

Contents

Foreword by Jane Nady Burnley	10
Preface	13
Acknowledgments	15
Part I. Introduction	
1. Introduction and Overview of Victimology and Victim Services	19
Case 1	19
Case 2	20
Federal Legislation and Funding	21
History of the Victim	23
Victimology	24
Emergence of Rape Crisis Centers and Battered Women's Shelters	27
Victim Compensation Legislation	28
Victim Service and Witness Assistance Programs	30
Origin of the Study	30
Types of Services Provided	31
Funding	31
Staffing	32
Conclusion	33
Part II. National Survey of the Organizational Structure and Functions of 184 Victim Service and Witness Assistance Programs	
2. Background, Functions, and Services of Victim Service and Witness Assistance Programs	39

Background Information	39
Survey Methodology	40
The Year the Program Began	44
Background on Federal and State Funding for Programs	
Serving Crime Victims	45
Types of Services Provided	46
Explaining the Court Process	47
Court Escort	48
Transportation to Court	49
Public Education	49
Assistance with Employers	52
Referrals	53
Emergency Financial Assistance	55
Repair of Broken Locks, Windows, and Doors	57
Help with Victim Compensation Applications	57
Initial Crisis Intervention Procedures	63
Witness Notification	65
Child Care	71
Conclusion	75
3. Specialized Services for Elderly Crime Victims	76
The Case of Mr. S	76
Selected Programs Serving Elderly Victims	78
Elder Abuse and Neglect	80
Job Description: Senior Victim of Crime Specialist	82
Responsibilities	82
Principal Duties	82
Conclusion	84
4. Organizational Issues	85
Annual Budget Totals	85
Funding Sources	86
Staffing Patterns	89
Volunteers	90
Educational Background	92
Primary Sources of Referral	92
Staffing, Annual Budget, and Number of Victims	
Served in Relation to City Size	94
Program Auspices	99
Variations in Staffing and Total Number	
of Victims Served	99
Conclusion	101

5. Victim/Witness Programs: Self-Evaluation of Strengths, Problems, and Needed Changes	106
Three Biggest Problems	107
Best Features of the Programs	108
Comprehensive/Specialized Services	108
Court Support, Advocacy, and/or Court Escort	109
Referrals and Interagency Linkages	111
Case Information and Status	112
Use of Trained and Dedicated Staff and/or Volunteers	113
Changes Programs Would Make If They Had the Money	114
Staffing	114
Services	115
Facilities and Equipment	118
Conclusion	119
6. Model Victim Service and Witness Assistance Programs	120
Victim Assistance Unit and the Family Crisis	
Intervention Team	122
Historical Perspective	122
Location	123
Services Provided	123
Victim Assistance Unit Job Descriptions	124
FACIT	125
Crime Victim Centers of Minneapolis and St. Paul, Minnesota	127
Services	128
Staffing	129
Victim/Witness Services of Milwaukee County, Wisconsin	130
Program Report: July 1, 1984-June 30, 1985	133
Victim/Witness Division of the Greene County Prosecutor's Office, Xenia, Ohio	134
Services	135
Staffing	136
Conclusion	140

Part III. Programs, Recovery Services, and Remedies for Crime Victims

7. The University and the Development of Victim Services in Orange County, California	
<i>Arnold Binder and Harriet Bemus</i>	147
The Program in Social Ecology	149

The Setting	149
Starting Victim/Witness Services in Orange County	151
The Early Development of Services	153
Expansion of Services	155
Net Gains	156
8. Responding to Missing and Murdered Children in America	
<i>Eric Hickey</i>	158
Types of Child Abduction and Murder	159
Children as Victims of Serial Murderers	163
Luring Children	165
Educational Resources	169
Protection and Prevention: Getting Parents Involved	170
The Kuzmaak Story	171
Victim Coalitions	175
Agencies Concerned with Missing, Murdered, or Exploited Children	178
Appendix: Major Local and National Support Groups	179
9. A Model for Crisis Intervention with Battered Women and Their Children	
<i>Albert R. Roberts and Beverly Schenkman Roberts</i>	186
Intervention by Police-Based Crisis Teams and Victim Assistance Units	188
Assessment and Intervention in the Emergency Room	190
Intervention Techniques Used by Telephone Hotline Programs and Battered Women's Shelters	193
Telephone Logs	197
Group Therapy	197
Treatment for the Children	198
Use of Coloring Books	200
Group Treatment for Children	201
Referral	202
Conclusion	204
10. Crisis and Recovery Services for Family Violence Survivors	
<i>Arlene Bowers Andrews</i>	206
Conceptual Foundation: Stress and Family Violence	206
Synopsis: Stress Theory	206
Nature of Family Violence	210

Consequences of Family Violence	213
Crisis and Recovery Interventions	215
Crisis Intervention	216
Assessment	221
Recovery Intervention	223
Reduction of Risk Factors	225
Maximization of Social Supports	226
Maximization of Coping Skills	227
Maximization of Positive Self-Esteem	228
Conclusion	230
11. Restitution to Crime Victims as a Presumptive Requirement in Criminal Case Dispositions	
<i>Cathryn Jo Rosen and Alan T. Harland</i>	233
The History of Restitution	234
The Role of Restitution in the Criminal Justice System	236
The Philosophy of Restitution	236
What Is Restitution?	238
Effectuating Restitution	242
Conclusion	245
Appendix: Directory of Respondents to the National Survey of Victim/Witness Assistance Programs	249
About the Author	279
About the Contributors	280