures? What losses does this compensation cover? Do all crime victims and survivors receive assistance from the Crime Victims Compensation program?
- Develop a plan for a coordinated community response to domestic violence or sexual assault in the local community. What agencies should be involved? What role would each agency have? What would be the mission, goals, and objectives of such a coordinated response? What activities would be undertaken? How will the participants and community know if the plan is effective?

---

Marilyn Smith, Executive Director of Abused Deaf Women's Advocacy Services

- Often hearing agencies would focus so much on communicating with deaf women that the violence they experienced would be completely ignored.
- The agency offers the same services that hearing agencies provide—except the deaf culture is respected.
- There are so many different groups with different needs. It is not fair to treat them as one group.
- The system has to meet the needs of everyone.

- Who provides crisis services to victims and survivors with disabilities in the local community? Do they have enough resources to meet the needs of their clients? What do they see as barriers to participation in the criminal justice system for their clients?
- What impact does gender have on providing crisis services to crime victims? Do you think female sexual assault victims would be more or less comfortable with a male victim assistance advocate?

---

## Segment 3. Continuing Education and Training

### Video script

Kathryn Turman, Former Director of the Office for Victims of Crime

- The third major challenge is to continue the evolution of crime victims' services through education and training so that allied professionals receive the training needed to serve victims.

Harvey Wallace, Chair of the Department of Criminology at California State University–Fresno

- More educational institutions are putting out more victimology information and victim services in classes to the general public and practitioners.
- Certificate programs are being offered. The field is moving toward master's- and Ph.D.-level training.
- The field started out as a victims' movement, but now it is evolving into a discipline. In 15 years, there will be victim service professionals.
- Victim service professionals want to do their jobs better, and *New Directions* gives them the information they need.

Dr. Brian Ogawa, Crime Victims' Institute, Office of the Texas Attorney General

- *New Directions* included the faith community, which also needs education to respond to crime victims.
- Clergy were ill prepared to handle the bombing tragedy in Oklahoma City.
- The Clergy Response Institute was established in Oklahoma City to better prepare clergy to aid crime victims and address their needs.

Listening to victims' voices

- Silence kills.
- The criminal justice system is "all about me, without me."
- Survivors of violence have a unique understanding of the impact of violence on families, individuals, and communities. The country needs to tap into that understanding.
- So many individuals are holding pain in their hearts, waiting for someone to help.

### Issues for social work class discussion

- Is there a role for social workers in victim services?
- Should social workers train others in victim services? Why? Why not?
- How does working in the crime victim assistance field potentially impact social workers? How can social workers protect themselves against secondary trauma, compassion fatigue, and burnout?
- How are the disciplines of social work and victim assistance different? How are they similar or the same?
- Should there be a separate academic degree for crime victim assistance?
- What can the social work profession do to prepare social workers to work in the victim assistance field?

### Suggested followup assignments

- Review the curriculum in your degree programs. What courses have content that relate to working with crime victims and survivors?
- Identify potential field placement opportunities for students.
- What knowledge and skills do social workers need to possess to enter this field?

- 
- The police, courts, corrections, and District Attorney—all must be victim sensitive and friendly for this to work.

*New Directions from the Field: A Call to Action*

- *New Directions* has done a good job of figuring out the issues of importance to crime victims.
- The agenda for the future may be even deeper and broader than the challenges of the past.
- The focus has shifted from passing statutes to implementing programs.
- The importance of *New Directions*: it gives focus for debate and discussion on where victims' rights and services need to be.

- What continuing education topics do social workers need in the victim assistance field?
- Create opportunities for students to follow a victim assistance advocate around for a day. What did they like best about the experience? What did they think was the hardest part of the job? What additional knowledge and skills do they need to develop professionally in this field?

---

## Annotated Bibliography

Andrews, A.B. 1992. *Victimization and Survivor Services: A Guide to Victim Assistance*. New York, NY: Springer Publishing Company. Written by a social worker, this book is a clear guide for victim assistance, with issues ranging from the psychological effects of victimization to community survivor services and issues.

Boles, A.B., and J.C. Patterson. 1997. *Improving Community Response to Victims of Crime: An Eight-Stage Model for Developing Protocols*. Thousand Oaks, CA: Sage Publications. Outlines a step-by-step procedure to create a community response to crime victims from establishing an interagency council, inventorying existing services, and conducting a community needs assessment to writing and implementing protocols and evaluation.

Brown, S.L. 1991. *Counseling Victims of Violence*. Alexandria, VA: American Association for Counseling and Development. Explores the psychodynamics of trauma and effective therapies for trauma victims, particularly victims of robbery, assault, elder abuse, ethnic violence, hate/gay violence, domestic violence, sexual trauma, rape, incest, murder, and cult, satanic, and ritual crimes.

Davis, R.C., A.J. Lurigio, and W.G. Skogan, eds. 1997. *Victims of Crime*. 2d ed. Thousand Oaks, CA: Sage Publications. Explores specific crime victim issues, such as sexual assault, domestic violence, victimization of youth, death of a loved one, international concerns, restitution policies, victim services, hate crimes, and psychological consequences.

Herman, J.L. 1992. *Trauma and Recovery*. New York, NY: Basic Books. Discusses the psychological aftermath of violence, ranging from various traumatic disorders to the stages of recovery; an excellent source for one-on-one intervention with crime victims.

Kilpatrick, D.G., D. Beatty, and S.S. Howley. 1998. *The Rights of Crime Victims: Does Legal Protection Make a Difference?* Washington, DC: U.S. Department of Justice, National Institute of Justice. Discusses research findings regarding the effectiveness of state constitutional amendments and other legal measures.

Kilpatrick, D.G., B.E. Saunders, L.J. Veronen, C.L. Best, and J.M. Von. 1987. "Criminal Victimization: Lifetime Prevalence, Reporting to Police, and Psychological Impact." *Crime and Delinquency* 33(4): 479–89.

Lamb, S., ed. 1999. *New Versions of Victims: Feminists Struggle with the Concept*. New York, NY: New York University Press. A controversial, philosophical book that examines the unintended consequences of feminism and its relation to the victims' rights movement.

Mawby, R.I., and S. Walklate. 1994. *Critical Victimology: International Perspectives*. London: Sage Publications. Addresses the role of the victim in the criminal justice system and ensuring justice for victims while preserving the rights of defendants.

National Victim Center, Mothers Against Drunk Driving, and American Prosecutors Research Institute. 1994. *Victim Impact Statements: A Victim's Right to Speak . . . A Nation's Responsibility to Listen*. Washington, DC: U.S. Department of Justice, Office for Victims of

---

Crime. Written by crime victim advocate groups, this book details victims' responses to crime, including explanations and suggestions for writing victim impact statements, and recommendations based on findings. Web site:

[www.ojp.usdoj.gov/ovc/publications/infores/impact/welcome.html](http://www.ojp.usdoj.gov/ovc/publications/infores/impact/welcome.html).

Office for Victims of Crime. 1998. *New Directions from the Field: Victims' Rights and Services for the 21st Century*. Washington, DC: U.S. Department of Justice. A comprehensive book that details the future directions of victims' rights, criminal and juvenile justice, victim assistance and allied professionals, financial recovery, child victims, and international victim assistance (NCJ 170600). Web site: [www.ojp.usdoj.gov/ovc/new/directions/pdfxtxt/direct.pdf](http://www.ojp.usdoj.gov/ovc/new/directions/pdfxtxt/direct.pdf).

Ogawa, B.K. 1999. *Color of Justice: Culturally Sensitive Treatment of Minority Crime Victims*. 2d ed. Boston, MA: Allyn and Bacon. Explains how crime victim assistance organizations can become more culturally sensitive, the impact of crime on minority groups, the link between racism and violent hate crimes, and improvements for both the criminal justice and victim service systems.

Ruback, B.R., and M.P. Thompson. 2001. *Social and Psychological Consequences of Violent Victimization*. Thousand Oaks, CA: Sage Publications. Examines the impact of crime on individuals, families, and communities.

Scott, E.L., V.M. Shamsid-Deen, and A. Black-Wade. 2000. *Minority Community Victim Assistance: A Handbook*. Washington, DC: U.S. Department of Justice, Office for Victims of Crime. An excellent guide to working with minority crime victim communities that details how to break down barriers, get involved, help special needs victims, and organize community resources (NCJ 170148).

Viano, E.C., ed. 1990. *The Victimology Handbook: Research Findings, Treatment, and Public Policy*. New York, NY: Garland Publishing. Provides an overview of victimology with varied examples and articles on topics ranging from rape victims, family murder, and arson to crime prevention and social support services.

Victim Services. 1998. *From Pain to Power: Crime Victims Take Action*. Washington, DC: U.S. Department of Justice, Office for Victims of Crime. An overview of crime victim activism with details of its history, barriers, caveats, recommendations, and the benefits of community involvement, including several practical examples (NCJ 166604).

Weed, F. 1995. *Certainty of Justice: Reform in the Crime Victim Movement*. New York, NY: Aldine de Gruyter. Describes the macrolevel movement of crime victims, including grassroots efforts, political programming, community-based victim services, advocacy groups, and victims' rights.

Wilson, K.J. 1997. *When Violence Begins at Home: A Comprehensive Guide To Understanding and Ending Domestic Abuse*. Alameda, CA: Hunter House, Inc. Emphasizes both policy and practice issues, including dynamics, effects on children, teen dating violence, legal issues, the workplace, substance abuse, coordinated response, cultural sensitivity, and intervention strategies, and provides a historical overview of violence against women.

---

## Resources

### Web Sites

CAVNET: Communities Against Violence Network	<a href="http://www.cavnet2.org">www.cavnet2.org</a>
Crime Victims for a Just Society	<a href="http://www.crimevictims.net">www.crimevictims.net</a>
Family Violence Prevention Fund	<a href="http://www.fvpf.org">www.fvpf.org</a>
International Society for Traumatic Stress Studies	<a href="http://www.istss.org">www.istss.org</a>
Joint Center on Violence and Victim Studies, Washburn University	<a href="http://www.washburn.edu/ce/jcvvs">www.washburn.edu/ce/jcvvs</a>
Minnesota Center Against Violence and Abuse	<a href="http://www.mincava.umn.edu">www.mincava.umn.edu</a>
Mothers Against Drunk Driving	<a href="http://www.madd.org">www.madd.org</a>
National Association of Social Workers	<a href="http://www.naswdc.org">www.naswdc.org</a>
National Center on Elder Abuse	<a href="http://www.elderabusecenter.org">www.elderabusecenter.org</a>
National Center for Missing and Exploited Children	<a href="http://www.missingkids.com">www.missingkids.com</a>
National Center for Victims of Crime	<a href="http://www.ncvc.org">www.ncvc.org</a>
National Coalition Against Domestic Violence	<a href="http://www.ncadv.org">www.ncadv.org</a>
National Committee to Prevent Child Abuse	<a href="http://www.childabuse.org">www.childabuse.org</a>
National Crime Victims Research and Treatment Center	<a href="http://www.musc.edu/cvc">www.musc.edu/cvc</a>
National Criminal Justice Reference Service	<a href="http://www.ncjrs.gov">www.ncjrs.gov</a>
National MultiCultural Institute	<a href="http://www.nmci.org">www.nmci.org</a>
National Organization for Victim Assistance	<a href="http://www.try-nova.org">www.try-nova.org</a>
National Sexual Violence Resource Center	<a href="http://www.nsvrc.org">www.nsvrc.org</a>
Office for Victims of Crime Resource Center, U.S. Department of Justice	<a href="http://www.ovc.gov">www.ovc.gov</a>
Office on Violence Against Women, U.S. Department of Justice	<a href="http://www.ojp.usdoj.gov/vawo">www.ojp.usdoj.gov/vawo</a>
Rape, Abuse and Incest National Network	<a href="http://www.rainn.org">www.rainn.org</a>
Victim Assistance Online	<a href="http://www.vaonline.org">www.vaonline.org</a>
Victims' Assistance Legal Organization (VALOR)	<a href="http://www.valor-national.org">www.valor-national.org</a>
World Society of Victimology	<a href="http://www.fh-niederrhein.de/fb06/victimology">www.fh-niederrhein.de/fb06/victimology</a>



---

## Toll Free and Other Numbers

National Association of Crime Victim Compensation Boards	703-780-3200
National Center on Elder Abuse	202-898-2586
National Center for Missing and Exploited Children	800-THE-LOST (800-843-5678)
National Center for Victims of Crime	800-FYI-CALL (800-394-2255)
National Clearinghouse on Child Abuse and Neglect Information	800-394-3366
National Coalition Against Domestic Violence	303-839-1852
National Criminal Justice Reference Service	800-851-3420, TTY 877-712-9279
National Domestic Violence Hotline	800-799-SAFE (800-799-7233)
National Organization for Victim Assistance	800-TRY-NOVA (800-879-6682)
National Sexual Assault Hotline; Rape, Abuse and Incest National Network	800-656-HOPE (800-656-4673)
National Sexual Violence Resource Center	877-739-3895
National Resource Center on Domestic Violence	800-537-2238
Office for Victims of Crime Resource Center, U.S. Department of Justice	800-851-3420, TTY 877-712-9279
Parents of Murdered Children	888-818-7662

## Videotapes

The following videotapes are available for free or a nominal cost from the OVC Resource Center. Order online from the National Criminal Justice Reference Service ([www.ncjrs.gov](http://www.ncjrs.gov)) or by calling 800-851-3420.

*Meeting the Mental Health Needs of Crime Victims* (NCJ 167235). This video presents a panel discussion of issues related to the need for and provision of mental health services to crime victims.

*New Directions from the Field: Victims' Rights and Services for the 21st Century* (18 min., NCJ 178283). Reviews the current state of crime victims' rights, describes promising practices, and offers 250 recommendations for pursuing state, local, and community-based initiatives on behalf of crime victims.

*Promising Practices: Community Partnerships Helping Victims* (22 min., NCJ 167243). Using portrayals of program activities and comments by program participants, this video profiles various programs across the country that provide services to crime victims in general and to various types of crime victims.

*Through My Eyes* (9 min., NCJ 178229). This video, the first in a five-part series, displays the artwork and writings of children who have experienced violence in their homes and on the streets, accompanied by their comments on how the violence has affected them and commentary by experts in child development and mental health services.