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Victim Services	ACA Standards: 2-CO-4G-02, 4-4447, 4-4447-1, 4-4461-1, 4-ACRS-7F-06, 4-APPFS-1A-04, 4-APPFS-3D-34		
Joe M. Allbaugh, Director Oklahoma Department of Corrections		Signature on File	

Victim Services

The purpose of the Victim Services program is to appropriately address all requests from crime victims/survivors, their families, and the concerned public. Victim Services will serve as the central source of information to these parties. (4-4447)

I. Definitions

A. Victim Services Coordinator

The Victim Services coordinator is responsible to oversee the services and programs offered to victims, acts as the agency liaison to other victim advocacy groups, and coordinates offender/inmate programs or services that involve victims. (4-4447-1)

B. Facility Victim Liaisons

The facility victim liaison is the staff person who is the facility point of contact for victims. The facility liaison is appointed by the facility head and is responsible for providing information to victims and will assist in the coordination of programs such as the Victim Impact program for offenders/inmates.

C. Victim Information and Notification Everyday (VINE)

VINE is a 24-hour confidential, computer-assisted service that provides automated notification regarding current offender/inmate status to individuals who have registered with the automated system. Custody status changes covered in this service include offender/inmate transfer, escape, apprehension, release or death. (2-CO-4G-02, 4-4447, 4-ACRS-7F-06, 4-APPFS-1A-04)

D. Victim

The victim is a person who has been directly or indirectly affected or has been impacted by an act committed by an offender/inmate.

E. Victim Inmate Dialogue

Victim inmate dialogue is a process initiated by a victim of crime in which the victim requests to meet with the inmate to discuss the impact the inmate's crime had on the victim. This is a guided process for which all participating parties receive preparation assistance prior to the meeting.

F. Victim/Offender/Inmate Mediation

Victim/offender/inmate mediation is a guided process that allows the victim of a crime (or a community advocate) and the offender/inmate to meet to discuss the impact the offender's/inmate's crime has had on the victim and to explore restorative options that will give opportunity for the offender/inmate to take responsibility for their actions, help to restore the victim, and provide the offender/inmate the opportunity to give back to the community.

II. Services Provided to Victims

A. All information related to victims who are registered for VINE is strictly confidential. Any correspondence and communication from the Victim Services Unit (VSU) is confidential, unless stated otherwise. Offenders/inmates and/or offenders'/inmates' families will not be given the name, address, telephone number or any other information on persons registered. Confidential notification is critical to the safety of victims of crime.

1. Notification may be provided through "Victim Information and Notification Everyday (VINE)" This notification system is designed to notify victims when an offender's/inmate's custody status changes, or in the event of escape, discharge, or death.

2. In order for victims to receive notification through "Victim Information and Notification Everyday (VINE)" The victim must be registered for said services at <http://www.vinelink.com>.

B. Communication and Support

1. Victims who need assistance regarding the status of an offender/inmate may contact the Victim Services or the victim facility liaison at the facility where the offender is assigned. Phone numbers for all facilities are available on the Oklahoma Department of Corrections website at <http://doc.ok.gov/>.
2. All employees who respond to victim calls or requests shall maintain positive interactions with the victim, the victim's family, advocates or related agencies and the general public and will provide interested parties with appropriate information and materials regarding departmental philosophy, operations and services available to the public. Victim calls may be referred to the VSU.

C. Cease and Desist Orders

When an offender/inmate is making unwanted or improper contact with a victim, the victim may request in writing that this contact be stopped. All such requests shall be made by contacting the facility victim liaison or the Victims Services Unit. If the request is received by the VSU, the Victim Services coordinator will communicate with the respective facility head to ensure the offender's/inmate's contact with the victim is restricted.

D. Referrals

Referrals to the VSU may be made when a victim requires information related to resources available for support of victims in the community.

E. Victim Inmate Dialogue

This is a process in which the victim and inmate meet to discuss the impact of the inmate's crime on the victim. This process may be conducted over the phone for victims who are living out of state. Victim inmate dialogue is a voluntary process and is initiated by the victim.

1. To request a victim inmate dialogue, a victim or victim representative may contact the VSU. Contact can be made on behalf of the victim by the district attorney, the Attorney General's Office, a victim witness advocate, or other state agencies who may be providing services to a victim. The inmate may also request dialogue, however if the victim has not expressed an interest, the inmate's request will be denied. The inmate will be advised of the denial of the request by the VSU or the facility liaison.

2. If the inmate agrees to the victim's request for dialogue, the process outlined in [Attachment A](#) entitled "Process for Victim-Inmate Dialogue" (attached), will be completed and [DOC 090215A](#) entitled "Victims Services Unit-Inmate Consent Form" (attached) and [DOC 090215B](#) entitled "Victims Services Unit- Victim Consent Form" (attached) are signed prior to beginning the process.
 - a. Upon completion of the dialogue, the VSU coordinator will provide the "Victim Inmate Dialogue Evaluation Form" ([DOC 090215D](#), attached) to the participating victim or may complete the evaluation via a telephone call with the victim.
 - b. An evaluation will also be provided to the facility victim liaison for completion by the inmate ("Inmate Dialogue Evaluation Form," [DOC 090215C](#), attached).
 - c. The facility victim liaison may provide assistance to the inmate in completing the evaluation. This evaluation will be used to determine the general outcome of the dialogue and to provide input from the participating parties in order to improve upon the process.

III. Executions

- A. The VSU may work with the Attorney General's office and the wardens at MBCC and OSP to offer victim notification throughout the execution process.
- B. When a surviving family member of a homicide victim wishes to witness the execution of the inmate, the VSU will work in cooperation with the Attorney General's Office to provide support to the family member throughout the process.

IV. Services Provided to Staff

Training and education will be provided for ODOC staff annually. The VSU will utilize material related to the impact of crime upon individuals through the use of audio/visual aids and a curriculum to actively promote increased awareness, empathy and accountable behavior of the offender/inmate.

- A. Victim awareness training will include victim confidentiality and sensitivity, to include being responsive to victims' concerns and suggestions. The focus will be to sensitize staff to the emotional, financial, and physical impact that crime has on individuals to increase their effectiveness in encouraging empathy and responsible behavior in offender/inmate populations.
- B. Facility liaison training will be offered two times a year to facility liaisons.

- C. VINE and VINE Watch Training is annual training that will include Vine and Vine Watch, and probation and parole notification training.
- D. The VSU will provide pre-service training at the Corrections Training Academy as requested.
- E. Staff with inquiries regarding VINE should call (405) 425-2607.

V. Inmate Involvement (4-4461-1)

- A. Impact of Crime programs will be made available to inmates where staff or volunteers are available to provide the training. Facility liaisons or approved volunteers will be trained in the delivery of the program. The program will utilize the "Victim Impact: Listen and Learn" curriculum and will be facilitated over a minimum of 13 weeks.
- B. The VSU will assist with victim/offender/inmate mediation for offenders/inmates who are eligible at the time of the court-ordered Judicial Review and when ordered by the courts.

VI. Community Involvement

- A. The VSU may provide out-reach activities and presentations to various community groups, including victim advocates, crime victims and other community members related to services available through the VSU.
 - 1. The VSU will disseminate information to the public relating to services available through the ODOC Victim Services Unit.
 - 2. The VSU coordinator may represent the agency on planning committees of events important to the crime victim and survivor community

VII. Victim Justice Advisory Council

The Victim Justice Advisory Council has been established in accordance with [P-010700](#) entitled "ODOC Victim Justice Advisory Council" to serve as a resource and to provide ongoing guidance to the VSU. The council will review the Victim Services programs and provide a means of allowing suggestions by related community entities regarding agency policy and practice intended to assist victims of crime. (4-4447-1, 4-APPFS-3D-34)

VIII. References

Policy Statement No. P-010700 entitled "ODOC Victim Advisory Council"

IX. Action

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The victim services coordinator is responsible for compliance with this procedure.

The director of Communications is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-090215 entitled "Victim Services" dated June 5, 2012

Distribution: Policy and Operations Manual
Agency Website

<u>Referenced Forms</u>	<u>Title</u>	<u>Location</u>
DOC 090215A	"Victims Services Unit- Inmate Consent Form"	Attached
DOC 090215B	"Victims Services Unit- Victim Consent Form"	Attached
DOC090215C	"Inmate Dialogue Evaluation Form"	Attached
DOC090215D	"Victim-Inmate Dialogue Evaluation Form"	Attached
<u>Attachments</u>	<u>Title</u>	<u>Location</u>
Attachment A	"Process for Victim-Inmate Dialogue"	Attached

