
Referrals

When we cannot give victims the services they need, or if another agency can better serve them, we connect them with:

- Local Victim/Witness centers
- Sexual assault centers
- Child abuse treatment centers
- Domestic violence centers
- Government agencies, like Corrections, Board of Prison Terms, Youth Authority or Victim Compensation

These centers can sometimes provide more specialized care or longer-term support.

Victims without Support

Sometimes victims have nobody to support them. This can happen before or after they get services from their local Victim/Witness center.

OVS can help victims who:

- Are feeling confused and frustrated
- Need someone to help them speak to the local authorities or other state agencies
- Want a support person to go with them to medical exams, court, parole hearings or meetings with other people (like the DA or the police)

Resources

OVS publications for victims and support agencies include:

- Help for Victims of Crime
- Capital Case Guide
- State Agencies that help Victims and Witnesses

These materials and more information about OVS are available in print and on-line at:

www.ag.ca.gov/victimservices

Need more help?

Call us, or write us at:

Office of the Attorney General
Office of Victims' Services
1300 I Street
P.O. Box 944255
Sacramento, CA 95814

Tel: (877) 433-9069 *Toll free!*

e-mail: victimservices@doj.ca.gov

California Attorney General's Office
Bill Lockyer, Attorney General
Jonathan Raven, Director



**Helping
crime victims
get the
services
they need**

**California Attorney General
Bill Lockyer's
Office of
Victims' Services**

Our mission

The Office of Victims Services (OVS) was established by California Attorney General Bill Lockyer.

Working with other agencies, we help victims and their families understand their rights and help them get the support they need to recover from the trauma of crime.

We guide them through the criminal justice system. We also try to make policy changes in the criminal justice system that will make it more victim-friendly. And, our services are free.

Advocacy

The Attorney General handles all appeals in criminal cases. OVS works directly with the victims with cases on appeal to:

- Keep them informed about the status of their case
- Provide support and information about death penalty cases from the time of conviction until — and even after — the defendant is executed
- Make sure they can attend and go with them to oral arguments, clemency hearings and the execution (in death penalty cases)

Support

Support starts as soon as the crime is reported and continues as long as the victim needs it. We help local agencies and law enforcement to:

- Make sure victims are safe
- Take care of victims' emergency needs (like food, clothing, and shelter)
- Take care of victims' emotional needs (like advice and counseling)
- Explain how the criminal justice system works and what rights victims have
- Keep victims informed about their case
- Help victims get ready to testify in court
- Help victims ask for compensation or restitution
- Make sure court orders are enforced

Education

Understanding the criminal justice system is not easy. OVS helps agencies and law enforcement to guide victims. We:

- Provide easy-to-read materials in print and on the web to help victims and the agencies that serve them

- Speak to groups that advocate for victims' rights
- Train people who work in the criminal justice system about how we can advocate for victims with cases on appeal
- Host an annual Crime Victims' Conference where people who work in criminal justice and victims can share their experiences and perspectives, and get specialized training

Policy

We work with other government agencies, the Legislature, the Governor's office, and the media to help victims. We:

- Make sure the public hears the victim's point of view
- Propose and improve crime victim legislation
- Advise the Attorney General about crime victims issues
- Speak for the Attorney General about victim-related issues