**Program Description**

•   VOCA Case Management (CM) is funded through the Office of Victim Services and administered by CCFSA (Connecticut Council Of Family Service Agencies) to address an identified need of case management services for victims of crime

•   VOCA CM provides holistic case management services to promote safety, self-sufficiency, and resiliency for persons in CT who have suffered, directly or indirectly, a physical, emotional, or personal loss as a result of a criminal act

•   VOCA CM offers community-based or home-based visits depending on the preference and need of the client

•   VOCA CM will promote equitable access to services and a continuum of care through coordination with CCFSA partner agencies across the state

\*Case management services are offered for up to a year, depending on clients’ need

**Referrals**

•   Clients can be referred internally through United Services, or externally through other community organizations, local law enforcement, hospitals, schools, etc.

•   Participation in VOCA CM is voluntary and clients should be aware of referral

•   Anyone can access the following URL to make referrals:

|  |  |
| --- | --- |
| **Organization** | **Hyperlink** |
| Catholic Charities Fairfield County | [https://tinyurl.com/VOCAintakeCCFC](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftinyurl.com%2fVOCAintakeCCFC&c=E,1,ydKf6EGHDXbZKrScc5OnjcaLHiRvAZXKsj0gQaFnFBcJ_8dya87eCruyKig5NueJK9Zep6mZrWV8qK_9Wq2Ue0HAzZsgK8VO-C_P6BEL0wodPCZPyxRMnMTNvQ,,&typo=1) |
| Catholic Charities Archdiocese of Greater Hartford | [https://tinyurl.com/VOCAintakeCCAOH](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftinyurl.com%2fVOCAintakeCCAOH&c=E,1,NL79DOWkeoxTOnK4pKhW4anhsHPp1tpOKgLl_6Q8njedLV61zas0CSN93vfgIIhYVgrWlK_FAAqwYTc_gYFaDwBL9h8msOjGwTPghUKs9vPek_JL586ENnPlew,,&typo=1) |
| Catholic Charities Diocese of Norwich | [https://tinyurl.com/VOCAintakeCCDN](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftinyurl.com%2fVOCAintakeCCDN&c=E,1,n9rk3XLjrqwfidZijkmDsJwzmSZVHR6vayejyWpALvnEq4m1ak_IYmksGdLhGu8F3lrZpASmkN8j94jxvDBC7MIlVj89Hhf7E-MMdZYMBWiDEjhjxCMxUQ,,&typo=1) |
| Family and Children Agency's Inc. | [https://tinyurl.com/VOCAintakeFCA](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftinyurl.com%2fVOCAintakeFCA&c=E,1,g2l8xvqRYp_dR8VRyAOZlg1Bp5IC9dGtl2uAqxOrAcvp_SbaSoIYevqS_WrifgvWyUja-R2g5i5jUdxOW3Dvwxj97R9HanbyUI8donulFY74MfihYg,,&typo=1) |
| Family Centers Inc. | [https://tinyurl.com/VOCAintakeFC](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftinyurl.com%2fVOCAintakeFC&c=E,1,-6GDNtXTm9xmWSzMKT9_ewIZAUGHja5jSBbAhZq86dAZA47SHbzrcfiyhVZ1fbFQ1GrUE3ZCE_Ds6sfrnhXtYY7F22QQKZhh9PKXjR8KGuqU&typo=1) |
| Jewish Family Services of Greater Hartford | [https://tinyurl.com/VOCAintakeJFSGH](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftinyurl.com%2fVOCAintakeJFSGH&c=E,1,4ExE4qRW_z4vgPuF1lEniqPJ9ueKEpMSCk-7kkBM3NBd1kkWaok28wJsZDapjTn5Sm-Kugh-Y3xPyRpG1FfRadkHusJ8QN9hCNLBvFJeiODatXhVrGh5fw,,&typo=1) |
| Klingberg of Family Center | [https://tinyurl.com/VOCAintakeKFC](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftinyurl.com%2fVOCAintakeKFC&c=E,1,aeBVn_qD8LtWUQzHwW0zu866SvBaU4JyEXj0zlxhwjTyCR0s_KcHdWYDV1HRZT30G0vIG1en69W7E4IVspV1pteEsEPPcVFc9AD3a3pEWM8Lgfk,&typo=1) |
| LifeBridge | [https://tinyurl.com/VOCAintakeLB](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftinyurl.com%2fVOCAintakeLB&c=E,1,_Ia1YiNtrE3HtgyzW1PaKgiigp-ch7AxmdxS0y6odXEuQ1rFN3fOb6ITsXOwCDxnKmydaag58ZhL0qTBGA-ITZSrsaPhJIfeYP1OhCFKj8MGDl4,&typo=1) |
| United Services | [https://tinyurl.com/VOCAintakeUS](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2ftinyurl.com%2fVOCAintakeUS&c=E,1,2audztNKWPxBO2czV3qzGv840H7YBYqrDqNRfyiHUr8A7-JRzkWDCwpgDpoIQ_4bggJuMuk6hS77TD9_g6g2HMRFd4zru5WEbOKq7izVtyolGJv5sPOhYCA,&typo=1) |

•   Using the URL is **preferred** to capture all necessary information, but referrals can be made in-person, over phone, or over email

•   Referral form is extensive in order to capture victimization history, safety concerns, and needs of client

•   Case manager will attempt to reach client within 24-72 hours after referral is made

**Eligibility**

•   Participation in VOCA CM will be based on the client meeting at least one of the following:

•       The victimization occurred in CT

•       The victim lived in CT when the victimization occurred **and/or**

•       The victim lived in CT at the time services were sought

•   No age requirements; if client is a minor or disabled, case manager will work with the entire family unit to provide case management services

•   No time limit; does not matter how long ago the crime occurred, just that the crime is still affecting the client’s functioning

•   It is **not necessary** for the crime to have been reported to receive case management services

•   DCF-involved youth and/or their foster families can receive case management services

•   Can work with victims even if they have a criminal history themselves

**Eligible Crimes for Case Management**

•   Adult physical assault

•   Adult sexual assault

•   Adult sexually abused/physically abused as child

•   Arson

•   Bullying (verbal, physical, cyber)

•   Burglary, robbery

•   Child physical or sexual abuse, neglect

•   Elder abuse or neglect

•   Domestic violence, teen dating violence

•       Child pornography or exploitation

•       Hate crime

•       Human trafficking (labor or sex)

•       Identity theft/fraud/financial crime

•       Kidnapping (custodial or non-custodial)

•       Mass violence, terrorism

•       DUI/DWI incident, “hit and run”

•       Stalking/harassment

•       Survivors of homicide victims

•       Other

**Services We Provide**

•   Intake and assessment are completed to identify client’s level of need and what services they are seeking assistance with

•   Goal-setting and empowering victims to reach goals and complete follow-up

•   Assistance with finding housing (shelter or permanent), employment and vocational training, child or adult education, state benefits and/or insurance, child-care, parenting education, pregnancy services, medical/dental services, mental health/counseling services, and much more

•   The case manager will assist client by making referrals to other agencies and providers, helping client complete applications, identifying and utilizing local resources, and helping client establish a good community support system for when case management services end

•   Assistance navigating civil or criminal court system

•   Applications for victim compensation

**Victim Compensation Program**

•   Office of Victim Services compensation program provides three types of compensation:

•       Crime victims who have suffered physical injuries - $15,000 maximum

•       Crime victims who have suffered emotional injuries - $5,000 maximum

•       Survivors of homicide victims - $25,000 maximum

•   To be eligible, crimes must be reported **within 5 days** of the occurrence, or within 5 days of “when a report could reasonably be made”

•       Crimes must be reported to law enforcement, court system (if client applies for a restraining or civil protective order) or DV/sexual assault crisis center

•   Compensation applications must be filed **within 2 years** of the crime

•   Expenses covered: health insurance co-pays and deductibles, medical bills, prescription bills, lost wages, crime scene clean-up, funeral expenses, mental health counseling, alarm system installations, etc.

**Other important information**

•   If client is in immediate crisis, please contact:

•       Local law enforcement (911)

•       Domestic Violence Program, 24/7 crisis hotline (860-774-8648)

•       211