

# Vision 21

## Transforming Victim Services Initiative



The Vision 21: Transforming Victim Services initiative—supported by the Office for Victims of Crime (OVC), Office of Justice Programs, U.S. Department of Justice—expands the vision and impact of the crime victim assistance field. Initiated in 2013, Vision 21 was the first comprehensive examination into the crime victims field in 15 years. Vision 21 projects engage a broad spectrum of service providers, advocates, criminal justice professionals, allied practitioners, and policymakers to address crime victim issues through a lens broader than their everyday work.

### Framework

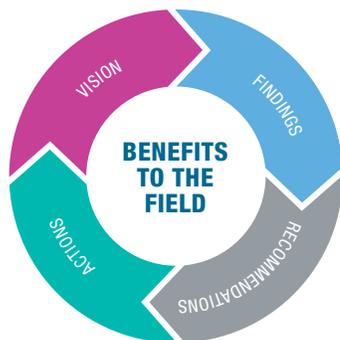
1. Examine the role of the crime victims field in the overall response to crime and delinquency in the United States.
2. Build capacity in the crime victims field.
3. Identify enduring challenges.
4. Address emerging challenges.

### Progress in the Major Issue Areas

1

#### Conduct continuous rather than episodic strategic planning.

OVC established Vision 21 as a living framework to shape and allow apt future responses to crime victims.



2

#### Support research on victims and victimization.

OVC has funded a number of research and evaluation initiatives to help fill data gaps and inform program development to better serve victims. OVC supports building a body of evidence-based knowledge to generate, collect, and analyze quantitative and qualitative data on victimization, emerging victimization trends, services and behaviors, and enforcement efforts.

3

#### Ensure statutory, policy, and programmatic flexibility to address enduring and emerging crime victim issues.

OVC funds innovative responses to address traditional and new issues and challenges, the changing demographics in the United States, the impact of globalization and advances in technology, and to serve victims of evolving crimes (e.g., cybercrime, elder abuse, environmental crimes, human trafficking, and identity theft).

4

#### Build and institutionalize capacity.

OVC has undertaken a variety of steps to support and build the capacity of those who work in the field, including service providers, advocates, criminal justice professionals, allied practitioners, and policymakers. Through an infusion of technology, training, and innovation, OVC strives to build and institutionalize capacity to maintain basic services and extend assistance to all crime victims, including marginalized populations.

Visit [www.ovc.gov/vision21](http://www.ovc.gov/vision21) to learn more. Turn over for just one example of how OVC is implementing Vision 21 in the field.



# Vision 21

## Using Technology To Expand Access to Victim Services



### Addresses Vision 21 Recommendation #4

Build and institutionalize capacity.

#### Project Vision

Vision 21 reiterated and reinforced what we already know, both in the field and at the federal level—that there is still a large gap in service delivery to crime victims. Because they face a variety of obstacles, many victims of crime and their families do not receive the services they need to help them recover from their victimization and improve their safety, security, and health.

OVC believes victims of crime deserve the best and most competent assistance and support on their journey to becoming whole again.

#### Project Objectives

This program provided funding for nonprofit organizations that use technology creatively to interact directly with crime victims (in the United States and Americans victimized abroad) and provide them with information, referrals, crisis assistance, and longer term help to close this gap in service delivery.

#### Project Participants

The **Americans Overseas Domestic Violence Crisis Center** is using technology to expand international access to domestic violence and sexual assault services for victims abroad.

The **Identity Theft Resource Center** initiated “Project Reclaim” to increase the capacity of its call line and develop the ID Theft Help Mobile App that provides educational materials, information about resources and services, live help, and toolkits.

The **National Center for Victims of Crime** launched VictimConnect, a national service that combines a phone-based hotline with a web and online chat interface that provides crime victims with comprehensive information, assistance, and referral services.

The **National Domestic Violence Hotline** strengthened its capacity by adding staff, using its interactive website in innovative ways, and improving its mobile platform to better respond to chatters and texters. NDVH provides support for the Abused Deaf Women’s Advocacy Services (ADWAS) to operate the National Deaf Hotline (NDH), which provides 24/7 access to culturally and linguistically accessible advocacy and resources for the Deaf and hard-of-hearing community.

The **National Network to End Domestic Violence** implemented the “Apoyo Tecnológico” Project to provide Spanish-speaking women with access to its WomensLaw.org site, where they can find information about the legal system in their native language.

The **Rape, Abuse & Incest National Network** increased its staff at the National Sexual Assault Online Hotline, offered confidential support for Spanish-speaking survivors of sexual assault, and implemented La Sala de Ayuda (the Spanish HelpRoom).

#### Resources

Connect with these resources and share them online and through social media.

##### Americans Overseas Domestic Violence Crisis Center

Website: [www.866uswomen.org](http://www.866uswomen.org)  
Hotline: 866-USWOMEN (879-6636)

##### Identity Theft Resource Center

Website: [www.idtheftcenter.org](http://www.idtheftcenter.org)  
Hotline: 888-400-5530

##### National Center for Victims of Crime/ VictimConnect

Website: [www.victimconnect.org](http://www.victimconnect.org)  
Hotline: 855-484-2846

##### National Domestic Violence Hotline

Website: [www.thehotline.org](http://www.thehotline.org)  
En Español: <http://espanol.thehotline.org>  
Hotline: 800-799-SAFE (7233)  
TTY: 800-787-3224

##### National Network to End Domestic Violence/WomensLaw

Website: [www.womenslaw.org](http://www.womenslaw.org)  
En Español: [www.womenslaw.org/index.php?lang=es](http://www.womenslaw.org/index.php?lang=es)

##### Rape, Abuse & Incest National Network

Online Chat: [www.online.rainn.org](http://www.online.rainn.org)  
En Español: <https://hotline.rainn.org/es>  
Hotline: 800-656-HOPE (4673)

For more information, contact OVC at [askovc@ncjrs.gov](mailto:askovc@ncjrs.gov) and identify the name of the Vision 21 project in the subject line of your email.