

<p style="text-align: center;">POLICY OF</p> <p style="text-align: center;">STATE OF DELAWARE</p> <p style="text-align: center;">DEPARTMENT OF CORRECTION</p>	<p>POLICY NUMBER</p> <p>3.6</p>	<p>PAGE NUMBER</p> <p>1 of 2</p>
	<p>RELATED ACA STANDARDS: 2-CO-4G-02; 4-4447; 4-4447-1; 4-4461-1; 4-APPFS-2F-01; 4-APPFS-2F-02; 4-APPFS-1A-04; 4-ACRS-6D-01; 4-ACRS-6D-02; 4-ACRS-7F-06</p>	
<p>CHAPTER: 3 Programs and Services</p>	<p>SUBJECT: VICTIM SERVICES</p>	
<p>APPROVED BY THE COMMISSIONER:  9/5/14</p>		
<p>EFFECTIVE DATE:</p>		
<p>APPROVED FOR PUBLIC RELEASE</p>		

I. AUTHORITY: 11 Del. C. §9413, § 9416; §6541, §4336.

II. PURPOSE: To ensure that victims of crime are provided the appropriate information including a notice of the confinement status and/or release of the offender who committed the crime against them in compliance with the applicable law.

III. APPLICABILITY: All Department of Correction employees, volunteers, and persons or organizations conducting business with the Department.

IV: DEFINITIONS:

- A. VICTIM: the person, organization, partnership, business, corporation, agency or governmental entity identified as the victim of a crime in a police report, a criminal complaint or warrant, an indictment or information or other charging instrument. "Victim" includes a parent, guardian or custodian of a victim who is unable to meaningfully understand or participate in the legal process due to physical, psychological or mental impairment. "Victim" includes the spouse, an adult child or stepchild, a parent or a sibling of a deceased victim if the relation is not the defendant, co-defendant or conspirator.
- B. VICTIM SERVICE COORDINATOR (VSC): The VSC is a DDOC staff person designated to assist victims of crime where the perpetrators are in a DDOC facility or under supervision by DDOC Probation & Parole officers. The VSC helps victims become informed about DDOC practices so that they may experience less frustration and trauma with prison and probation personnel and be better prepared to participate in the corrections process if they choose. The VSC also assists with referral services for victims and their families while maintaining the offenders' right to privacy.

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Contact information for the VSC is available on the DDOC website or by contacting the DDOC Administration Building.

V: POLICY: It is the policy of the Department of Correction to establish a system for providing notification to the registered victim(s) of a violent crime prior to any release from confinement, supervision, escape, or when the convicted offender absconds from supervision. Follow-up notification to victim(s) occurs when escapees are returned to custody. The applicable crimes are enumerated in 11 Del C. § 9401 (2).

- A. The VSC is responsible for the establishment and coordination of victim's programs and services.
- B. A training program will be established for providing training to staff involved with victim's issues. The curriculum will include the following topics:
 - 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. way(s) 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
- C. Restitution is collected and ultimately made available to the victims of crime and/or their survivors, in cooperation with the Courts of the State.
- D. Where feasible, victim awareness classes are offered to help offenders understand the impact of their crimes on the victims, their communities, and their own families.
- E. The agency provides opportunities that encourage offenders to take responsibility for their actions.
- F. Victim Confidentiality
 - a. Information provided by victims is strictly confidential and is not to be released to offenders or the public.
 - b. Only appropriate personnel shall have access to victim information.