



Virginia Department of Corrections

Community, Media, and Other Agency Relations

Operating Procedure 021.1

Victim Services Unit

Authority:
Directive 021, *Victim Services*

Effective Date: July 1, 2025

Amended:

Supersedes:
Operating Procedure 021.1, May 1, 2022

Access: Restricted Public Inmate

ACA/PREA Standards: 5-ACI-1B-24, 5-ACI-5F-06, 5-ACI-5F-07; 4-ACRS-6D-01; 4-ACRS-6D-02; 4-ACRS-7F-06; 4-APPFS-1A-04, 4-APPFS-2A-05; 2-CO-4G-02

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REVIEW

The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

COMPLIANCE

This operating procedure applies to all units operated by the Virginia Department of Corrections (DOC). Practices and procedures must comply with applicable State and Federal laws and regulations, American Correctional Association (ACA) standards, Prison Rape Elimination Act (PREA) standards, and DOC directives and operating procedures.

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DEFINITIONS

Automated Information and Notification System - The DOC may implement or contract with a private vendor to provide automated inmate/probationer/parolee information, and notification of inmate status changes via telephone, email, letter, or text. This database contains the names, addresses, email addresses, and telephone numbers of registered victims and concerned citizens to be notified of the status changes including the inmates' name change, work release status, release, transfer, parole interview, parole decision, in the event of an escape/apprehension, and death.

Conditions of Supervision - A document that details the rules a probationer/parolee must abide by to complete supervision successfully.

Unwanted or Harmful Contact - Any contact, directly or through a third party, by an inmate/probationer/parolee that is incarcerated or under direct supervision of the DOC, and directed toward the victim or any citizen, that causes the victim or citizen to feel threatened, that causes the victim or citizen to fear for their safety, or that is emotionally traumatic to the victim or citizen.

Victim Services Provider - Professionals or volunteers who provide services and assistance through system-based programs (i.e., law enforcement, prosecution, juvenile/criminal Courts, and probation and parole), and community-based programs (i.e., rape crisis centers, domestic violence programs and shelters, child advocacy centers, general victim assistance centers, and victim support groups, among others).

Victim Services Unit (VSU) - The unit that oversees the implementation of procedures and programs to ensure that the post-conviction rights of victims of DOC inmates/probationers/parolees are enforced; (5-ACI-5F-07) the VSU serves as the primary contact between DOC and other national, state, and local victim assistance programs and is responsible for all matters related to post-conviction victim information, registration, notification, protection from harassment and harm, referral to support programs, victim advocacy, and the training and oversight of victim impact programming for the DOC. VSU is not involved with pre-conviction services or advocacy.

Victim Travel Fund - Agency funds that support a travel reimbursement program for crime victims that take part in criminal justice related activities through DOC.

Victim/Survivor - For purposes of this operating procedure, a person who is the documented victim of the crime for which the inmate is currently incarcerated or on probation/parole; the term "victim/survivor" also includes the person's spouse, parent, child, sibling, or lawful representative of a deceased crime victim, or who is a minor, is incompetent, or is physically or psychologically incapacitated. A person whose life has been threatened by an inmate while that inmate is incarcerated is also eligible to register for notifications.

PURPOSE

This operating procedure establishes protocol and responsibilities for a comprehensive victim services program that honors and protects the rights and interests of victims of crimes committed by inmates/probationers/parolees under the custody or supervision of the Department of Corrections (DOC).

PROCEDURE

I. Victim Services

- A. To promote public safety, the DOC provides automated notification assistance to registered victims of inmates currently under its custody as well as makes referral and information services available to all victims of inmates/probationers/parolees under its custody.
- B. Additionally, the DOC establishes and maintains services for victims of crime(s) over age 18, including victim registration and notification, inmate/probationer/parolee status and location, inmate release plans, victim awareness education, impact of crime education for inmates/probationers/parolees, and the Victim Offender Dialogue Program (VOD).
- C. The Virginia Victim's Bill of Rights, COV §19.2-11.01, *Crime victim and witness rights*, does not provide for victim input before a P&P Officer requests the Court or the releasing authority to add, remove, or modify any of the Court ordered special conditions of supervision. (4-APPFS-2A-05)

II. Tasks Assigned to the Victim Service Unit (VSU)

The following tasks are assigned to the VSU in collaboration with other agency units (4-ACRS-6D-02):

- A. If requested, coordinate with the programs that collect restitution from inmates/probationers/parolees, and notify victims or survivors of their civil remedies when inmates/probationers/parolees fail to pay their restitution.
- B. Maintain confidential files on victims as legally allowed, including victims or survivors of inmates/probationers/parolees sentenced to the DOC prior to the establishment of the VSU.
- C. Oversee victims' rights provisions when inmates/probationers/parolees are in the custody or supervision of the DOC.
- D. Provide educational information about victims' rights and services available from the VSU; this information will be made available in languages commonly spoken by the victims or survivors and using technologies that meet the needs of deaf or hearing-impaired victims.
- E. Provide training to victim advocacy groups about the DOC and assist with training of DOC staff on victim awareness.
- F. Offer crisis intervention and referral to victim services agencies.
- G. Intervene when an inmate/probationer/parolee is harassing, threatening, or endangering the victim or survivor.
- H. Collaborate with local, statewide, and national victim assistance resources.
- I. Lead the agency in commemorating National Crime Victims' Rights Week and other victim-related awareness months and celebrations.
- J. Assist facility and community corrections staff in the development and implementation of Victim Impact Curriculums.
- K. Coordinate, review, and manage VOD in accordance with Operating Procedure 021.2, *Victim Offender Dialogue*.
- L. For any case in which there is an existing relationship or other conflict of interest between a VSU staff member and a victim or survivor seeking notification and services, that staff member will not provide any

services to the victim, and the case will be reassigned to another member of the VSU staff. For existing conflict of interest cases, or any case for which a single VSU staff member provides direct services to an individual at least once per week for a period longer than 60 days, the staff member will send a monthly email briefing to their Supervisor about the status of the case and the ongoing services being provided.

III. Victim Registration

- A. Victim comment, including but not limited to emails, letters, case notes from direct contact, and other related files or records, as well as victims' personal information, must be kept confidential pursuant to COV §19.2-11.2, *Crime victim's right to nondisclosure of certain information; exceptions; testimonial privilege*. Any records pertaining to the victim must be kept confidential. Information regarding victim enrollment and participation in the program must also be kept confidential.
- B. The VSU has developed the Notification and Assistance for Victim Inclusion (NAAVI), an automated information and notification system, along with a brochure and other literature for distribution to Virginia Commonwealth Attorney's offices, local law enforcement agencies, and victim advocates. Under COV §19.2-11.01, *Crime victim and witness rights*, it is the responsibility of the local crime victim and witness assistance program to notify crime victims of the right to participate in the post-sentencing process.
- C. Registration is voluntary and is accomplished by the victim submitting the required registration information, or by a victim advocate submitting the required registration on the victim's behalf.
 1. The victim may contact the VSU at victimservices@vadoc.virginia.gov, 1-800-560-4292, or register online at naavi.virginia.gov.
 2. The registration link can be found at <https://vadoc.virginia.gov/victim-services/> or naavi.virginia.gov.
 3. Registration is not complete unless a registration request is received and processed by the VSU.
 4. If a registration request is received at the institution or P&P District, the information should be forwarded via phone, fax, mail, or email to the VSU general email: victimservices@vadoc.virginia.gov. Registration with a separate automated notification system, such as VINE or SAVIN, does not substitute for the official DOC registration process with NAAVI.
- D. The registration database for the VSU will be housed and maintained within the office of the VSU.
 1. NAAVI content must be kept confidential.
 2. Only VSU staff may have access unless otherwise approved by the VSU Director.
- E. In accordance with COV §19.2-11.01, *Crime victim and witness rights*, the victim notifies the VSU of address, email, or telephone changes. Notification may be accomplished in writing (letter or email) or by phone.
- F. All victim notification information is to be kept in the VSU or within NAAVI. Any forms found in inmate/probationer/parolee records should be forwarded to the VSU.
- G. For cases in which a VADOC staff member has been threatened or victimized by an inmate in VADOC custody, VSU will register the staff member to receive notifications through the NAAVI system, if the staff member requests such registration. Upon the staff member's request, VSU will also coordinate with the VADOC Office of Law Enforcement Services (OLES) Chief or designee to determine whether it's appropriate to refer the staff member to the local Victim/Witness Assistance Program or Commonwealth's Attorney for advocacy and assistance with any court petitions, court proceedings, and other pre-conviction services.

IV. Victim Notification

- A. Notification of victims or other concerned citizens must be provided prior to the release of an inmate, pursuant to COV §19.2-11.01, *Crime victim and witness rights*. (4-APPFS-1A-04)
- B. DOC will provide public information on inmates/probationers/parolees upon request to those victims and

concerned citizens registered with NAAVI and will receive and answer inquiries and complaints from victims in compliance with Operating Procedure 025.1 *Public Access to DOC Public Records*, Operating Procedure 050.1 *Inmate and Probationer/Parolee Records Management*, and Operating Procedure 050.6 *Access to Inmate and Probationer/Parolee Record Information*.

- C. Upon notification by community corrections staff to the VSU of a major status change for a probationer/parolee (i.e., death, interstate and intrastate transfers, and travel pass approvals), a task will be delegated to a VSU Regional Victim Advocate to make the appropriate telephone notification (or other contact means if not reachable by phone or if phone contact is not preferred by the registered crime victim), directly to any registered crime victim(s).
- D. All email and phone notifications to registered crime victims will be facilitated by the VSU. NAAVI will provide all automated notification via telephone, email, letter, or text. The Virginia Parole Board (VPB) staff distribute letter notifications related to parole events.
- E. The registered victim must be notified when the following occurs: (5-ACI-5F-06; 4-ACRS-7F-06; 2-CO-4G-02)
1. Transfer of the inmate
 - a. Upon transfer of custody of the inmate to an authority other than the DOC.
 - b. Upon inmate transfer to a different location code within the DOC - notification will include the facility name.
 - c. Upon overnight transfer to a local hospital.
 - d. Interstate Corrections Compact (prison to prison transfers) or International Prisoner Transfer.
 2. Death of the inmate - VACORIS will send an update to the NAAVI. A task will then be generated within the NAAVI system and assigned to a Regional Victim Advocate to contact the registered victim(s) directly.
 3. Escape and recapture of the inmate
 - a. The Director's Office staff or other designated DOC staff will notify the VSU Director and provide specifics of the incident.
 - b. The VSU Director or designee will generate an override in NAAVI to show escape status changes for the inmate(s).
 - c. If accessible, the VSU Director will review the inmate's NAAVI record to locate victim notification information. VSU staff must attempt to reach by telephone, or other contact means if not reachable by phone, documenting each attempt in NAAVI. Upon confirmation that an escapee has been taken into custody, the DOC Director or designee will notify the VSU, who will inform the victim that the inmate has been returned to custody. If the victim is registered, an automated return to custody notification will be provided.
 4. Release from incarceration
 - a. VACORIS will send an update to NAAVI to ensure automated notification of any registered victims, prior to release when possible, and after release from custody has occurred.
 - b. NAAVI will provide automated notification when any release date is newly calculated, or recalculated and updated, to occur within the next three years.
 - c. The community release unit (CRU) will notify the VSU, via email, of any inmate being processed for release out of DOC custody that has an alert flag in VACORIS. The CRU will provide the VSU with release information including but not limited to the inmate's release plan, probation information, anticipated release date, and any change in release dates.
 - d. VSU staff must ensure that all registered victims listed in VACORIS or NAAVI with available contact information are notified of the release status of an inmate. The VSU must provide the victim with information as deemed necessary regarding the inmate's release plan, community supervision information, and any other information that is deemed necessary and within

confidentiality guidelines.

- e. If requested by the registered victim and deemed appropriate by VSU, a recent photo of the inmate will be obtained from VACORIS and provided to the victim.
 - f. VSU staff will refer victims to the VPB staff to request additional conditions of parole.
 - g. If requested by the registered victim, VSU staff will liaise with supervising probation staff to address victim concerns related to the inmate's transition back into the community after release.
5. Now in Custody - Information will be sent from VACORIS to NAAVI to provide notification when an inmate comes into DOC custody, including when a victim was registered during a previous DOC incarceration.
 6. Name change - Information will be sent from VACORIS to NAAVI to provide notification regarding name change.
 7. Work release
 - a. Pursuant to COV §53.1-59, *Prisoners performing work for localities, state agencies or nonprofit civic organizations; payment of costs; foremen as guards*, COV §53.1-160, *Notice to be given upon prisoner release, escape, etc.*, COV §53.1-133.02, *Notice to be given upon prisoner release, escape, etc.*, Operating Procedure 830.5, *Transfers, Institution Reassignments*, and Operating Procedure 830.7, *Work Release Programs*, 15 days prior to an inmate's participation in a work release program, the release of any inmate to an authorized work release program, or release to attend a business, education, or other related community program, the DOC must give notice to registered victim(s), as defined in COV §19.2-11.01, *Crime victim and witness rights*. VACORIS will send an update to NAAVI to ensure automated notification of any registered victim(s) when work release is initiated, and when assignment to work release ends.
 - b. In accordance with Operating Procedure 830.5, *Transfers, Institution Reassignments*, inmates participating in a work release program will be responsible for making payments from their work release wages to restitution or costs as ordered by the Court. If requested, VSU staff can provide information on restitution amounts owed to registered victims of the crime. (5-ACI-1B-24; 4-ACRS-6D-02)

V. Coordination with the VPB

- A. A cooperative agreement between the VSU and the VPB provides clarification of services that the VSU provides to victims of crime. The VSU will refer victims to the VPB regarding questions and issues related to parole events, notifications, concerns, and/or complaints that are voiced to VSU staff.
- B. The VPB staff print and distribute all parole related letter notifications generated from NAAVI. In addition to the victim notifications listed in Section IV.D. of this operating procedure, the VSU will provide automated telephone, text, and email notification of:
 1. Parole interview date
 2. Parole decision
 3. Discretionary parole release
 4. Geriatric parole release
 5. Mandatory parole release
- C. Upon request, the VSU will provide public information on inmate/probationer/parolee status to those victims registered with NAAVI. The VSU will receive and answer inquiries and complaints from victims, in compliance with current COV requirements.
- D. To receive automated notification of a parole interview or parole decision, all victims must be registered with the VSU.
- E. Parole interview notification

1. VSU staff will coordinate NAAVI to provide the victim with 30-day advance notification of a parole interview. VACORIS must contain correct information to ensure the parole interview notification is accurate and timely.
 2. Victim notification will include confirmation that previously submitted input is still on file; however, if they wish to update input or provide initial input to the VPB, they should contact the VPB directly at 804-674-3081. This notification directs victims to contact the VPB directly if they want to schedule an appointment to meet with a member of the VPB.
 3. If a victim contacts the VSU regarding a parole interview or decision, VSU staff will refer the victim to the VPB. VSU staff are not authorized to provide information regarding the parole process or the status of an inmate's parole review.
- F. Parole review notification - The VSU will coordinate NAAVI to provide automated notification of a parole review decision to all registered victims. The VPB staff print and mail victim notifications for letter registrations from NAAVI. The VPB staff ensure all parole events are entered into VACORIS for automated notifications to be provided. If the decision involves a Deferral, the VPB staff complete the appropriate Deferral Task procedure in NAAVI for proper victim notification.
- G. Victims who request that special conditions be placed on an inmate upon release should contact the VPB Victim Input Program Coordinator. If granted, the VPB will notify the CRU to make note of the condition.

VI. Protecting Victims from Unwanted, Harmful, and Court-Prohibited Contact

- A. The DOC strives to ensure that crime victims and citizens are protected from unwanted, harmful, and court-prohibited contact by inmates and probationers/parolees who are incarcerated or under direct supervision of DOC, and to respond to all alleged incidents reported.
- B. Each facility and P&P District must maintain practices to prevent unwanted, harmful, and court-prohibited contact of the public (including crime victims) by inmates/probationers/parolees who are in custody or under the supervision of the DOC, and to respond to complaints of such contact. This procedure does not apply to cases of unwanted, harmful, and court-prohibited contact of one inmate/probationer/parolee by another.
- C. Complaints of unwanted, harmful, and court-prohibited contact by an inmate/probationer/parolee:
1. If the VSU is contacted directly by or regarding a citizen who is the subject of such conduct by an inmate or a probationer/parolee, the VSU will review relevant information to verify the contact that occurred. Examples may include letters/envelopes, calls logs, voicemail recordings, emails, and screenshots of text messages or social media contact.
 2. If necessary to verify the unwanted, harmful, and/or court-prohibited contact, VSU staff will collaborate with local, state, and agency partners to obtain inmate phone records, JPay messages, court documents, and other relevant documentation such as the recipient's phone, text, email, or social media records showing the contact and court documents.

If an outside third party contacted the recipient on behalf of or at the behest of the inmate or probationer/parolee, and contact with the third party may be necessary, the VSU will work in conjunction with OLES, so that OLES can contact the third party if deemed appropriate.
 3. If the contact was made by a probationer/parolee, this information will be provided to the P&P Officer that is currently supervising the probationer/parolee, to be used at the P&P Officer's discretion. The VSU will brief the Chief of the OLES or designee, and upon request will provide the recipient with contact information for the local Victim/Witness Program and/or the local police for advocacy and assistance with any court petitions, court proceedings, and other pre-conviction services that may be required to secure the recipient's safety.
 4. If the contact was made by an inmate, VSU staff will determine whether an institutional infraction is appropriate: see Operating Procedure 861.1, *Inmate Discipline*, Offense Code 136b, Threats or intimidation of a member of the general public or violation of any court ordered prohibition of contact

with any individual.

- a. If appropriate, the designated VSU staff member will charge the inmate with the institutional infraction, 136b, “Threats or intimidation of a member of the general public or violation of any court ordered prohibition of contact with any individual”.
 - b. If the contact is unwanted or harmful but is neither fear-inducing nor court-prohibited, a VSU staff member will coordinate with the facility where the inmate is housed to advise the inmate that the contact is unwanted, and to advise the inmate that there may be consequences if the unwanted or harmful contact continues, including further disciplinary action such as Offense Code 136b (Threats or intimidation of a member of the general public or violation of any court ordered prohibition of contact with any individual), as well as the potential for criminal prosecution. The VSU staff member will then submit an Internal Incident Report in VACORIS describing the unwanted or harmful contact and the action taken to prevent it from continuing.
5. VSU will brief the Chief of the OLES or designee about the contact and will advise whether an institutional charge was submitted. In conjunction with OLES, the local Commonwealth’s Attorney or other local law enforcement partner will be provided with information about the contact, for consideration of criminal prosecution.
 6. The recipient of unwanted, harmful, or court-prohibited contact will be referred to the local victim advocate and/or other service providers when appropriate, for advocacy and assistance with any court petitions, court proceedings, other pre-conviction services, or support that is needed as a result of the contact.

VII. Visitation and Dialogue Requests from Victims

- A. Per COV §53.1-30, *Who may enter interior of state correctional facilities; searches of those entering*, an adult victim of a crime committed by an inmate in a state correctional facility may be allowed to visit with the inmate, provided such visit preserves the safety of the victim, staff, and inmate, as well as the security and good order of the facility. All adult victim requests for visitation must be reviewed and processed in accordance with Operating Procedure 851.1, *Visiting Privileges*.
- B. If the adult visitor is a crime victim/survivor of the inmate and does not wish to participate in regular on-going visitation, the victim may request a one-time facilitated meeting with the inmate in accordance with Operating Procedure 021.2, *Victim Offender Dialogue*.
 1. The VOD Committee will review all requests for a VOD prior to approval.
 2. Approved VODs must be conducted in accordance with Operating Procedure 021.2, *Victim Offender Dialogue*.
 3. VOD is intended for one victim to meet with one inmate/probationer/parolee. If multiple inmates/probationers/parolees received convictions for the same offense, each dialogue will be processed separately. Exceptions may be reviewed by the VOD Committee and approved on a case-by-case basis.
- C. Minors who are a direct victim of a violent crime committed by the inmate/probationer/parolee will not be reviewed or approved for visitation or for a VOD with the inmate/probationer/parolee until they reach the age of 18 years.

VIII. Training

- A. Victim awareness programs for staff
 1. The VSU will conduct training for DOC staff involved with victim’s issues to ensure awareness of victims’ issues including the following topics: (5-ACI-5F-07)
 - a. Specific services available to crime victims.
 - b. Changes in laws impacting victims.
 - c. Way(s) of gaining access to the services.



- d. Confidentiality of victim information.
 - e. Ways for victims to communicate complaints and other concerns.
 - f. Program evaluation measures, which include victim input regarding the effectiveness of services and ways for them to make suggestions regarding agency policies and practices intended to assist crime victims.
2. Basic Skills for Counselors and Basic Skills for Probation and Parole Officers will each include a training segment on the VSU, victimology, and the impact of crime on victims.
 3. VSU will plan, conduct, and attend awareness activities, webinars, seminars, and other trainings, events, and commemorations during National Crime Victims' Rights Week and other relevant "awareness" months.
- B. Victim impact classes for inmates/probationers/parolees
1. Educational efforts will assist inmates/probationers/parolees in understanding the harm they have caused and how to prevent destructive behavior in the future. They can be presented virtually or in a classroom setting or living unit setting. Classes will utilize a standard curriculum distributed by the U.S. Department of Justice, Office for Victims of Crime. (4-ACRS-6D-01)
 2. The VSU will determine feasibility of victim impact education programs for inmates/probationers/parolees under the custody and supervision of the DOC. These classes or programs are intended to provide information and learning experiences for inmates/probationers/parolees to address the harm they have caused their victims; and to enable inmates/probationers/parolees to develop respect for the law and for the rights of other people, to learn responsible ways of being accountable for their actions, and to apply that knowledge to the rest of their lives. (5-ACI-1B-24)
 3. It is in the interest of DOC to provide educational programs for inmates/probationers/parolees that will inform, instruct, and involve them in learning about the short and long-term psychological, financial, and physical impact of all types of crime on victims, their families, and community. Appropriately trained staff will instruct the classes.
 4. Curriculum
 - a. DOC staff will review the nationally tested curriculum for use by the program.
 - b. Adjustments to include state-specific references to victims' rights and policies, local resources or special crime issue attention will be added, as well as additional activities targeted towards specialized populations.
 - c. The VSU Director or designee must approve any changes to the curriculum.
 5. Class size
 - a. The curriculum consists of 13 sessions lasting approximately two hours each. The maximum recommended class size is 12 inmates/probationers/parolees.
 - b. Changes to length, frequency, or size should be approved by the VSU in alignment with the *Initial Program Description*.
 6. Use of guest speakers
 - a. Instructors will always supplement the curriculum by including local crime victims, their survivors, and victim services program staff for personal presentations.
 - b. The VSU will assist in recruiting guest speakers. When guest speakers are not logistically practical, training videos will be provided. The VSU will develop a suggested selection and screening process for victim speakers, and a procedure for victims entering the facility, including a briefing and debriefing before and after their participation.
 - c. The VSU will recommend ways for victim speakers to be recognized for their involvement, including certificates, awards, and special presentations or contributions.
 - d. Victim speakers must be registered with VSU.

7. Inmate/Probationer/Parolee selection
 - a. All inmates/probationers/parolees are eligible for participation in the classes or programs.
 - b. Inmates/Probationers/Parolees must not be grouped by crime type or condition. Exceptions to this may include violent or mentally ill inmates/probationers/parolees or those with difficulty in cognitive learning-type settings,
 - c. Ideally, this program should be available at the start of an inmate's/probationer's/parolee's incarceration or supervision, with other correctional programs building on this personal responsibility model.
 - d. Inmates/Probationers/Parolees should volunteer to participate with support from the Case Management Counselor or treatment staff.
 - e. Each inmate/probationer/parolee must be pre-interviewed by the class Instructor to help them understand the expectations of the program.
 - f. Inmates/Probationers/Parolees must have enough incarceration or supervision time left to complete the program.
 - g. Disruptive or rude behavior will be grounds for removal.
 - h. Completion of the program will not be used to support sentence reductions.
 8. Staff Instructor selection criteria- Each Unit Head will nominate Instructors for the victim impact classes using the following guidelines:
 - a. The Instructor will be a staff member or former staff member (retiree) of the DOC.
 - b. The Instructor will volunteer to participate in these programs.
 - c. The Instructor must complete the required training provided by VSU or another facilitator approved by VSU prior to beginning this program.
 - d. The Instructor must have the following abilities or experience:
 - i. Ability to be assertive and confront inmates/probationers/parolees, but also able to assist inmates/probationers/parolees in recognizing their attitudes and beliefs about crime victimization.
 - ii. Ability to keep a discussion on track and not be easily diverted when inmates/probationers/parolees move the discussion away from serious or victim-related subjects; this usually happens when they are uncomfortable with the topic, do not know how to deal with their feelings, or are trying to blame others for their behaviors.
 - iii. Ability to understand conflicting attitudes of both inmates/probationers/parolees and victims, but not allowing inmates/probationers/parolees or themselves to rationalize or justify crime in any way.
 - iv. Practiced in using experiential learning (student participation) through written work, discussion, activities, and exercises that facilitate learning.
 - v. Ability to assist or direct inmates/probationers/parolees whose own victimization is disclosed or relived in the class by ensuring that the inmate/probationer/parolee will be appropriately referred to counseling or treatment staff.
- C. Community awareness - VSU staff will provide outreach and conduct presentations about services available through the DOC, as well as DOC procedures, to selected community groups, including victim advocates, crime victims, and other community members.

IX. Victim Travel Fund

- A. Agency funds support a travel reimbursement program for crime victims that take part in criminal justice-related activities through DOC, such as participating in VOD, speaking at conferences, trainings, programming, and attending VPB appointments.
 1. The program will cover mileage reimbursement at the state rate.
 2. Considerations will be given for state rate lodging, per diem and airfare on a case-by-case basis.

- B. Victims cannot apply for or receive reimbursement from DOC if they are being reimbursed for the same expenses from any other source.
- C. Application and eligibility information can be received by contacting the Victim Impact Advocate at 804-674-3243.

X. Regional Victim Advocates

Regional Victim Advocate positions have been developed in the DOC VSU to provide the following services:

- A. Assist in determining safety planning, appropriate conditions and release plans, and local referrals in collaboration with probation and parole and local victim advocates.
- B. Assist in problematic and high-risk inmate/probationer/parolee release cases.
- C. Collaborate with local victim advocates to facilitate victim registration, information, and transition to the VSU.
- D. Refer crime victims to their local Victim/Witness Assistance Program for advocacy and assistance with any court petitions, court proceedings, other pre-conviction services, and local referrals.
- E. Provide victim awareness and victim related staff training for DOC.
- F. Manage site visits with P&P Offices, facilities, victim advocates, and community stakeholders.
- G. Develop local partnerships to increase victim registrations with the VSU.
- H. Run VACORIS release reports to determine upcoming releases in assigned region; contact registered victims to determine services and referrals.
- I. Assist the VPB Victim Input Program and Attorney General's Office Victim Notification Program as requested in assigned region.
- J. Assist with restitution, threats/harassment, Virginia Victims Fund, Victim Impact Statements, violation hearings, absconder status, and release from supervision, as available.
- K. Provide outreach services to underserved crime victim populations including geographically isolated and reentry/post release victims of crime.

XI. Limited English Proficiency (LEP) Services for Crime Victims

- A. The DOC VSU will take reasonable steps to provide LEP crime victims with meaningful access to DOC services, information, and referrals, and to ensure that language does not prevent staff from communicating effectively with LEP crime victims.
 - 1. The NAAVI website, welcome video, registration process, and all NAAVI notifications will be available in both English and Spanish.
 - 2. As needed, phone interpretation services will be available to all victims in their preferred language.
- B. Documentation: The victim's primary language for oral and written communications will be documented, once known, by entering the information into the NAAVI system.
- C. All staff will ensure that no LEP victim's rights are adversely affected due to the lack of language assistance.
- D. Victims can be provided information on available language assistance services:
 - 1. Upon registration, if a language other than English has been selected in their application.
 - 2. During the initial reach out by, or any subsequent contact with, the Regional Victim Advocate or other VSU staff member.
 - 3. By written or verbal request from a crime victim, victim/witness staff member, or any other victim

advocate providing services to the victim.

E. Interpretation services will be provided using one of the following:

1. Over the telephone
2. Via mail/email

F. Interpretation services are provided at no cost to LEP victims.

REFERENCES

COV §19.2-11.01, *Crime victim and witness rights.*

COV §19.2-11.2, *Crime victim's right to nondisclosure of certain information; exceptions; testimonial privilege.*

COV §53.1-30, *Who may enter interior of state correctional facilities; searches of those entering.*

COV §53.1-59, *Prisoners performing work for localities, state agencies or nonprofit civic organizations; payment of costs; foremen as guards.*

COV §53.1-133.02, *Notice to be given upon prisoner release, escape, etc.*

COV §53.1-160, *Notice to be given upon prisoner release, escape, etc.*

Operating Procedure 021.2, *Victim Offender Dialogue*

Operating Procedure 025.1 *Public Access to DOC Public Records*

Operating Procedure 050.1 *Inmate and Probationer/Parolee Records Management*

Operating Procedure 050.6 *Access to Inmate and Probationer/Parolee Record Information*

Operating Procedure 830.5, *Transfers, Institution Reassignments*

Operating Procedure 830.7, *Work Release Programs*

Operating Procedure 851.1, *Visiting Privileges*

Operating Procedure 861.1, *Inmate Discipline*

U.S. Department of Justice, Office for Victims of Crime

ATTACHMENTS

None

FORM CITATIONS

None