

Camera-Ready Resources

- Public Awareness Pocket Cards
- Overheads Formatted for Speaker Presentation
- Community Forum Announcement Flyer

How To Use Public Awareness Pocket Cards

To enhance professional and public education efforts, pocket cards have been developed for reproduction and distribution at various meetings, forums, conferences, and training programs. To facilitate replication, the pocket cards have been formatted to fit three pocket cards per an 8- by 11-inch page. **Note:** the first pocket card in the series is designed to serve as the **master front** of each pocket card. The back of each pocket card can be changed for appropriate audiences. For example, when replicating the pocket cards for justice system audiences, the first pocket card can serve as the cover, and then each of the pocket cards on law enforcement, prosecution, judiciary, and corrections, can be reproduced on the back of the pocket card for the appropriate discipline.

How To Use Overheads for Public Speaking

This section contains 39 overheads that have been designed in an 8- by 11-inch format for reproduction on overhead transparencies. The overheads highlight a brief historical review of *New Directions* and correspond to its five global challenges. However, many of the overheads can serve as stand-alone visual aids to emphasize key points and concepts in speaker presentations. For example, several overheads address the justice system and many contain quotes from crime victims emphasizing the need for enhanced victims' rights and services.

Electronic Availability of Camera-Ready Materials

All camera-ready resources, including a color version of the overheads, are available in electronic format by visiting the **OVC's World Wide Web site** at www.ojp.usdoj.gov/ovc.



New Directions from the Field: *Victims' Rights and Services for the 21st Century*

Office for Victims of Crime
OVC
Advocating for the Fair
Treatment of Crime Victims

New Directions from the Field: Victims' Rights and Services for the 21st Century challenges the Nation to renew and refocus its efforts to improve the treatment of crime victims. Today, only a fraction of the Nation's 31 million crime victims annually receive the rights, services, and support they need following criminal victimization. The 250 recommendations set forth in *New Directions* target nearly every profession that comes into contact with crime victims. These recommendations encourage each professional discipline to undertake efforts to ensure comprehensive and consistent rights and services for every victim of crime in every community and in every justice system in our Nation.

For Information About Victims' Rights and Services in Our Community Contact:

Call the OVC Resource Center toll free at (800) 627-6872

Visit OVC's World Wide Web site at www.ojp.usdoj.gov/ovc

New Directions Five Global Challenges

*Five Global Challenges from
the Field To Improve and
Enhance Victims' Rights
and Services for the 21st
Century:*

1. To enact and enforce consistent, fundamental rights for crime victims in Federal, State, juvenile, military, and Tribal justice systems, and administrative proceedings.
2. To provide crime victims with access to comprehensive, quality services regardless of the nature of their victimization, age, race, religion, gender, ethnicity, sexual orientation, capability, or geographic location.
3. To integrate crime victims' issues into all levels of the Nation's educational system to ensure that justice and allied professionals and other service providers receive comprehensive training on victims' issues as part of their academic education and continuing training in the field.
4. To support, improve, and replicate promising practices in victims' rights and services built upon sound research, advanced technology, and multidisciplinary partnerships.
5. To ensure that the voices of crime victims play a central role in the Nation's response to violence and those victimized by crime.



Law Enforcement

Summary of New Directions'
Recommendations from the Field:

- Adopt victim and crime prevention community policing philosophies.
- Establish victim assistance programs both inhouse and through community partnerships.
- Establish victims' rights departmental policies and procedures.
- Include victims' rights policy compliance in annual performance appraisals.
- Inform victims of their rights at first contact.
- Implement departmental victim-sensitive employee training program(s).
- Implement departmental victims' rights and services notification policies.
- Enhance victim/witness security and protection options.
- Implement departmental training on impact of crime and sensitive victim responses.
- Develop specialized protocols to address duty-related officer deaths and injuries.
- Establish protocols to increase victim participation and confidence when an officer is accused of a criminal offense.
- Develop policies for the prompt return of property.



Corrections

Summary of New Directions' Recommendations from the Field:

- Establish victim advisory committees.
- Designate staff to provide victim assistance support and services.
- Amend mission statements to elevate victims' standing in correctional settings.
- Notify victims of changes in offenders' custody or supervision status.
- Enhance victim/witness security and protection options.
- Increase options for multilingual access to offender custody status information.
- Collect and distribute court-ordered restitution.
- Allow victim impact statements at all hearings to determine possible offender release.
- Provide secure victim/witness waiting areas.
- Require victim-specific training and continuing education of all staff members.
- Develop departmental policies and procedures that address staff victimization.
- Conduct victim impact panels to increase staff sensitivity.
- Protect and support victims who choose to participate in victim-offender dialogue.
- Allow victim input at probation/parole violation hearings.
- Develop uniform community sexual offender notification programs.



Judiciary

Summary of New Directions' Recommendations from the Field:

- Advise victims of their rights.
- Require victim-specific training and continuing education of all staff members.
- Facilitate the presence of victims and their families at court proceedings.
- Incorporate victim and community safety in release and sentencing decisions.
- Allow victim impact statements at sentencing.
- Facilitate victim input in plea agreements and resulting sentences.
- Ensure compliance of justice agencies with victims' rights laws.
- Take a leadership role in implementing systemwide victim-related training.
- Arrange court calendars to accommodate victim involvement.
- Order restitution in all appropriate cases.
- Take a leadership role in establishing secure victim/witness waiting areas.
- Encourage amendments to "Codes of Judicial Conduct" to reflect recognition of the role of victims in court processes.
- Base judicial assignments to specialized courts on experience and interest.
- Include restorative and community justice principles in court settings.



Prosecution

Summary of New Directions' Recommendations from the Field:

- Provide victims with timely notification of all key court events.
- Establish inhouse victim/witness assistance units.
- Enhance victim/witness security and protection options.
- Establish community prosecution programs.
- Establish multidisciplinary prosecution teams.
- Confer with victims about bail, pleas, dismissals, continuances, and other case outcomes.
- Consult with victims on terms of any negotiated pleas.
- Confer with victims prior to deciding not to file charges or dismissing charges.
- "Fast track" violent crime cases.
- Implement technological advancements to enhance victims' rights and services.
- Establish specialized vertical prosecution units.
- Require victim-specific training of all staff members.
- Establish appropriate domestic violence policies that allow for prosecution without victim testimony.
- Develop policies for the prompt return of property.

Victim Assistance Community

Summary of New Directions' Recommendations from the Field:

- Involve victims in the development and implementation of programs and services.
- Improve victim programs' outreach to diverse cultural and ethnic groups.
- Conduct needs assessments to identify underserved victims.
- Create community partnerships to enhance victim service options.
- Develop and implement victim service program standards.
- Require victim-specific training and continuing education of all victim service providers.
- Develop victim assistance and advocacy certification and accreditation standards.
- Increase public awareness about available victim assistance programs and services.
- Conduct studies to determine program effectiveness.
- Develop a victim service providers' " Code of Ethics."
- Expand statewide networks to include response to communities in crisis.
- Develop interagency protocols to address the needs of all crime victim populations.
- Create a national, 24-hour victim hotline to provide crisis intervention and program referrals.
- Implement technological advancements to enhance victims' right and services.
- Increase access to programs and services for victims with disabilities.
- Expand advocacy training to include interaction with the media.

Health Care Community

Summary of New Directions' Recommendations from the Field:

- Incorporate victim-related training into all professional training curricula.
- Routinely assess patients for indications of violence and trauma.
- Require victim-specific training and continuing education of all hospital staff.
- Develop inhouse crisis response teams.
- Establish supportive examination settings for victims of sexual abuse.
- Develop cultural competency guidelines to improve services to multicultural victims.
- Ensure privacy protection for all victim-related medical records, reporting forms, and medical legal evidence.
- Establish counseling and prevention programs for violence-related victims.
- Increase security/safety options for victims, family members, and hospital staff.
- Educate health care professionals about the effects of children witnessing violence.
- Integrate new technologies to enhance services to victims living in rural and remote areas.
- Adopt policies that prevent insurance company discrimination against victims.
- Educate health care professionals in sensitive death notification techniques.
- Conduct routine neuropsychological evaluations on victims of catastrophic physical injury.

Mental Health Community

Summary of New Directions' Recommendations from the Field:

- Establish community partnerships with victim assistance programs.
- Encourage passage of laws to make victim-related counseling legally privileged.
- Expand crime victim-related research.
- Require victim-specific training and continuing education of counseling staff.
- Develop treatment protocols for victims with multiple mental health issues.
- Encourage health payment and service entities to cover specialized victim counseling.
- Increase professional awareness about the importance of support groups.
- Encourage victim participation in community service programs.
- Help identify secondary victims appropriate for treatment.
- Participate in crisis response multidisciplinary teams.
- Establish reciprocal victim referral systems.
- Participate in communitywide victim assistance networks.



Faith Community

Summary of New Directions' Recommendations from the Field:

- Incorporate victim assistance in congregational program services.
- Incorporate victim-related issues in religious theological training programs.
- Require victim-specific training and continuing education of all clergy, religious, and spiritual leaders.
- Establish partnerships with community victim assistance programs.
- Implement mandatory policies for the reporting of suspected child abuse.
- Hold clergy and other religious leaders accountable for crimes they commit.
- Educate and sensitize congregations about crime and victim issues.
- Serve in leadership roles on community crisis response teams.



Education Community

Summary of New Directions' Recommendations from the Field:

- Establish school-based victim assistance programs.
- Develop age-appropriate victim impact educational programs.
- Teach crime prevention strategies to students in every grade.
- Implement procedures to identify missing and exploited children enrolled in school.
- Develop age-appropriate sexual assault and dating violence awareness programs.
- Establish victim assistance programs and services at the college/university level.
- Offer courses for academic credit about victim-related issues at the college/university level.
- Develop sexual assault, dating violence, and crisis response protocols.
- Implement systems to document, analyze, and report crimes to law enforcement.
- Develop specialized victim-related education and training programs for educators, administrators, and staff.
- Include victims in crime-related disciplinary hearings.
- Develop crisis response protocols for mass incidences of violence.
- Expand school and university libraries' victim-related resources.



Legal Community

Summary of New Directions' Recommendations from the Field:

- Encourage support of victims' rights and services throughout the legal community.
- Produce resources that help victims better understand the criminal and juvenile justice processes and their rights.
- Develop alliances between the legal community and victim networks.
- Increase public awareness about victims' legal options.
- Encourage private sector attorneys to join attorney coalitions that serve crime victims in the civil justice process.
- Establish victim-related issues committees in all State bar associations.
- Include victim-specific curricula in law school.
- Ensure adequate multicultural legal representation and involvement in victims' issues.
- Encourage publishers of legal resources to include victim codes and indices.



New Directions from the Field:
Victims' Rights and Services for the 21st Century

Community Forum on Crime Victims' Rights and Services

**Plan To Attend and
Voice Your Concerns**

Sponsored by:

Date:

Time:

Location:

For additional information, contact:



New Directions from the Field:

*Victims' Rights and Services
for the 21st Century*



What is *New Directions*?

A Compass for the Future...

250 Recommendations

A Reflection of Voices from Across the Nation...

More Than 1,000 Contributors

A Documentation of the Tremendous Achievements To Improve the Treatment of Crime Victims in America and Around the World...

More Than 200 Promising Practices



Where Did This Document Come From?

New Directions is truly “a report from the Nation” from:

- Crime victims.
- Those who serve them in the public and private sectors.
- Countless leaders on the local, State, Tribal, military, Federal, national, and international levels.



History of *New Directions*

New Directions is a 15-year update of the landmark 1982 *Final Report* of the President's Task Force on Victims of Crime.

The 1982 Task Force identified the American justice system as “appallingly out of balance,” and issued 68 recommendations to improve the Nation's treatment of crime victims.



The Voice of a Crime Victim in 1982

“To be a victim at the hands of the criminal is an unforgettable nightmare. But to then become a victim at the hands of the criminal justice system is an unforgivable travesty. It makes the criminal and the criminal justice system partners in crime.”

Robert Grayson

1982 Final Report

President's Task Force on Victims of Crime



The 1982 Task Force recommended the passage of a new Federal law to support crime victim compensation and assistance programs.

- As a result, the *Victims of Crime Act (VOCA)* was enacted in 1984.
- As of today, VOCA has provided more than 2 billion dollars to State compensation and local victim assistance programs.



New Directions Charts Historic Progress Over the Past 15 Years

- Over 10,000 victim assistance programs have been established...

New Directions, 1998

- Over 30,000 victims' rights laws have been enacted...

National Center for Victims of Crime, 1999



New Directions Charts Historic Progress Over the Past 15 Years (cont.)

- 32 States have adopted victims' rights constitutional amendments...

National Constitutional Amendment Network

- Hundreds of promising practices that assist and support crime victims have been initiated in communities across the Nation.
- The vital role of victims in enhancing system- and community-based victim services is clear.



In Spite of Great Progress, Continue To Listen to the Voices of Crime Victims Today

“I don’t believe half of the American population or even a small portion know what can happen to you when you are a victim of crime going through the criminal justice process.”

A Victim of Crime, New Directions, 1998



Victims' Voices On Victims' Rights

“Sadly today, victims’ rights largely remain ‘paper promises.’ For too many victims and families, the criminal justice system remains more ‘criminal’ than ‘just’ when it comes to protecting their rights.”

Roberta Roper, Homicide Survivor and Activist,
Maryland



Overview

New Directions from the Field:

Victims' Rights and Services for the 21st Century

Executive Summary: An introduction to *New Directions* and a brief overview of each section of the report.

“*New Directions* is an important road map for comprehensive and consistent rights and services for all victims of crime in the 21st century.”

Aileen Adams, former Director,
Office for Victims of Crime



New Directions is Divided into Key Topical Sections

- I. Victims' Rights
- II. Criminal and Juvenile Justice System Agencies
- III. Victim Assistance and Allied Professions
- IV. Financial Recovery
- V. Child Victims
- VI. International Victim Assistance



New Directions Establishes Five Significant Global Challenges

Summary of Global Challenges

1. Enact and Enforce Victims' Rights
2. Provide Access to Comprehensive Victim Services
3. Enhance Education and Training Efforts
4. Support and Replicate Promising Practices
5. Ensure Strong Victims' Voices Each Step of the Way



About the Five Global Challenges

- The global challenges are the result of years of synthesizing background research and holding reaction and focus groups to seek input and ideas from key stakeholders throughout the Nation.
- In total, more than 1,000 individuals contributed ideas and recommendations for *New Directions*.
- What are these new challenges for the field?



Voice of Leadership

“At the core of *New Directions* is the challenge of creating and implementing consistent, fundamental rights for all crime victims regardless of whether they are in Federal, State, juvenile, military, or Tribal courts.”

Kathryn Turman, Director, Office for Victims of Crime, U.S. Department of Justice, *New Directions* videotape



Global Challenge #1

“To enact and enforce consistent, fundamental rights for crime victims in Federal, State, juvenile, military, and Tribal justice systems, and administrative proceedings.”



Global Challenge #2

“To provide crime victims with access to comprehensive, quality services regardless of the nature of their victimization, age, race, religion, gender, ethnicity, sexual orientation, capability, or geographic location.”



Global Challenge #3

“To integrate crime victims’ issues into all levels of the Nation’s educational system to ensure that justice and allied professionals and other service providers receive comprehensive training on victims’ issues as part of their academic education and continuing training in the field.”



Global Challenge #4

“To support, improve, and replicate promising practices in victims’ rights and services built upon sound research, advanced technology, and multidisciplinary partnerships.”



Global Challenge #5

“To ensure that the voices of crime victims play a central role in the Nation’s response to violence and those victimized by crime.”



A Victim's Voice

“Survivors of violence have a very unique understanding of the impact of violence on people, individuals, on families, on communities. I think the country really needs to tap into that understanding.”

Father of a murdered child,
New Directions videotape



What Can We Ask of Our Justice System?

Are all components of the criminal and juvenile justice systems meeting the needs of crime victims?

New Directions documents that victims' rights are not consistently implemented across the Nation today.



The Voice of Leadership

“Let us make sure that we give our victims the right to be heard—not in some dispassionate way in an impact statement, but in a courtroom, if they want to be heard, so that people can know what it’s like to be a victim. Let us give them an opportunity to participate, to be there, and to hold the criminal justice system at every level accountable.”

U.S. Attorney General Janet Reno
New York City National Candlelight Vigil, 1993



Voices from the Justice System

Law Enforcement:

“It is about the law keeping its promise.”

Sergeant Mark Wynn, Nashville Police Department,
New Directions, 1998



Voices from the Justice System

Prosecution:

“Victims of crime are uniformly stunned by the fact that this whole process is out of their control.”

Ray Larson, Commonwealth Attorney, Lexington,
Kentucky, *New Directions* videotape



Voices from the Justice System

Judiciary:

“The courtroom is the focal point of the entire criminal justice system...The judge who presides over a court becomes not only the final arbiter of each evidentiary and procedural issue, but also establishes the tone, the pace, and the very nature of the proceedings. Particularly for the victims, the judge is the personification of justice.”

Lois Haight, California Juvenile Court Judge and Chair
of the 1982 President's Task Force on Victims of Crime



A Crime Victim Addresses the Court

“I remember shaking and being very hesitant in my voice—it was really difficult, but I got out what I had to say and that was very important.”

A rape victim's experience in addressing the court,
New Directions videotape



Voices from the Justice System

Corrections:

“We have been in denial in essence about the role of the victims in corrections itself. Corrections has probably been the last major entity in the criminal justice system to really get involved with victims’ issues. So as President, I really want the American Correctional Association to embrace the notion of victims’ issues, victims’ rights, and the role of victim survivors.”

Reginald A. Wilkinson, former President, American Correctional Association, and Director, Ohio Department of Rehabilitation and Correction



New Directions for Victim Assistance and Allied Professions

Chapters 1–5 address victims' rights and the justice process.

The report also sets forth recommendations for the victim assistance field and for the following key allied professions who come into contact with crime victims in the community:

Chapter 6: The Victim Assistance Community

Chapter 7: The Health Care Community

Chapter 8: The Mental Health Community



New Directions for Victim Assistance and Allied Professions (cont.)

Chapter 9: The Legal Community

Chapter 10: The Education Community

Chapter 11: The Faith Community

Chapter 12: The Business Community

Chapter 13: The News Media Community



New Directions in Financial Recovery

Three chapters of *New Directions* focus on meeting the financial needs of crime victims:

Chapter 14: Crime Victim Compensation

Chapter 15: Restitution

Chapter 16: Civil Remedies



New Directions for Child Victims

An entire section of *New Directions* is devoted to child victims. Recommendations address:

- Victims' rights laws enacted specifically for child victims.
- Promising practices in assisting child victims.
- Critical areas for research concerning child victims.



New Directions for International Victim Assistance

International perspectives and recommendations include:

- Approaches that have been taken in other countries to address crime victims' needs.
- Recommendations for improving services to American citizens who are victimized abroad and foreign citizens who are victimized in the United States.
- Recommendations for continued collaboration and reciprocity in the provision of victim services worldwide.



Summary of *New Directions*

- In total, 250 recommendations to enhance crime victims' rights and services are set forth in *New Directions*.
- *New Directions* challenges the Nation to debate and discuss these recommendations and to work hard to incorporate the many ideas and promising practices for serving crime victims on the local, State, Tribal, national, and international levels.



Where Can We Focus Our Efforts?

- Enacting and enforcing victims' rights?
- Training and education?
- Developing and demonstrating promising practices?
- Increasing services for underserved victims of crime?
- Or all of the above?



How Can We Evaluate and Assess Our Progress?

- Through establishing State task forces?
- Through holding community forums?
- Through conducting statewide or local surveys and assessments on victims' rights and services?



New Directions State Task Force

The first step in bringing key stakeholders together to plan a comprehensive and coordinated response to enhance crime victims' rights and services.



Goals of *New Directions* Task Force

Identify and Assess:

- Current victim assistance programs and gaps in service delivery.
- Compliance with the implementation of victims' rights laws.
- Funding opportunities.
- Professional and volunteer training opportunities.
- Promising strategies and practices for victim assistance.



New Directions Community Forum

- An opportunity to bring together a variety of individuals who share a common interest, issue, or concern about crime victims and community safety.
- How can our community enhance its services for crime victims?