**Section 1100.100 Victim/Witness Programs**

a) Target Populations

Programs shall aid violent crime victims and witnesses in their contacts with the criminal justice system and with problems resulting from their victimization.

b) Mandatory Services for all Victim/Witness Programs

In addition to providing the services set forth in Section 1100.70(a)(3), programs intending to apply for funding to serve all types of violent crime victims and witnesses must:

1) Provide information to victims and witnesses periodically throughout the case investigation, arrest, charging procedures and court process.

2) Provide supportive listening and advocacy to victims and witnesses in all cases upon request of the victim or witness.

3) Coordinate its services with other community resources in order to promote the effectiveness of assistance to crime victims.

c) Additional Mandatory Services for Programs in Prosecution Offices

Programs in prosecution offices, in addition to the mandatory services set forth in subsection (b), must:

1) Provide for notification of victims and witnesses in advance of court dates to minimize inconvenience and unnecessary court appearances whenever possible. A program should utilize an on-call system for victims and witnesses.

2) Establish procedures to aid violent crime victims in the prompt return of their property.

3) Provide information to a crime victim to assist in preparing a victim impact statement as provided in Section 6 of the Rights of Crime Victims and Witnesses Act.

4) Provide employer and school intervention services relating to loss of time from work or school due to court appearances or victim recovery.

d) Recommended Services

The following list is intended to serve as recommendations for the development of a comprehensive victim and witness program. Not all programs will be able to provide all of the listed services, and some programs may be able to provide services in addition to those listed. For a victim and witness program to comprehensively address the needs of crime victims and witnesses, however, these service elements should be provided in addition to the required services:

1) Staff to respond to crime scenes and provide intervention and support for victims and witnesses.

2) Bilingual services; interpretive services for those who have a speech, sight or hearing disability; and promotion of culturally competent responses to victims and witnesses.

3) Special efforts to reduce the burdens that prevent victims and witnesses from participating in the criminal justice system. Appropriate services may include, but need not be limited to, transportation, language interpretation, secure waiting areas, child care, lodging arrangements for out-of-town witnesses and parking.

4) Training to individuals who have direct contact with a victim in order to increase their sensitivity and effectiveness in relation to the consequences of victimization and the problems of victim recovery.

5) Public education to increase public awareness of the problems of crime victims in order to improve the relationship between victims and the criminal justice system.