

## Victim Services Unit

### We are here to help you

If you or a loved one has been the victim of a violent crime, you may feel confused and powerless. The Victim Services Unit is here to help reduce the trauma you may experience and to assist you in your emotional and financial recovery. Our Victim Advocates and Compensation Specialists will provide you with support, information and resources.

### Our commitment to excellence

The Victim Services Unit is committed to providing you with the highest level of service. Your experience with us matters. Please share your thoughts with us by completing a short survey. To request a survey, please contact our office:

Victim Services Unit  
70 West Hedding Street, West Wing, Suite 116  
San Jose, CA 95110  
Phone: (408) 295-2656  
Fax: (408) 289-5430  
Email: [victimservices@dao.sccgov.org](mailto:victimservices@dao.sccgov.org)

## Family Justice Center

Family Justice Centers are made up of multiple government agencies and community groups who have come together under one roof to provide services for victims of Domestic Violence.

**San Jose (Central County)** (669) 800-6991  
Asian Americans for Community Involvement (AACI)  
749 Story Rd., Ste. 50  
San Jose, CA 95122  
Open Thursdays 9 a.m. - 5 p.m.

**North County** (408) 749-0793  
YWCA Golden State Silicon Valley  
375 S. Third Street  
San Jose, CA 95112  
Open Fridays 9 a.m. - 5 p.m.

**South County** (408) 779-2113  
Community Solutions  
16264 Church St  
Morgan Hill, CA 95037  
Open Wednesdays 9 a.m. - 5 p.m.

### VINE

VINE is an automated service that allows you to track the custody status of an adult offender in county jail. If you would like to be notified of the release of an offender, please register at 1-877-411-5588 or [www.vinelink.com](http://www.vinelink.com).

Please use the box below to help you keep track of useful criminal case information.

Defendant: \_\_\_\_\_  
Report Number: \_\_\_\_\_  
PFN: \_\_\_\_\_

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County of Santa Clara  
Jeff Rosen, District Attorney

## Victim Services Unit



**OPEN MONDAY THROUGH FRIDAY**  
**8:00 a.m. to 5:00 p.m.**

70 West Hedding Street, West Wing  
San Jose, CA 95110  
Phone: (408) 295-2656  
[www.santaclara-da.org](http://www.santaclara-da.org)

## How Can We Help You?

If you, or a member of your family has been the victim of a violent crime, our **Victim Advocates** are here to help. Your Advocate can connect you with resources, serve as your liaison to prosecutors, law enforcement and other criminal justice agencies. Your Victim Advocate will also support you during court hearings and help to ensure you have a voice in the criminal justice process.

### Your Victim Advocate can help with:

- Emergency assistance to meet immediate needs such as food, shelter and clothing
- Crisis counseling including emotional support and reassurance
- Community referrals and information to help you locate the appropriate resources to meet your needs
- Information and guidance through the Criminal Justice System including court tours and case updates
- Victims' rights education and enforcement
- Assistance with obtaining court ordered protection, such as a criminal protective order
- Make a safety plan
- Court accompaniment and support when you choose to attend court proceedings
- Completing an application for the California Victim Compensation Program

## Frequently Asked Questions

***Do I have to apply to receive Victim Advocate support?*** No, Advocacy services are available upon request and it is not necessary to apply. Please call us or come by our office and a Victim Advocate will be available to assist you.

***I was a victim of a burglary. Can I receive reimbursement for my stolen belongings?*** The California Victim Compensation Program is unable to reimburse for property loss, however you may be entitled to restitution. Speak with your Advocate for more information about your right to restitution.

***I am not a U.S. Citizen. Can I receive assistance?*** Yes. Victim Advocacy and Compensation services are available to victims of violent crime, regardless of immigration status.

***English is my second language. Can you still help me?*** Yes. We have many bilingual staff and we can utilize translation services in over 200 languages.

***I am a victim of domestic violence. Can my children receive assistance?*** Yes. Immediate family members of a victim, such as children or siblings, may qualify for services through the California Victim Compensation Program.

***There are no charges filed in my case. Am I still eligible for assistance?*** Yes. Prosecution is not required to qualify for Advocacy or Compensation services.

***I need to speak with the prosecutor handling my case. How can I contact them?*** You can reach any prosecutor by calling one of the Santa Clara County District Attorney's Offices:

San Jose (Main):	(408) 299-7400
Morgan Hill:	(408) 201-0530
Palo Alto:	(650) 324-6400

## Crime-Related Expenses

If you, or a member of your family has been the victim of a violent crime, you may be eligible to receive financial assistance through the **California Victim Compensation Program** (CalVCB). CalVCB can help you pay for crime-related, and non-reimbursed expenses.

### Potential expenses may include:

- Medical/Dental Costs
- Mental Health Counseling
- Funeral and/or Burial Expenses
- Relocation
- Wage/Income Loss
- Support Loss
- Home Security Improvements
- Crime Scene Clean-up

### Eligibility Guidelines:

- You must be a physical resident of California at the time of the crime or the crime must have occurred in California
- You cannot have participated in the crime
- You must reasonably cooperate with law enforcement and/or prosecution
- In most circumstances, you must file an application within three years from the date of the crime
- You must use other available reimbursement sources