

Resources FOR Survivors OF VIOLENT CRIME

IN SAN BERNARDINO

GET HELP

- *Finding an Advocate*
- *Obtaining Crisis Support*
- *Learning About Victims Rights*
- *Paying for Crime Related Expenses*
- *Healing and Recovering*



The mission of Crime Survivors is to provide hope and healing to victims and survivors of crime through advocacy and the support of resources, information, and empowerment from the critical time after a crime occurs through the challenges and successes of surviving and thriving. All victims of crime have the right and responsibility to survive.



Goals, Beliefs and Values

- To help improve the quality of life for all residents of San Bernardino County.
- To hire, train and support the most qualified staff to represent the Office of the District Attorney.
- To assist other state and local law enforcement agencies in the investigation and prosecution of criminal cases.
- To provide assistance and aid to those who have been victimized by crime.
- To ensure that the public is kept informed of the work done by the San Bernardino County District Attorney's Office.
- To further the success of crime intervention and prevention efforts in San Bernardino County.

San Bernardino County District Attorney

"For twenty years, Crime Survivors has been dedicated to helping crime victims and their families, thanks in large part to the dedication and passion of its founder, Patricia Wenskunas. Her organization is a valuable asset to the community and a much-needed resource for those who have had their lives affected by violent crime."

This Guide is produced by Crime Survivors, San Bernardino District Attorney's Office and San Bernardino Division of Victim Services.

Disclaimer

The Crime Survivors Resource Guide has been created to provide general to educational information, and help you identify services and resources. The inclusion of an organization or service does not imply an endorsement or recommendation of the organization or service, nor does exclusion imply disapproval. While every effort is made to ensure the accuracy of the information provided, we make no guarantees. All information is provided "as is," without warranty of any kind, and you assume full responsibility for using the information contained herein. You understand and agree that Crime Survivors, Inc. and its affiliates are not responsible or liable for any claim, loss, or damage resulting from the use of this information by you or any user.

All victims of crime have the right and responsibility to survive.

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2-1-1

2-1-1 is a free accessible telephone number that will enable everyone access to the vital community services they need. 2-1-1 provides a “one-stop” service for vital information by providing the “right” phone number for the “right” resource needed. It is the equivalent of 9-1-1, but for non-emergency health and human services.

Benefits of 2-1-1

This system has been developed to help members of our communities find the information and referral services they need, or the appropriate agency to need those needs. It helps provide unity by linking together those seeking essential services with the right organization. 2-1-1 eliminates the need to navigate the complicated web of health and human services by providing one simple number to link community services to the people who need them.

Did you know?

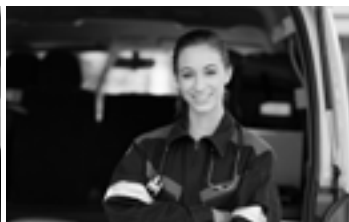
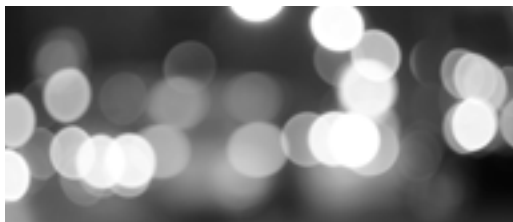
2-1-1 Info Link San Bernardino is available to you 24/7 via phone or at www.inlandsocaluw.org/211

Services Provided by 2-1-1

Every hour of every day, someone requires essential services such as:

- Child Care
- Emergency Financial Assistance
- Health Care
- Food
- Shelter/Housing Alternatives
- Jobs
- Mental Health Support
- Services for Persons with Disabilities
- Resources for Older Adults and their Caregivers
- Alcohol and Drug Services
- Safe Surrender Sites for Newborns





When to Call 9-1-1

9-1-1 is the number to call to get help in a police, fire or medical emergency. 9-1-1 calls go over dedicated phone lines to the 9-1-1 answering point closest to the caller, and trained personnel then send the emergency help needed.

9-1-1 should only be used in emergency situations. An emergency is any situation that requires immediate assistance from the law enforcement, the fire department or an ambulance. If you are ever in doubt of whether a situation is an emergency you should call 9-1-1. It's better to be safe and let the 9-1-1 call taker determine if you need emergency assistance.

If you call 9-1-1 by mistake, do not hang up. Tell the call taker what happened so they know there really isn't an emergency.

Do Not Call 9-1-1

- For Information
 - For Directory Assistance
 - When You're Bored
 - For Paying Tickets
 - For Your Pet
 - As A Prank
- www.911.gov

An emergency is any situation that requires immediate assistance from the law enforcement, the fire department or an ambulance.

If 9-1-1 Fails, You Should Know These Alternative Telephone Numbers

Non-Emergency Dispatch Desert (714) 647-7000
Valley (949) 770-6011

Marsy's Law

Constitutional Amendment 2008 California Victims' Bill of Rights

On November 4, 2008, the people of the State of California approved Proposition 9, the Victims' Bill of Rights Act of 2008: Marsy's Law. This measure amended the California Constitution to provide additional rights to victims. This card contains specific sections of the Victims' Bill of Rights and resources. Crime victims may obtain additional information regarding Marsy's Law and local Victim Witness Assistance Center information by contacting the Attorney General's Victim Services Unit at 1-877-433-9069.

A 'victim' is defined under the California Constitution as "a person who suffers direct or threatened physical, psychological, or financial harm as a result of the commission or attempted commission of a crime or delinquent act. The term 'victim' also includes the person's spouse, parents, children, siblings, or guardian, and includes a lawful representative of a crime victim who is deceased, a minor, or physically or psychologically incapacitated. The term 'victim' does not include a person in custody for an offense, the accused, or a person whom the court finds would not act in the best interests of a minor victim."

An overview of victim rights, along with helpful resources are listed on a card that can be printed out from this website.

For Information Contact:

Office of Victims' & Survivor Rights & Services / California Office of the Attorney General

P.O. Box 942883

Sacramento, CA 94283-0001

Phone Toll-free: (877) 433-9069

Marsy's Law Card Information:

www.ag.ca.gov/victims.php

www.ag.ca.gov/victimservices/marsy.php

If you are a victim of a crime, these rights apply to you. You may obtain information about these rights through your local victim/witness assistance program (usually located in the prosecutor's office), your State Attorney General's Office, or U.S. Attorney's Office.



California Law and Victims' Rights

California Law provides crime victims with important rights. If you are the victim of crime, you may be entitled to the assistance of a victim advocate who can answer many of the questions you might have about the criminal justice system.

Victim Advocates can assist you with:

- Explaining what information you are entitled to receive while proceedings are pending
- Assisting in applying for restitution to compensate you for crime-related losses
- Communicating with the prosecution
- Receiving victim support services
- Help you prepare a victim impact statement throughout the duration of criminal proceedings

You Have Rights

Most states have amended their constitutions to guarantee certain fundamental rights for crime victims. Typically, these include:

- The right to be notified of all court proceedings related to the offense
- The right to be reasonably protected from the accused offender
- The right to have input at sentencing (e.g., a victim impact statement)
- The right to information about the conviction, sentencing, imprisonment, and release of the offender
- The right to restitution from the convicted offender
- The right to be notified of these rights

Establish Safety

If you or someone you know has just been victimized, there are some important steps you should take in protecting yourself, treating any injuries, and making sure you have the support you need. Below are things to think about immediately following a violent encounter.

First and foremost, get to a safe place, away from danger. If you need help getting there, ask someone to help you.

Find a safe place and ask for help if you need it.

Care for Injuries

Go to a hospital or physician to have physical injuries treated. It will also be important to tell medical personnel that your injuries are the result of a crime before you are treated so that DNA can be collected and photographs can be taken of your injuries. Do not shower or wash because doing so may remove or compromise physical evidence needed to apprehend and convict the person(s) who hurt you.

Call the Police / Get Help

Call the police as soon as possible, so they can provide assistance. Remember to preserve the crime scene - don't clean up or move anything so that detectives can collect evidence that will be helpful in bringing your assailant(s) to justice. Then call a trusted friend or family member who can be with you as you interact with the police, physicians, and investigators to make personal decisions. In the days following, you should consider finding a counselor to help you cope with the trauma and the effects of Post Traumatic Stress Disorder (PTSD).



Document the Crime

While it may be the last thing you want to do, it is very important to write down exactly what happened as soon as possible following your incident. The best way to protect your memory is to document the event before being interviewed. Writing down what has taken place will be a source you can revisit to remember details. This will be very important if you need to testify later. A written account can also help to validate your feelings as you walk through the healing process. Below are some things you should include in your written description.

- **THE NATURE OF THE INCIDENT:** Step by step, record what happened. If you were assaulted, how? What was said by whom, and how it was said? Include how you came to a place of safety and which direction your perpetrator(s) may have been headed.
- **STOLEN ITEMS:** A detailed list of any items that were stolen from you will help the police investigation and may be needed for insurance purposes. The location and context of the crime — Write down where the crime occurred as well as important landmarks or other notable information, such as the presence of any potential witnesses.
- **THE TIME OF THE CRIME:** As accurately as possible, record when the crime took place, as well as any warning signs you may recall.
- **A DESCRIPTION OF YOUR ASSAILANT(S):** Describe hair color and style, eye color, shape of face, height, weight, voice, clothing, tattoos, or other identifying marks.
- **DESCRIPTION OF OTHER ITEMS:** Recall any items that may have been used during the crime, such as a handgun or a vehicle.



Protect Yourself Against Further Harm

If your home was burglarized or if you had your wallet or purse stolen, you may feel the need to have your home checked before returning to it. Ask the police to check your home for you and to make sure you arrive there safely. You may want or need to have someone with you when you arrive home for a while, especially if your perpetrator isn't caught immediately.

It will be important for you to re-establish a sense of safety in your life again, which may not come easy at first. Some survivors of violent crime feel the need for security devices or weapons. Generally, the best protection you have is to be aware of your surroundings and what your "gut" is telling you. It is important to know what you feel comfortable with and what will help you stay safe.

Short-Term Planning

You may feel bombarded with countless details and decisions in the aftermath of a violent encounter — and to make matters worse, you are probably in shock. It will take time to deal with everything, but here are a few suggestions for the short-term:

- Call your employer or have a friend call if you cannot return to work right away. Remember that you just survived a serious trauma and even if you weren't physically hurt, you may need some time away from work to cope.
- Notify your health insurance company or primary care provider so that you will be covered for your medical care and counseling needs. If you have lost a loved one, you or a friend should notify the life insurance company.
- Cancel your credit cards if they were stolen. This will hopefully prevent some headaches with your bills and can also lead to the apprehension of the person who may be using them.
- Learn about the investigation of your case from law enforcement. Ask them what they will be doing, what the process is, how you will be notified, and anything else that you may want to know about the process of trying to find your perpetrator(s).
- Let family and friends know what has happened so that they can understand that you've been through a trauma and that you will need their support. It is often difficult for others to understand what living through such a trauma is like. More information for family and friends can be found in the 'For Loved Ones section.'

Find Support

Surviving a violent crime is difficult, and while the crime may only have taken seconds or minutes, the healing process can take quite a while. The road traveled in the aftermath is slightly different for everyone, but we all need help and understanding along the way. It will be important for you to find support during your healing process. Talk with friends, family, a therapist, a support group, or other survivors in the 'Connect with Others' section of the 'Witness Justice site.'

If you need immediate help, you may want to call a hotline for anonymous support. Some hotlines include:

Suicide and Crisis Lifeline988
Help is out there. 24HR hotline, call, text, chat with a trained counselor

Rainn National Sexual Assault Free Confidential hotline (800) 656-HOPE

Victims of Crime Resource Center (800) 842-8467
www.victimsofcrime.org

National Center for Victims of Crime (855) 4-VICTIM / (855) 484-2846
24-hour hotline and link to local resources www.victimconnect.org

National Domestic Violence Hotline (800)799-SAFE
 (800)799-7233 and (800) 787-3224 (TDD)
www.thehotline.org

Love is Respect (National Dating Abuse Calling Line) (866) 331-9474
www.loveisrespect.org

Steps to Healing

Healing won't happen quickly, but it will happen. It is within your power to facilitate the process and begin your journey to a new place of happiness and peace. Here are some suggestions:

- Recognize your loss.
- Honor your feelings and recognize your right to feel the way you do.
- Talk about your feelings to those you trust.
- Connect with other survivors of violence and talk about your experience.
- Don't be afraid to seek out professional help if you are struggling. None of us can do it alone.
- Recognize triggers that take you back to the memory and the fear.
- Be patient and don't make rash decisions — it takes time to figure out where you are, where you want to be, and how to get there.
- Take care of yourself — try to exercise, eat right, and sleep well.
- Don't abandon hope — believe that healing can and will take place.

What Next?

As you start to return to your daily routine, you may question your feelings and what you're going through. Visit our crimesurvivors.org to find helpful resources and to learn more about common struggles that survivors encounter following their experiences. If you have a question and can't find an answer on our website, please contact us and we'll do our best to provide you with the information, support, and referrals you need.



Crime Survivors

PO Box 54552, Irvine, CA 92619
(844) 853-HOPE | (949) 872-7895
info@crimesurvivors.org
www.crimesurvivors.org

Mission

To provide hope and healing to victims and survivors of crime through advocacy and the support of resources, information, and empowerment from the critical time after a crime occurs through the challenges and successes of surviving and thriving.

Values

- We believe that no one should feel abandoned or alone and that every person is deserving of love, respect, and dignity.
- We believe that all of us together can lift each other out of darkness and into the light of a restored heart and life.
- We believe that the best way to help others with hope and healing is to work in partnership with our community, law enforcement, elected leaders, and members of the media.
- We believe that every broken heart, every hurt, every wound can be healed with love and a strong community of support.
- We believe that with faith there is always hope.
- We believe in hopeful healing.

We are Here to Help!

Crime Survivors is committed to serving our community by being an advocate and resource for crime victims and their families. If you don't know where to turn, or are confused or frustrated with the public services that are available to you as you recover or seek justice, Crime Survivors can help. Our website will provide information, resources, and tools that will help you become a "Survivor."

Victims Advocate

Crime Survivors works in your community to make victims' rights a top priority. We facilitate communication and cooperation across various public service, government, and non-profit organizations to ensure that victims' rights are understood, and that the services victims are entitled to are received. If you think you are not receiving the assistance you should, please contact us.

ADOLESCENT RESOURCES

- California Youth Crisis Line(800) 843-5200
www.calyouth.org
- National Runaway Switchboard **Hotline (800) 786-2929**
www.1800runaway.org Program Contact (800) 621-4000
- Peer to Peer Crisis Teen Line(800) 852-8336
www.teenlineonline.org
- Caribou Ridge Intervention(800) 974-1999
www.caribouridgeintervention.com
- Suicide Prevention Line..... (877) 727-4747
- Tarzana Treatment Centers, inc (818) 996-1051
www.tarzanatc.org
- EveryOne Free(909) 300-5090
www.everyonefree.org
- Family Services Association..... (951) 686-3750
www.fsaca.org
- CCS Education & Wellness Center (951) 742-7435
www.wellnessccs.org/home
- Rise Above Defeat..... (951) 376-3633
www.riseabovedefeat.com
- Valley Family Center.....(818) 365-8588
www.valleyfamilycenter.org
- Akane Takijiri (818) 447-9393
www.akanecounseling.com
Accepts CALVCB, office in North Hollywood for in person treatment, telehealth all across California
- Olive Crest(951) 686-8500
www.olivecrest.org
- Voices of Children (951) 472-9301
www.speakupnow.org
- Operation SafeHouse.....(800) 561-6944
www.operationsafehouse.org
- CA Youth Crisis Line(800) 843-5200

SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN BERNARDINO

Appeals and Appellant Division (909) 384-1888
8303 Haven Avenue, Rancho Cucamonga, CA 91730

Barstow District (760) 718-3700
235 East Mountain View Street, Barstow, CA 92311

Big Bear District **Small Claim** (760) 718-3700
Family Law/Child Support (760) 245-6215
477 Summit Blvd, Big Bear Lake, CA 92315 **Traffic** (760) 718-3700

Fontana District (909) 350-9322
17780 Arrow Boulevard, Fontana, CA 92335

Joshua Tree District (760) 974-3048
6527 White Feather Road, Joshua Tree, CA 92252 **Criminal/Traffic** (760) 974-3048

San Bernardino Juvenile Delinquency (909) 269-8840
900 East Gilbert Street, Bldg. 35, San Bernardino, CA 92415

San Bernardino Juvenile Dependency (909) 269-8900
860 East Gilbert Street, San Bernardino, CA 92415-0942

Victorville Juvenile Delinquency (760) 245-6215
14455 Civic Drive, Victorville, CA 92392

Mental Health Court (909) 498-2296
400 North Pepper Avenue, Colton, CA 92324

Needles District **General** (760) 269-4962
1111 Bailey Ave, Needles, CA 92363 **Traffic** (760) 245-6215

Rancho Cucamonga District (909) 350-9764
8303 Haven Avenue, Rancho Cucamonga, CA 91730

San Bernardino District Child Support Division (909) 269-8789
351 North Arrowhead Avenue, San Bernardino, CA 92415

San Bernardino District Civil Division (909) 708-8678
247 West Third Street, San Bernardino, CA 92415

San Bernardino District Criminal Division (909) 384-1888
247 West Third Street, San Bernardino, CA 92415-0240

San Bernardino District Family Law Division (909) 521-3136
351 North Arrowhead Avenue, San Bernardino, CA 92415

San Bernardino District Probate Division (909) 521-3388

Probate Division of the San Bernardino District (909) 521-3388
247 West Third Street, San Bernardino, CA 92415-0212

Victorville District (760) 245-6215
14455 Civic Drive, Victorville, CA 92392

CRISIS RESOURCES

Suicide and Crisis Lifeline988
Help is out there. 24HR hotline, call, text, chat with a trained counselor

Peer to Peer Crisis Teen Line(800) 852-8336
www.teenlineonline.org

Youth Crisis Hotline(800) 843-5200
Runaway youth, family, and friends www.californiayouthcrisis.org

Akane Takijiri(818) 447-9393
www.akanecounseling.com

Accepts CAVCB, office in North Hollywood for in person treatment, telehealth all across California

EveryONE Free(909) 300-5090
www.everyonefree.org

Valley Family Center(818) 365-8588
www.valleyfamilycenter.org.org

Peer To Peer Crisis Teen Line(800) 852-8336
www.teenline.org



DOMESTIC VIOLENCE

How To Get Help

What to Look For

- Threats of violence
- Breaking or striking objects
- Use of force in sex
- Possessiveness and lack of trust
- Verbal abuse
- Jealousy
- Name calling and put-downs
- Unrealistic expectations of you
- Blaming you for problems
- Physical force towards you or others
- Cruelty to animals and/or children

How to Leave Safely

- Plan ahead
- Make spare keys
- Put money aside for cab fare or gas
- Tell someone about the abuse
- Document your injuries – take pictures
- If injured go to the nearest hospital and tell someone
- Make a list of emergency numbers
- Safely store birth certificates, passports, school, and medical records outside the home
- Call police and get officer's name and badge number
- Obtain a restraining order

Victims' Rights

As a victim, you have the right to go to the Superior Court and file a petition requesting any of the following orders for relief:

- An order restraining the attacker from abusing the victim and other family members.
- An order directing the attacker to leave the household.
- An order preventing the attacker from entering the residence, school, business, or place of employment of the victim.
- An order awarding the victim or the other parent custody of or visitation with a minor child or children.
- An order restraining the attacker from molesting or interfering with minor children in the custody of the victim.
- An order directing the party not granted custody to pay support of the minor children, if that party has a legal obligation to do so.
- An order directing the defendant to make specified debt payments coming due while the order is in effect.
- An order directing that either or both parties participate in counseling.

Who to Call

Adult Protective Services (800) 451-5155

24 hours per day; 7 days a week

Domestic Violence Hotline (800) 978-3600

National Domestic Violence Hotline (800) 799-7233

Victim Information and Notification Everyday (VINE) (877) 411-5588

A service by the Los Angeles County Sheriff's Department to notify you when the status of an inmate changes. www.vinelink.com

Grace Center (Five Acre Program) (626) 355-4545

www.grace-center.org



DOMESTIC VIOLENCE

W.E.A.V.E 24-hour support line (916) 920-2952

Website: www.weaveinc.org

Services: Offers a 24-hour support and counseling line.

Safe At Home; Confidential Address Program (877) 322-5227

TTY/TDD (916) 651-1304

Website: www.sos.ca.gov/safeathome

Email: safeathome@sos.ca.gov

Services: Safe at Home is a confidential mail-forwarding program administered by the CA's Secretary of State's Office, which provides a confidential P.O. Box to domestic violence victims. Also, Safe at Home helps with filing name change documents.

California Partnership to End Domestic Violence (916) 444-7163

Website: www.cpedv.org

Services: Provides referrals to local service providers, shelters, and legal services, as well as training, education and technical assistance for direct service providers.

Office Hours: Monday-Friday 9AM - 5PM.

National Domestic Violence Hotline Hot Line 1-800-799-7233 (SAFE)

TTY/TDD 1-800-787-3224

Videophone 1-855-812-1001

Website: www.ndvh.org

Email: ndvh@ndvh.org

Services: National Domestic Violence Hotline is for those that have experienced domestic violence, as well as their family and friends. Services include crisis intervention, information about domestic violence and referrals to local programs in many languages. 24/7 access to domestic violence advocates. Advocates available to help individuals who are deaf or hard of hearing. Chat function available.

Partners Against Violence 24 Hour (909) 885-8884

Morango Basin Office (760) 369-3353

Redlands Office (909) 335-8777

Services: Provides support for victims and survivors of sexual assault and domestic violence, including individual and group counseling, referral and resource information, and court and medical accompaniment. Services are free. Bilingual services offered. available.

DOMESTIC VIOLENCE SHELTERS

Lucerne Valley Domestic Violence Outreach(760) 248-2064

32649 Highway 18 P.O. Box 2033, Lucerne Valley, CA 92356

Website: www.lucernevalley.net/orgs/domestic/info.htm

Services: Provides legal assistance, service referrals, emergency shelter (72 hours), and counseling. Court ordered programs are also available.

D.O.V.E.S. of Big Bear Valley, Inc(909) 866-1546

Crisis Hotline (800) 851-7601

34282 Yucaipa Boulevard, Yucaipa, CA 92399

Website: www.sbsas.org

High Desert Domestic Violence Program(760) 949-4357

Location: Victorville

(866) 770-7867

Website: www.hd-domesticviolence.org/index.htm

Morongo Basin Unity Home (760) 366-9663

A Better Way Outreach Program Office Number (760) 955-8010

Location: Victorville

24-Hour Hotline (760) 955-8723

Website: www.abetterwaydomesticviolence.org/

Option House, Inc. Office Number (909) 381-3471

House of Ruth Outreach (909) 623-4364

Location: Inland Empire

24-Hour Hotline 877) 988-5559

Desert Sanctuary (Haley House) Office Number (760) 256-3733

Location: San Bernardino

24-Hour Hotline (760) 256-3441 / (800) 982-2221

Website: www.haleyhouse.org/

Victor Valley Domestic Violence Center(760) 955-8723

24-Hour Hotline (760) 949-4357

Family Assistance Program(760) 843-0701

24-Hour Hotline (760) 366-9663

Unity Home(760) 366-1247

A Better Way (760) 955-8010
Hotline (760) 955-8723

Chosen Few Outreach Ministries (562) 381-3531
www.chosenfewoutreachministries.com

Human Services Association (562) 806-5400
www.hsala.org

Akane Takijiri (818) 447-9393
www.akanecounseling.com

Accepts CALVCB, office in North Hollywood for in person treatment, telehealth all across California

Valley Family Center (818) 365-8588
www.valleyfamilycenter.org

LEGAL RESOURCES

The National Crime Victim Bar Association (202) 467-8700
2000 M Street NW, Suite 480, Washington DC, DC 20036

Website: <http://www.victimbar.org>

Services: The National Center for Victims of Crime is a nonprofit organization that advocates for victims' rights, trains professionals who work with victims, and serves as a source of information on victims' issues.

State Bar of California Lawyer Referral Services (866) 442-2529
180 Howard St., San Francisco, CA 94105

Alt. Phone (415) 538-2250

Alt Phone 2 1-800-843-9053

Website: www.calbar.ca.gov/Public/LawyerReferralServicesLRS.aspx

Services: Offers Toll-Free referral to lawyer referral services throughout the state.

Attorney Search Network 1-800-215-1190
Alt. Phone (818) 817-0920

16161 Ventura Blvd., Suite 672, Encino, CA 91436

Website: <http://www.getareferral.com>

Email: director@getareferral.com

Services: State Bar Certified Lawyer Referral Service

WomensLaw.org **Website:** www.womenslaw.org/

Services: Offers legal definitions, links to court forms, definitions of crimes and abuse, and instructions on how to prepare for court.

Office of Justice Program - Victim Law

810 Seventh Street, Washington D.C., 20531

Website: www.ojp.gov/programs/victims.htm

Services: Victim Law is a searchable database of victims' rights legal provisions including federal, state, and territorial statutes, tribal laws, state constitutional amendments, court rules, administrative code provisions, and summaries of related court decisions and attorney general opinions.

LawHelpCAWebsite: www.lawhelpca.org/

LawHelpCA is California's official and free legal resource. Offers reliable information about common legal issues, written by reputable sources on 16 general topics and over 140 specific subtopics. Also offers a directory of legitimate and pre-screened organizations that offer free or low-cost legal advice and representation.

Inland Counties Legal Service(888) 245-4257

Services: Provides legal service around bankruptcy, domestic violence, family law, health, housing, and public benefits.

Inland Empire Latino Lawyers Association (951) 369-3009

Indio 1-800-226-4257

82632C US Highway 111, Indio, CA 92201

Alt. Phone (760) 342-1591

San Bernardino (909) 884-8615

715 North Arrowhead Avenue, San Bernardino, CA 91730

Toll Free 1-800-6774257

Victorville (760) 241-7073

13911 Park Ave, Suite 210, Victorville, CA 92392

Toll Free 1-888-805-6455

Riverside (888) 245-4257

1040 Iowa Avenue Suite 109, Riverside, CA 92507

Alt. Phone (951) 368-2555

Rancho Cucamonga (909) 980-0982

10565 Civic Center Drive, Suite 200, Rancho Cucamonga, CA 91730

1-800-977-4257

LEGAL RESOURCES

Legal Aid Society of San Bernardino (909) 889-7328
588 W. 6th Street, San Bernardino, CA 92410 **Website:** : www.legalaidofsb.org/

Services: Provides legal aid around family law, landlord-tenant/eviction, restraining orders, bankruptcy, wills, conservatorships, and guardianships.

The Western San Bernardino County Bar Association(909) 483-0548
www.wsbcba.org

Lawyer Referral Service San Bernardino(909) 888-6791

Tel-LAW (951) 369-5653

We-Tip (800) 782-7463

Tarzana Treatment Center, Inc (818) 996-1051
www.tarzanatc.org

Human Services Association(562) 806-5400
www.hsala.org

AARP Legal Network Services (800) 424-3410

DISTRICT ATTORNEY'S OFFICES

Administration Office(909) 382-3800

303 West 3 Street, 6th Floor, San Bernardino, CA 92415-0502

Central Division(909) 382-3800

303 West 3rd Street, San Bernardino, CA 92415-0502 **FAX: (909) 784-0315**

Desert-Mountain Division(760) 243-8600

14455 Civic Dr., Suite 300, Victorville, CA 92392 **FAX: (760) 208-4186**

Morongo Basin Office(760) 366-4120

6527 White Feather Road, Joshua Tree, CA 92252 **FAX: (760) 366-4126**

West Valley Division(909) 989-0056

8303 Haven Ave., 4th Floor, Rancho Cucamonga, CA 91730 **FAX: (909) 895-4156**

Barton Plaza Office (909) 477-8333

10535 Foothill Blvd, Suite 235, Rancho Cucamonga, CA 91730

Specialized Prosecutions Division (909) 382-7755

303 West 3rd Street, San Bernardino, CA 92415-0511

Juvenile Division San Bernardino (909) 382-7712

303 West 3rd Street, San Bernardino, CA 92415-0502

Juvenile Division Victorville Office(760) 552-6960

15371 Civic Drive, 3rd Floor, Victorville, CA 92392

Joshua Tree(760) 366-4120

6527 White Feather Road, Joshua Tree, CA 92252

Rancho Cucamonga(909) 989-0056

8303 Haven Avenue, Rancho Cucamonga, CA 91730 4th Floor

San Bernardino **General: (909) 382-3800**

303 W. 3rd Street, San Bernardino, CA 92415 **Juvenile: (909) 382-7712**

- Central Station** (909) 387-3545
655 East Third Street, San Bernardino, California 92415-0061
- Chino Hills Patrol Station** **General** (909) 364-2000
14077 Peyton Drive, Chino Hills, California 91709 **Non-Emergency**(909) 465-6837
- Hesperia Patrol Station** (760) 947-1500
15840 Smoketree Street, Hesperia, California 92345
- Colorado River Patrol Station** (760) 326-9200
1111 Bailey Avenue, Needles, California 92363
- Fontana Patrol Station** (909) 356-6767
17780 Arrow Boulevard, Fontana, California 92335
- Morongo Basin Patrol Station** (760) 366-4175
63665 29 Palms Hwy, Joshua Tree, California 92252
- Highland Patrol Station** (909) 425-9793
26985 East Baseline, Highland, California 92346
- Needles Patrol Station** (760) 326-9200
1111 Bailey Avenue, Needles, California 92363
- Twin Peaks Station** (909) 336-0600
26010 Highway 189, Post Office Box 384, Twin Peaks, California 92391
- Rancho Cucamonga Patrol Station** (909) 477-2800
10510 Civic Center Drive, Rancho Cucamonga, California 91730
- Twentynine Palms Patrol Station** (760) 366-4175
63665 29 Palms Hwy, Joshua Tree, California 92252
- Victorville Patrol Station** (760) 241-2911
14200 Amargosa Road, Victorville, California 92392
- Yucca Patrol Station** (909) 366-4175
63665 29 Palms Hwy, Joshua Tree, California 92252
- San Bernardino Highway Patrol** (909) 383-4247
- Yucaipa Patrol Station** (909) 918-2305
34144 Yucaipa Blvd., Yucaipa, California 92252

PROBATION DEPARTMENTS

Probation Department (Adult) (909) 386-1810
175 West 5th Street, San Bernardino, CA 92415

Services: The Department investigates and reports to the court on sentences or special programs for persons convicted of crimes and juveniles brought before the Court. It supervises persons during their probationary period.

Probation Department (Juvenile) (909) 383-2700
150 West Street, San Bernardino, CA 92415

Services: The Department investigates and reports to the court on sentences or special programs for persons convicted of crimes and juveniles brought before the Court. It supervises persons during their probationary period.

Administrative Office (909) 387-5841
175 West Fifth Street, San Bernardino, CA 92415 www.joinprobation.org/Home

Central Adult Services (909) 386-1810
401 North Arrowhead Avenue, San Bernardino, CA 92415
www.joinprobation.org/Home

Central Day Reporting and Reentry Services Center (909) 382-7801
104 west Fourth Street, San Bernardino, CA 92415 www.joinprobation.org/Home

Central Juvenile Services (909) 383-2700
150 West Fifth Street, San Bernardino, CA 92415 www.joinprobation.org/Home

Central Juvenile Detention and Assessment Center (909) 383-1769
900 East Gilbert Street, San Bernardino, CA 92415 www.joinprobation.org/Home

Youth Justice Center (909) 387-7359
900 East Gilbert Street, Building #31, San Bernardino, CA 92415
www.joinprobation.org/Home

Fontana Services and Day Reporting and Reentry Services Center (909) 356-3496
17830 Arrow Boulevard, Fontana, CA 92335 www.joinprobation.org/Home

Rancho Cucamonga Adult Investigations Office (909) 945-4353
8303 North Haven Avenue, First Floor, Rancho Cucamonga, CA 91730
www.joinprobation.org/Home

High Desert Juvenile Detention and Assessment Center . . . (760) 961-6701
21101 Dale Evans Parkway, Apple Valley, CA 92307 www.joinprobation.org/Home

PROBATION DEPARTMENTS

- Victorville Juvenile Day Reporting Center**(760) 552-6600
15345 Bonanza Road, Victorville, CA 92392 www.joinprobation.org/Home
- Victorville Adult Services and Day Reporting and Reentry Services Center**(760) 243-8269
15480 Ramona Ave., Victorville, CA 92392 www.joinprobation.org/Home
- Barstow Services**(760) 256-4737
301 East Mountain View, Barstow, CA 92311 www.joinprobation.org/Home
- Joshua Tree Services**(760) 366-4130
63665 Twenty-nine Palms Hwy, Joshua Tree, CA 92252 www.joinprobation.org/Home
- Needles Office**(760) 326-9337
1111 Bailey Avenue, Needles, CA 92363 www.joinprobation.org/Home

SHERIFF'S DEPARTMENTS

- Adelanto**(760) 552-6800
11613 Bartlett Avenue, Adelanto, CA 92301 www.cms.sbcounty.gov/sheriff
- Apple Valley**(760) 240-7400
14931 Dale Evans Parkway, Apple Valley, CA 92307 www.cms.sbcounty.gov/sheriff
- Baker Resident Post**(760) 733-4448
www.cms.sbcounty.gov/sheriff
- Barstow**(760) 256-4838
225 East Mt. View, Barstow, CA 92311 www.cms.sbcounty.gov/sheriff
- Big Bear**(909) 866-0100
477 Summit Boulevard, Big Bear Lake, CA 92315 www.cms.sbcounty.gov/sheriff
- Central SB**(909) 884-0156
655 East Third Street, San Bernardino, CA 92415-0061 www.cms.sbcounty.gov/sheriff
- Chino Hills**(909) 364-2000
14077 Peyton Drive, Chino Hills, CA 91709 www.cms.sbcounty.gov/sheriff
- Fontana**(909) 365-6767
17780 Arrow Boulevard, Fontana, CA 92335 www.cms.sbcounty.gov/sheriff
- Hesperia**(760) 974-1500
15840 Smoketree Street, Hesperia, CA 92345 www.cms.sbcounty.gov/sheriff

SHERIFF DEPARTMENTS

Highland	(909) 425-9793
26985 East Baseline, Highland, CA 92346	www.cms.sbcounty.gov/sheriff
Lucerne	(760) 248-7655
32818 Verdugo, Lucerne Valley, CA 92356	www.cms.sbcounty.gov/sheriff
Morongo Basin	(760) 360-4175
63665 29 Palms Hwy, Joshua Tree, CA 92252	www.cms.sbcounty.gov/sheriff
Needles	(760) 326-9200
1111 Bailey Avenue, Needles, CA 92363	www.cms.sbcounty.gov/sheriff
Phelan	(760) 868-1006
4050 Phelan Road, Phelan, CA 92329	www.cms.sbcounty.gov/sheriff
Rancho Cucamonga	(909) 477-2800
10510 Civic Center Drive, Rancho Cucamonga, CA 91730	www.cms.sbcounty.gov/sheriff
Sheriff-San Bernardino County	(909) 387-3545
Alt. Phone (909) 884-0156	
655 East 3rd Street, San Bernardino, CA 92415	www.cms.sbcounty.gov/sheriff
Trona Substation	(760) 372-4096
13215 Market Street, Trona, CA 93562	www.cms.sbcounty.gov/sheriff
Twentynine Palms	(760) 367-9546
63665 29 Palms Hwy, Joshua Tree, CA 92252	www.cms.sbcounty.gov/sheriff
Twin Peaks	(909) 336-0600
26010 Highway 189, Twin Peaks, CA 92391	www.cms.sbcounty.gov/sheriff
Victorville	(760) 241-2911
14200 Amargosa Road, Victorville, CA 92392	www.cms.sbcounty.gov/sheriff
Yucaipa	(909) 918-2305
34144 Yucaipa Boulevard, Yucaipa, CA 92399	www.cms.sbcounty.gov/sheriff

POLICE DEPARTMENTS

Chino Police	(909) 334-3000
5450 Walnut Avenue, Chino, CA 91710	
	www.cityofchino.org/government-services/chino-police-department-
Colton Police	(909) 370-5000
650 N.La Cadena Drive, Colton, CA 92324	www.coltonpd.org/
Fontana Police	(909) 350-7740
17005 Upland Ave, Fontana, CA 92335	www.fontana.org/112/Police-Department

POLICE DEPARTMENTS

Montclair Police (909) 621-4741
4870 Arrow Highway, Montclair, CA 91763 www.cityofmontclair.org/depts/police

Ontario Police **Front Desk: (909) 395-2001**
2500 S. Archibald Ave, Ontario, CA 91761 **Dispatch (909) 986-6711**
www.ontarioca.gov/police

Rancho Cucamonga Police Station **Non-Emergency (909) 941-1488**
10510 Civic Center Drive, Rancho Cucamonga, CA 91730 **Business Line (909) 477-2800**
Email: RCPD@CityofRC.us

Redlands Police (909) 798-7681
1270 W. Park Ave, Building C, Redlands, CA 92373 www.cityofredlands.org/police

Rialto Police (909) 820-2550
128 N. Willow Ave., Rialto, CA 92376 www.rialtopd.com/

San Bernardino Police Department (909) 384-5742 / (909) 383-5311
710 North D Street, San Bernardino, CA. 92401
www.ci.san-bernardino.ca.us/cityhall/police_department

Upland Police Department **Business (909) 946-7624**
Dispatch (909) 982-1331
1499 W. 13th St., Upland, CA 91786 www.ci.upland.ca.us/?a=Police#Police



VICTIM SERVICES

Domesticshelters.org..... www.DomesticShelters.org

Email: domesticshelters@gmail.com

Services: Domesticshelters.org is a national user-friendly searchable directory of domestic violence service providers. The online search allows victims of domestic violence to find local community services by distance and in a variety of languages, including: Emergency Services, Legal Services, Financial Services, Counseling Services, Housing Services, Support Services, Children’s Services, and Community Educational Services.

Desert Sanctuary Inc. / Haley House.....(760) 256-3441

703 East Main Street, Barstow, CA 92311

Alt. Phone (760) 256-3733

Alt Phone 2 1-800-982-2221

Email:haleyhouse@verizon.net

Services: Provides 6-month emergency shelter for women and children.

DOVES of Big Bear Valley, Inc.....Crisis Hotline 1-800-851-7601

P.O. Box 3646 41943 Big Bear Blvd., Big Bear Lake, CA 92315

Office (909) 866-1546

Website: www.doves4help.org

Services: Services include temporary shelter, child/adult counseling, support groups and long-term housing. Also provides legal assistance, such as court accompaniment, and help with restraining orders. They have an additional center located in Twin Peaks. Additional offices available at Lake Arrowhead and Big Bear City.

Family Assistance Program.....(760) 949-4357

15075 7th Street, Victorville, CA 92395

Alt. Phone (760) 843-0701

Alt Phone 2 (866) 770-7867

Website: www.hddvp.org

Services: Provides 90 day emergency shelter which accepts women and children, one pet. Services include counseling, clinics for restraining orders, bilingual court support, parenting/family classes, and housing assistance programs.

Option House **Crisis Line (909) 381-3471**
P.O. Box 970, San Bernardino , CA 92402 **Alt. Phone (909) 383-1602**
Website: www.optionhouse.org

Services: Provides emergency shelter for battered women and children (up to 60 days). Services include drop-in, TRO, court accompaniment, support groups, and referrals.

Morongo Basin Unity Home, Inc. **Crisis Line (909) 381-3471**
P.O. Box 970, San Bernardino , CA 92402 **Alt. Phone (909) 383-1602**
Website: www.optionhouse.org

Services: Provides emergency shelter for battered women and children (up to 60 days). Services include drop-in, TRO, court accompaniment, support groups, and referrals.

Lucerne Valley Domestic Violence Outreach **(760) 248-2064**
32649 Highway 18 P.O. Box 2033, Lucerne Valley, CA 92356
Website: www.lucernevalley.net/orgs/domestic/info.htm

Services: Provides legal assistance, information of services available in the community, emergency shelter (72 hours), and counseling. Court ordered programs also available.

El Centro Corps Community Center. **(760) 352-4528**
375 N. Fifth Street El Centro, CA 92243
Website: www.sandiego.salvationarmy.org/sierra_del_mar/elcentro

Services: Provides emergency assistance for food and shelter. Emergency groceries available 3 times yearly with income verification. Other services include: Social Services, Rental and Bill assistance, Adult Rehabilitation, Domestic Violence, and Teen Pregnancy assistance.

Better Way of San Bernardino. **Hotline/Shelter(760) 955-8723**
Services: 90 day emergency shelter and transitional housing are available.

SEXUAL ASSAULT/RAPE

Rainn National Sexual Assault Free Confidential Hotline. . (800) 656-HOPE

Website: www.rainn.org

Safe Helpline (DoD)..... (877) 995-5247

15075 7th Street, Victorville, CA 92395

Text (202) 470-5546 (outside the U.S.)

Text 55- 247 (in the U.S.)

Website: safehelpline.org

Email: info@safehelpline.org

Services: Department of Defense (DoD) Safe Helpline is a crisis support service for members of the DoD community affected by sexual assault. Safe Helpline provides live, one-on-one support and information to the worldwide DoD community. The service is confidential, anonymous, secure, and available worldwide 24/7 by click, call or text. Text location (zip code or installation/base name) to 55-247 (inside the U.S.) or 001- 202-470-5546 (outside the U.S.) to contact nearest resource. DoD Safe Helpline is operated by RAINN. RAINN will not share your name or any other personally identifying information with DoD or your chain of command.

Alta Loma Psychological Association (909) 980-3567

9089 Baseline Road, Suite 200, Rancho Cucamonga, CA 91730

Website: www.altalomapsychological.com

Services: Specializes in rape trauma and crisis intervention. Serves individuals (male and female), couples, children, and families.

Project S.I.S.T.E.R. Family Services. (909) 623-1619

P.O. Box 1369, Pomona, CA 91769-1369

Hotline (909) 626-4357 (HELP)

Yucaipa Outreach 909-790-9374

Website: www.projectsister.org

Email: info@safehelpline.org

Inland County Legal Services 909-884-8615

San Bernardino County STD Clinics 909-383-3080

Emergency Contraception Hotline 888-NOT-2-LATE

San Benrandino County Family Planning 800-722-4777

Option House 909-381-3471

STD Hotline 909-227-8922

Services: Provides support groups and individual counseling for rape and incest survivors, referrals, workshops and parenting classes, self-defense classes. Services offered in Spanish and English.

San Bernardino Sexual Assault Services (SBSAS) . . 24 Hour (909) 885-8884

Toll-Free Crisis Line 1-800-656-4673

Morango Basin Office (760) 369-3353

Redlands Office (909) 335-8777

Services: Provides support services for survivors and victims of sexual assault and domestic violence, including individual and group counseling, referral and resource information, and court and medical accompaniment.

Akane Takijiri (818) 447-9393

www.akanecounseling.com

Accepts CAVCB, office in North Hollywood for in person treatment, telehealth all across California

CCS Education & Wellness Center (951) 742-7435

www.wellnessccs.org/home

Rise Above Defeat. (951) 376-3633

www.riseabovedefeat.com

SUICIDE RESOURCES

LGBT National Help Center.1-888-843-4564

2261 Market Street #296, San Francisco, CA 94114

Youth Hotline 1-800-246-PRIDE (1-800-246-7743)

Administrative Phone (415) 355-0003

Website: www.lgbthotline.org

Email: help@lgbthotline.org

Services: The Gay, Lesbian, Bisexual and Transgender (GLBT) National Help Center, founded in 1996, is a non-profit, tax-exempt organization that provides vital peer-support, community connections and resource information to people with questions regarding sexual orientation and/or gender identity. Utilizing a diverse group of GLBT volunteers, operates two national hotlines, the GLBT National Hotline and the GLBT National Youth Talkline, as well as private, volunteer one-to-one online chat, that helps both youth and adults with coming-out issues, safer-sex information, school bullying, family concerns, relationship problems and a lot more. Also maintains the largest collection of resources for the GLBT community in the United States, with 15,000 local resources for cities and towns across the country.

Peer to Peer Crisis Teen Line..... 1- 800-852-8336

P.O. Box 48750, Los Angeles, CA 90048

Alt. Phone (310) 855-4673

Morango Basin Office (760) 369-3353

Text "Teen" to 839863

Website: www.teenlineonline.org

The Trevor Project.....1-866-488-7386

P.O. Box 69232, West Hollywood, CA 90069

Text "Trevor" to 1-202-304-1200

Website: www.thetrevorproject.org

Services: Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning (LGBTQ) young people ages 13-24.

Veterans 24 hrs. Crisis Line..... 988 press 1

Text 838255

TTY Service 1-800-799-4889

Website: www.veteranscrisisline.net

Services: The Veterans Crisis Line, online chat, and text-messaging service are free to all Veterans, even if not registered with the U.S. Department of Veterans Affairs (VA) or enrolled in VA health care.

SUPPORT SERVICES

California Missing Children Hotline.....(800) 222-3463
www.OAG.CA.GOV/missing

Mothers Against Drunk Driving (MADD).....(909) 888-6233
242 E Airport Dr. San Bernardino, CA 92408

Website: www.maddcalifornia.org

Mission: To end drunk driving, help fight drugged driving, support the victims of these violent crimes and prevent underage drinking.

THERAPISTS/COUNSELORS

2-1-1/Infolink Los Angeles County 2-1-1 or (909) 252-4903
www.211sb.org

Casa de la Familia (213) 413-7777
3550 Wilshire Blvd., Suite 670, Los Angeles, CA 90010

Los Angeles County Psychological Association.....(818) 905-0410
www.lapsych.org

Foothill Family Services Agency.....(626) 993-3000
www.foothillfamily.org/index.php



- Tarzana Treatment Centers, Inc** (818) 996-1051
www.tarzanatc.org
- Human Services Association**(562) 806-5400
www.hsala.org
- CCS Education & Wellness Center** (951) 742-7435
www.wellnessccs.org/home
- Akane Takijiri** (818) 447-9393
www.akanecounseling.com
 Accepts CALVCB, office in North Hollywood for in person treatment, telehealth all across California
- Rise Above Defeat**..... (951) 376-3633
www.riseabovedefeat.com
- Valley Family Center**.....(818) 365-8588
www.valleyfamilycenter.org

OTHER RESOURCES

- Molina Healthcare of CA**.....(888) 665-4621
www.molinahealthcare.com
- HELLO Community Services** (323) 270-1220
www.hellocs.org.org
- St.John’s Community Health**..... (323) 541-1600
www.olivecrest.org
- Olive Crest**.....(951) 686-8500
www.olivecrest.org

SAFE FAMILY JUSTIC CENTERS www.safefjc.org

- Riverside Center** (951) 955-6100
 3900 Orange St. Riverside, CA 92501
- Temecula Center** (951) 587-3900
 28910 Pujol St., Temecula, CA 92501
- Murrieta Center**(951) 304-5680
 0045 Technology Dr. Ste. 101, Murrieta, CA 92563
- Indio Center**(760) 863-8363
 County Law Building 82-995 Highway 111, Ste. 103, Indio, CA 92201

CRIME VICTIM RESOURCES AND RESOURCES (NONPROFITS HELPING VICTIMS)

San Bernardino County Victim Witness Assistance Center . (909) 382-3846

303 West Third St. Plus multiple locations throughout the county, San Bernardino, Ca 92415

Email:www.sbcountyda.org/HelpingVictims.aspx

Services: Victim advocates offer crime-related crisis counseling and, when necessary, emergency services: food, shelter, clothing, medical care and transportation. Staff can provide information about the status of a case before, during, and after prosecution. A Victim Advocate can also help coordinate a scheduled appearance and let you know what to expect. When needed, Victim Services Advocates accompany victims, witnesses, and family members to court proceedings for support.

Parents of Murdered Children, Inc. - Greater San Bernardino Chapter. . . .

PO Box 6695, San Pedro, Ca 90734

(909) 653-7236

National Office 1-888-818-7662

Website: www.pomc.org

Email:linda.pomc@gmail.org

Services: Self-help group provides physical and emotional support, and links survivors. Meetings are held the 2nd Monday of every month 6:30PM-8:00PM Via Zoom.

CDCR Inmate Locator. (916) 445-6713

Website: <http://inmatelocator.cdcr.ca.gov/>

Services: Offers 24-hour locating services for inmates within the California Department of Corrections system. Enter CDC number or name & date of birth to receive inmate's location. Does not provide release information.

VINE (Victim Information and Notification Everyday) Network.

**Statewide (877) 411-5588
TTY 866-847-1298**

Website: www.vinelink.com

Email: victimservices@cdcr.ca.gov

Services: Victims can use the telephone or Internet to search for information regarding their offender's custody status and register to receive phone and e-mail notification when status changes. Service is free and anonymous. A VINEmobile app is now available to victims; more information about the app can be found on the VINE website.

MADD Victim/Survivor Hotline. 1-877-MADD-HELP (623-3435)

511 E. John Carpenter Frwy Ste 700, Irving, TX 75062

Website: www.madd.org/victim-services/

Email: email.ca.state@madd.org

Services: MADD advocates can help victims and survivors of drunk driving with grief and emotional support, injury support, and legal and financial recovery. MADD helps with applications for the victim's compensation program. Offers a 24/7 helpline.

National Office for Victims of Crime - OVC. (800) 627-6872

810 7th Street NW, Washington, DC 20531

Website: www.ojp.usdoj.gov/ov

Services: OVC provides substantial funding to state victim assistance and compensation programs.

Office of Victim/Survivor Rights and Services. 1-877-256-6877

P.O. Box 942883, Sacramento, CA 94283

Website: www.cdcr.ca.gov/victim_services/index.html

Email: victimservices@cdcr.ca.gov

Services: Website provides valuable information for victims, survivors, or witnesses to a crime, given the offender was sentenced to the California Department of Corrections and Rehabilitation (CDCR) either in an adult or juvenile facility.

Therapists Counselors. (760) 361-7124

5910 Adobe Road Suite E, 29 Palms, CA 92277

Website: www.mbmh.org/29_Palms_Clinic.html

Services: Services include: individual therapy, play therapy for children, group therapy, anger management, and specialized military services.

Barstow Recovery Residential (760) 256-7313

PO Box 1275 308 E. Fredricks St, Barstow , CA 9231

Services: Provides psychological care for families and individuals. Services include: individual therapy, group therapy, adolescent treatment, 12-step meetings, and community services.

Uplift Family Services - San Bernardino. (909) 266-2700

572 N. Arrowhead Avenue, Suite 200, San Bernardino, CA 92401

Website: www.upliftfs.org

Family Service Agency of San Bernardino. (909) 886-6737

1669 North E Street, San Bernardino, CA 92405

Website: familysvceo@msn.com

Services: Provides services including: counseling, suicide and crisis intervention, parenting classes, anger management, domestic violence batterers' intervention program, kinship program, child abuse prevention, and intervention program.

Loma Linda University Counseling and Family Clinic.. . . . (909) 558-9500

1686 Barton Road, Redlands, CA 92373

Email: lguillen@llu.edu

Website: <http://lomalindahealth.org/medical-center/behavioral-health-institute/index.page>

Services: Services include: individual, child, marriage, and family counseling; child abuse; parenting, divorce, stress management, eating disorders, substance abuse; and bereavement issues. Operates on a sliding scale when person is financially unable to pay. Medical not accepted..

CRIME VICTIM SERVICES AND RESOURCES (NONPROFITS HELPING VICTIMS)

Lucerne Clinic. (760) 248-6612
32770 Old Woman Springs Road Suite C, Lucerne Valley, CA 92356

Services: Provides psychological care for families. Services include: individual therapy, play therapy for children, group therapy, anger management, and a community center.

Morongo Basin Mental Health Services. (760) 365-3022
55475 Santa Fe Trail, Yucca Valley, CA 92284

Services: Offers a wide range of counseling services.

Family Resource Center of Yucca Valley. (760) 369-3130
58967 Business Center Drive Suite C/D, Yucca Valley, CA 92284

Services: Services include: coping with trauma, grief counseling, child development, parenting skills, and strengthening family program.

Chosen Few Outreach Ministries. (562) 381-3531
www.chosenfewoutreachministries.com

Tarzana Treatment Center, Inc. (818) 996-1051
www.tarzanatc.org

Human Services Association. (562) 806-5400
www.hsala.org

Akane Takijiri. (818) 447-9393
www.akanecounseling.com

Accepts CALVCB, office in North Hollywood for in person treatment, telehealth all across California

- EveryOne Free**(909) 300-5090
www.everyonefree.org
- Family Services Association**..... (951) 686-3750
www.fsaca.org
- CCS Education & Wellness Center** (951) 742-7435
www.wellnessccs.org/home
- Rise Above Defeat**..... (951) 376-3633
www.riseabovedefeat.com
- Valley Family Center**.....(818) 365-8588
www.valleyfamilycenter.org

TRAUMA RECOVERY CENTERS

- Desert Regional Medical Center** (760) 323-6511
 1150 N Indian Canyon Dr., Palm Springs, CA 92262
- Eisenhower Health (Behavioral Health)** (760) 837-8767
 39000 Bob Hope Dr., Rancho Mirage, CA 92270
- Inland Valley Medical Center** (951) 677-1111
 36485 Inland Valley Dr., Wildomar, CA 92595
- JFK Memorial Hospital**..... (760) 347-6191
 47111 Monroe St., Indio, CA 92201
- Riverside Community Hospital**..... (951) 788-3000
 4445 Magnolia Ave., Riverside, CA 92501
- Riverside University Health System** (951) 988-9644
 6520 Cactus Ave., Moreno Valley, CA 92555

SAFETY & SELF DEFENSE

GET SAFE.....(714) 834-0050

Training * Education * Empowerment **(714) 834-0070**

1263 S. Wright St., Santa Ana, CA 92705

www.getsafeusa.com

This course is specifically designed for survivors of physical & sexual abuse in childhood and survivors of sexual assault and domestic violence. Our unique approach combines counseling and group processing with personal safety education and comprehensive self-defense training.

Breaking Barriers is a program that collaborates with other community agencies and professionals including therapists, rape crisis centers, and law enforcement. We empower participants in a safe and secure environment to support themselves and others through the recovery process.

This carefully designed program includes:

- Managing physiological responses that can occur in stressful situations
- Methods of reducing anxiety and tension
- Offensive and defensive self-defense techniques
- Information and resources concerning one-on-one therapy and group counseling
- Insight into the prosecutorial process
- Dating, intimacy, and sex
- Understanding the domino effect, and how to prevent it



Victim Compensation Program

California Victim Compensation Program (CalVCB)

www.victims.ca.gov (800) 777-9229

The California Victim Compensation Program (CalVCB) can reimburse victims of violent crime for certain crime-related expenses. The crimes that are covered include: domestic violence, child abuse, sexual and physical assault, homicide, robbery, drunk driving, and vehicular manslaughter. Family members and dependents may also qualify for assistance from CalVCB.

Who Qualifies for Victim Compensation?

CalVCB can help victims of crimes such as:

- Domestic Violence
- Child Abuse
- Assault
- Sexual Assault
- Elder Abuse
- Homicide
- Robbery
- Drunk Driving
- Human Trafficking
- Vehicular Manslaughter
- Hate Crimes

Minors who suffer emotional injuries as a result of witnessing a violent crime may be eligible for up to \$5,000 for mental health counseling through CalVCB.

CalVCB can help victims of crimes that occur in California as well as California residents who become victims while visiting other states or outside the country.

Additionally, people who suffer a monetary loss because of death or injury to a crime victim may also be eligible for compensation. **These victims can include:**

- Spouses or Domestic Partners
- Children
- Parents
- Legal Guardians
- Brothers
- Sisters
- Grandparents
- Grandchildren



What Expenses Can CalVCB Help Pay?

CalVCB may help pay for expenses related to a crime such as:

- Medical treatment
- Dental treatment
- Mental health services
- Income loss
- Funeral and burial expenses
- Home or vehicle modifications
- Loss of support for dependents when a victim is killed or disabled because of a crime
- Home security
- Relocation
- Crime scene cleanup

CalVCB cannot pay for any expense not related to the crime, any expenses paid by insurance or another source of reimbursement or coverage, expenses for lost, stolen or damaged property, or damages for pain and suffering.

There are limits on how much can be paid for each loss.

The program cannot pay any expense for a person who is on felony probation, on parole, or any person in county jail or in prison.

To apply for CalVCB benefits or to receive more information, contact your local Victim Witness Assistance Center, or call the California Victim Compensation Program at **1-800-777-9229**. You can download and print an application at **www.victims.ca.gov**. When submitting applications, please remember to include copies of crime reports, bills, and receipts. CalVCB staff is here to help you move through the application process as efficiently as possible.

Local Assistance

Resources for victims are available in all 58 counties throughout California. Advocates working with County Victim Witness Assistance Centers are available to help individuals apply for assistance, refer victims to crisis facilities, and help accompany them through the criminal justice process.

Contact CalVCB by calling the CalVCB Helpline at 1-800-777-9229. For victim assistance in your area, find your local Victim Witness Assistance Program on the next page.

San Bernardino(909) 386-9130



CRIME & TRAUMA SCENE CLEANUP

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www.apris.me

SURVIVAL BOOKS

There are numerous books available that deal with the issues crime survivors face. We have referenced a number of books below.

The Gift of Fear – Gavin D. Becker

Coping with Trauma – Jon Allen

Crime Victims' Guide to Justice – Mary L Boland

Embracing the Fear – Judith Bemis

The Four Agreements – Don Miguel Ruiz

Gifts from a Course in Miracles – Frances Vaughan and Roger Walsh

The Grieving Teen – A Guide for Teenagers and Their Friends – Helen Fitzgerald

Life After Trauma – Dena Rosenbloom and Mary Beth Williams with Barbara Watkins

The Power of Now – Eckhart Jolle

The PTSD Workbook – Mary Beth Williams

Stop Domestic Violence – Lou Brown

What to do When the Police Leave – Bill Jenkins

HELPING THE EMOTIONALLY INJURED AFTER TRAGEDY STRIKES

Reach Out Physically

- Position yourself at the victim's side and at his or her level
- Touch – unless the victim pulls away
- Use a soft voice
- Use the victim's name

Reach Out Emotionally

- Ask the victim how he or she is feeling
- Acknowledge the victim's experience
- Don't minimize the victim's experience (i.e. "You'll be OK")

Don't Overlook the Quiet Victims

Victims may appear stunned or unaffected after a tragic event. Consider indirect victims and how they may be affected by a tragic event – witnesses, rescuers, children...

- Don't overlook these "invisible victims."
- When you suspect someone is affected by a tragic event, reach out with caring and curiosity – "How are you?"

Protect the Victim from Making Impulsive Decisions

Most major decisions can wait until the victim is thinking clearly.

- Protect the victim from being victimized by others who may not have the best interest of the victim in mind.
- Provide for the victim's physical needs – food, medicine, and a safe place.

Reassure: Many victims have an urgent need for information after a tragic event – "What happened?"; "Why?" Assist the victim in getting the information he or she needs. The victim may need an Information Advocate.

- Victims often blame themselves for the crisis event. Help a victim gain perspective by asking him to tell you the "whole story."
- Try to gently point out to the victim what he or she did right before, during, or after the tragic event.

Organize: Victims are often paralyzed after a tragic event and often lose their capacity to deal with all of the new demands created by the tragedy. Assist the victim in developing a simple plan. Suggest – “Let’s focus on what needs to be done now.”

Reinforce: The actions which the victim is taking or wants to take to emotionally survive the tragic event. The victim will struggle to find something or someone to hold onto in the first few hours. You may need to “clear the way” so that what the victim wants to do he or she is able to do.

Summary: In the first few hours after a tragic event, the victim is often surrounded by people who have “a job to do,” or who have opinions about what the victim should or shouldn’t do. The primary goal of the person providing Emotional First Aid is to enable the victim to act according to his or her wishes, values, and beliefs and not according to what others think should be done.

- Do not “overcare” or do too much for the victim. Remember that the primary psychological challenge for the victim is to be empowered to make decisions and take action on his or her own behalf.
- Finally, a broken heart cannot “be fixed.” Don’t try! A caring presence is what you can offer someone who is emotionally devastated. Just being there is very powerful and will be experienced by the victim as very helpful.

What to Say

“What happened?”

“I’m so sorry”

“This must be very difficult for you”

“It’s OK to feel . . .”

What Not to Say

“I know how you feel”

“Calm down”

“Don’t cry”

“It could be worse”

COMMON REACTIONS FOLLOWING A TRAUMATIC EVENT

Emergency service providers as well as citizens can experience the following symptoms following a crisis event. In a crisis situation, one may experience emotional detachment in order to cope and function. The following reactions may occur hours, days, weeks, or months after an event.

Physical

- Stomach problems=indigestion
- Headaches
- Chest pain
- Difficulty in breathing
- Elevated blood pressure
- Hyper alertness=easily startled

Emotional

- Irritability=anger
- Preoccupation with the event and one's role in it
- Depression
- Guilt
- Anxiety
- Emotional numbness

Behavioral

- Impulsive
- Excessive risk taking
- Silent=withdrawn
- Sleep disturbance=nightmares
- Change in personal or work habits

Cognitive

- Poor concentration
- Difficulty in decision
- Memory problems
- Difficulty with details



EFFECTIVE WAYS OF COPING FOLLOWING A TRAUMATIC EVENT

- Accept all of the feelings you are having as normal reactions to an extraordinary event. You are not “crazy.” You are reacting normally to a “crazy” event. Be patient with yourself. It takes time to recover emotionally from a traumatic event.
- Accept the fact that you have been a victim and accept the feelings that result. Remember, others may not validate your feelings. In fact, they may minimize your experience “You were only a witness,” or “You were really lucky,” or “It’s been two weeks, why are you still bothered?”
- Don’t revert to alcohol, drugs, or overeating to cope. They will only make matters worse.
- Maintain normalcy. Go about your daily routines and take care of business.
- Attempt to understand what happened by getting the facts.
- Ventilate: Talk about the event and write about it.

Combat any guilt you might have by:

- Accepting it as normal.
- Talking to others about your role and their role during the event. You are probably not alone in your reaction to this event .
- Realizing you were a victim yourself and not a trained rescuer.
- Recognizing what you “did right.”
- Recognizing the extenuating circumstances related to the event, including the suddenness, the danger, etc.

Help each other

- Reach out to support those who are particularly traumatized.
- Respect each other’s way of coping. Don’t victimize them by judging their individual coping style. Let the “grievors” grieve and allow the “doers” to do.

IS THERE ANYTHING I CAN DO TO HELP?

Yes, there is much that you can do to help. The following suggests the kinds of attitudes, words, and acts, which are truly helpful.

The importance of such help can hardly be overstated. Bereavement can be a life-threatening condition, and your support may make a vital difference in the mourner's eventual recovery.

Perhaps you do not feel qualified to help. You may feel uncomfortable and awkward. Such feelings are normal – don't let them keep you away. If you really care for your sorrowing friend or relative and you can enter a little into his or her grief, you are qualified to help.

In fact, the simple communication of the feeling of caring is probably the most important and helpful thing anyone can do. The following suggestions will guide you in communicating that care.

Get in touch. Telephone. Speak either to the mourner or to someone close and ask when you can visit and how you might help. Even if much time has passed, it's never too late to express your concern.

Say little on an early visit. In the initial period (before burial), your brief embrace, your press of the hand, your few words of affection and feeling may be all that is needed.

Avoid clichés and easy answers. "He is out of pain" and "Aren't you lucky that..." are not likely to help. A simple "I'm sorry" is better. Be yourself. Show your natural concern and sorrow in your own way and in your own words.

Keep in touch. Be available. Be there. If you are a close friend or relative, your presence might be needed from the beginning. Later, when close family may be less available, anyone's visit and phone call can be very helpful.

Attend to practical matters. Find out if you are needed to answer the phone, usher in callers, prepare meals, clean the house, care for the children, etc. This kind of help lifts burdens and creates a bond. It might be needed well beyond the initial period, especially for the widowed.

Encourage others to visit or help. Usually one visit will overcome a friend's discomfort and allow him or her to contribute further support. You might even be able to schedule some visitors, so that everyone does not come at once in the beginning or fails to come at all later on.

Accept silence. If the mourner doesn't feel like talking, don't force conversation. Silence is better than aimless chatter. The mourner should be allowed to lead.

Be a good listener. When suffering spills over into words, you can do the one thing the bereaved needs above all else at that time – you can listen. Is he or she emotional? Accept that. Does he or she cry? Accept that too. Is he or she angry at God? God will manage without your defending him. Accept whatever feelings are expressed. Do not rebuke. Do not change the subject. Be as understanding as you can be.

Do not attempt to tell the bereaved how he or she feels.

You can ask (without probing), but you cannot know, except as you are told. Everyone, bereaved or not, resents an attempt to describe his or her feelings. To say, for example, "You must feel relieved now that he is out of pain," is presumptuous. Even to say, "I know just how you feel," is questionable. Learn from the mourner, do not instruct.

Do not probe for details about the death. If the survivor offers information, listen with understanding. Comfort children in the family. Do not assume that a seemingly calm child is not sorrowing. If you can, be a friend to whom feelings can be confided and with whom tears can be shed. In most cases, incidentally, children should be left in the home and not shielded from the grieving of others.

Avoid talking to others about trivia in the presence of the recently bereaved. Prolonged discussion of sports, weather, or stock market, for example, is resented, even if done purposely to distract the mourner.

Allow the "working through" of grief. Do not whisk away clothing or hide pictures. Do not criticize seemingly morbid behavior. Young people may repeatedly visit the site of the fatal accident. A widow may sleep with her husband's pajamas as a pillow. A young child may wear his dead sibling's clothing.

IS THERE ANYTHING I CAN DO TO HELP?

Write a letter. A sympathy card is a poor substitute for your own expression. If you take time to write of your love for and memories of the one who died, your letter might be read many times and cherished, possibly into the next generation.

Encourage the postponement of major decisions. Whatever can wait should wait until after the period of intense grief.

In time, gently draw the mourner into a quiet outside activity. He or she may lose the initiative to go out on his own.

When the mourner returns to social activity, treat him or her as a normal person. Avoid pity – it destroys self-respect. Simple understanding is enough. Acknowledge the loss and the change in the mourner's life, but don't dwell on it.

Be aware of needed progress through grief. If the mourner seems unable to resolve anger or guide, for example, you might suggest a consultation with a clergyman or other trained counselor.

A final thought: Helping must be more than following a few rules. Especially if the bereavement is devastating and you are close to the bereaved, you may have to give more time, more care, more of yourself than you imagined. And you will have to perceive the special needs of your friend and creatively attempt to meet those needs. Such commitment and effort may even save a life. At the least, you will know the satisfaction of being truly and deeply helpful.

Amy Hillyard Jensen

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DEALING WITH MEDIA – YOUR RIGHTS

You have the right to say “No” to an interview.

Never feel that because you have unwillingly been involved in an incident of public interest that you must personally share the details and/or your feelings with the general public. If you decide that you want the public to be aware of how traumatic and unfair your victimization was, you do not automatically have to give up your right to privacy. By knowing and requesting respect for your rights, you can be heard and yet not violated.

You have the right to select the spokesperson or advocate of your choice.

Selecting one spokesperson – especially in multiple-victim cases – eliminates confusion and contradictory statements. You also have the right to expect the media to respect your selection of a spokesperson or advocate.

You have the right to select the time and location for media interviews.

Remember, the media is governed by deadlines. However, nobody should be subjected to a reporter arriving unannounced at the home of a victim. When you are traumatized, your home becomes your refuge. If you wish to protect the privacy of your home, select another location such as a church, meeting hall, office setting, etc. It helps if you are familiar and comfortable with the surroundings.

You have the right to request a specific reporter.

As a consumer of daily news, each of us identifies with or respects a reporter whom we may never have met. We often form personal opinions about reporters whom we feel are thorough, sensitive, compassionate, and objective. If a newspaper, radio station, or television station contacts you for an interview, don't hesitate to request the reporter you feel will provide accurate and fair coverage of your story.

You have the right to refuse an interview with a specific reporter even though you have granted interviews to other reporters.

You may feel that certain reporters are callous, insensitive, uncaring, or judgmental. It is your right to avoid these journalists at all costs. By refusing to speak to such reporters, you may help them recognize their shortcomings in reporting victim-related stories. However, recognize that the reporter may write the story regardless of your participation.

You have the right to say “No” to an interview even though you have previously granted interviews.

It’s important to recognize that victims often ride an “emotional roller coaster.” You may be able one day to talk with a reporter, and be physically or emotionally unable to do so the next. Victims should never feel “obliged” to grant interviews under any circumstances.

You have the right to release a written statement through a spokesperson in lieu of an interview.

There may be times when you are emotionally incapable of speaking with the media, but you still wish to express your point of view. Writing and distributing your statement through a spokesperson allows you to express your views without personally granting interviews.

You have the right to exclude children from interviews.

Children already suffering from the trauma of crime are often retraumatized by exposure to the media. Children often lack the means to verbalize their emotions and may be misinterpreted by both the media and the public. You have a responsibility to protect the interest of children at all cost!

You have the right to refrain from answering any questions with which you are uncomfortable or that you feel are inappropriate.

You should never feel you have to answer a question just because it’s being asked.

You have the right to know in advance what direction the story about your victimization is going to take.

You have the right to know what questions reporters will ask you, along with the right to veto any questions. This places you in a partnership with the reporter who is covering the story.

You have the right to ask for review of your quotations in a storyline prior to publication.

Articles are reviewed and revised by editors who have neither seen nor spoken to you. All too often, victims’ statements and the intended impact of their remarks are misinterpreted or inaccurate. To protect your interests and the message you wish to convey, you have the right to request for a review of direct quotations attributed to you in the storyline.

You have the right to avoid a press conference atmosphere and speak to only one reporter at time.

At a time when you are in a state of shock, a press conference atmosphere with numerous reporters can be confusing and emotionally draining. If a press conference is absolutely unavoidable, you have the right to select one reporter to ask questions for the majority present.

You have the right to demand a retraction when inaccurate information is reported.

All news mediums have methods of correcting inaccurate reporting or errors in stories. Use these means to correct any aspect of media coverage which you feel is inaccurate.

You have the right to ask that offensive photographs or visuals be omitted from airing or publication.

If you feel that graphic photographs or visuals are not the best representation of you or your loved ones, you have the right to ask that they not be used.

You have the right to conduct a television interview using a silhouette or a newspaper interview without having your photograph taken.

There are many ways for reporters to project your physical image without using your photograph or film footage of you, therefore protecting your identity.

You have the right to completely give your side of the story related to your victimization.

If you feel that a reporter is not asking questions which need to be addressed, you have the right to give a personal statement. And if the alleged or convicted offender grants interviews, which are inaccurate, you have the right to publicly express your point of view.

You have the right to refrain from answering reporters' questions during trial.

If there is any chance of jeopardizing your case by interacting with the media during judicial proceedings, you have the right to remain silent.

You have the right to file a formal complaint against a reporter.

A reporter's superior would appreciate knowing when his or her employee's behavior is unethical, inappropriate or abusive. By reporting such behavior, you will also protect the next unsuspecting victim who might fall prey to such offensive reporters or tactics.

You have the right to grieve in privacy.

Grief is a highly personal experience. If you do not wish to share it publicly, you have the right to ask reporters to remove themselves during times of grief.

You have the right to suggest training about media and victims for print and electronic media in your community.

Resources are available to educate media professionals about victims, how to deal with victims, and how to refrain from traumatizing victims. You will be suggesting a greatly needed public service to benefit not only victims and survivors, but all members of the community who interact with the media.

You have the right at all times to be treated with dignity and respect by the media.



Survival Notes:

Survival Notes:

Safety & Resource Checklist

- Establish safety.** Get to a safe place and ask for help if you need it. Call 911 if you're in danger.
- Treat injuries.** Go to a hospital or physician, and be sure to tell them about the crime. Do not shower or compromise physical evidence needed to apprehend the offender.
- Call the police as soon as possible.** Remember to preserve the crime scene for evidence.
- Document the crime.** Write down all details of the crime, including any stolen items, time, location, and nature of the crime, and a description of your assailant(s). Find help with crime documentation on **page 9**.
- Protect yourself from further harm.** You may want to ask law enforcement to check your home or refer you to a safe house/shelter.
- Short-term planning.** Consider contacting your employer, insurance company, and/or trusted family members and friends to notify and seek help after surviving a trauma. Find more tips on **page 10**.
- Learn about the investigation** of your case from law enforcement. Ask what they will be doing, what the process is and how you will be notified (learn more on **page 10**). Make sure you write down your crime report number for reference:
.....
- Contact a local victim advocate.** Victim advocates can help you navigate the criminal justice process and help find additional resources for crime victims. You can reach an advocate through your local Victim Witness Assistance Program.
- Learn about your rights as a victim.** You can find information about Marsy's Law and victims' rights in California on **page 6**.
- Find support.** Talk with friends, family, a therapist, a support group or other survivors. Resources and national hotlines can be found on **page 11**.
- Get help with expenses.** The California Victim Compensation Program can help crime victims with certain expenses that aren't covered by other sources.
- Steps to healing.** Find suggestions on caring for yourself and connecting with others.



Crime Survivors Resource Center

"To provide hope and healing to victims and survivors of crime through advocacy and the support of resources, information, and empowerment from the critical time after a crime occurs through the challenges and successes of surviving and thriving."

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