

THE NATIONAL CENTER FOR
Victims of Crime

June 25, 2009

*“Forging a national commitment
to help crime victims rebuild
their lives”*

- Provides direct services to crime victims
- Advocates for crime victims' rights
- Develops best practices
- Delivers quality training, technical assistance, and resources

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- **Public Policy**
- **National Crime Victim Bar Association**
- **Program Services**
 - National Crime Victim Helpline 1-800-FYI-CALL
 - Stalking Resource Center
 - Teen Victim Initiatives
 - Training & Technical Assistance
 - Training Institute & National Conference



Impact of Trauma/Victimization

- ✓ Physical
- ✓ Financial
- ✓ Emotional

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CRISIS REACTION

- Equilibrium is changed
- Reaction dependent on level of personal violation victim feels and.....
 - Non-violent crimes
 - Violent crimes
- Crisis reaction – dependent on a variety of factors

Typical Responses Include:

- ✓ Shock
- ✓ Numbness
- ✓ Denial/Disbelief
- ✓ Anger
- ✓ Recovery
- ✓ Also.....coping - most victims do well

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Victims May:

- ✓ Feel that the crime is their fault
- ✓ Fear retaliation from the perpetrator
- ✓ Fear consequences/unsure what will happen
- ✓ Feel as if they are the only one
- ✓ Feel that they won't be believed

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Re-victimization

- ✓ Lack of Proper Support
- ✓ Blaming the Victim
- ✓ Failing to recognize importance of the crime
- ✓ Failing to show empathy
- ✓ Damaging victim's self-worth, recovery

Obstacles to Communication:

- ✓ Emotions
- ✓ Different communication styles
- ✓ Common Distractions
- ✓ Misjudgments of others' motives and behavior
- ✓ Different expectations

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What Victims Deserve

- ✓ Information
- ✓ Safety
- ✓ To be heard
- ✓ Choices

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We believe victims are **people first** and members of our community.

We believe victims deserve **compassion** and **empathy**.

We believe victims deserve **reliable** and **useful** resources.

We believe victims deserve a **non-judgmental response** and **perspective**.

We **accept** victims where they are and their **unique story** as told.

We take the **time** to respond to victims' concerns.

We are **honest, genuine,** and **realistic** in our response to victims.

We **advocate** for victims when needed.

We **respect** the personal values and backgrounds of the victims we serve.

We endeavor to establish and maintain **healthy boundaries** in our work with victims.

We strive to **improve ourselves,** our services, and our response to victims as we continue our work.

Listening with Respect

- ✓ What the victim is saying
- ✓ What the victim is telling you about themselves, their needs, their beliefs
- ✓ What words they are using
- ✓ What are their priorities
- ✓ Allowing their feelings

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Boundaries

- ✓ Define your role
- ✓ “I’ll do my best”
- ✓ Be honest about your limitations
- ✓ Make no promises

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Giving Bad News

- ✓ Slow down
- ✓ Be honest and direct
- ✓ No jargon
- ✓ Acknowledge the disappointment, anger, grief and frustration

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Helping Victims Find Their Resilience

- ✓ Note and reflect their positive coping skills
- ✓ “You took the step of to get the help you needed”
- ✓ “This has not been easy to go through – let’s review what was accomplished today”
- ✓ Shared responsibility



Questions - Discussion?

National Crime Victim Helpline

1-800-FYI-CALL



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The logo is contained within a white rectangular border with a black background. It features two horizontal yellow wavy lines above and below the text. The words "THE NATIONAL CENTER FOR" are in a smaller, white, sans-serif font, while "Victims of Crime" is in a larger, bold, white, sans-serif font.

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