

Resources FOR Survivors OF VIOLENT CRIME

IN ORANGE COUNTY

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.



"Having access to programs specifically trained to provide assistance in the aftermath of crime can help ease the process of recovery for survivors and their families. Orange County is fortunate to have an excellent network of agencies with the expertise necessary to provide victim centered support, designed to meet your needs. The Orange County Resource Guide, provided by Crime Survivors, gives you a comprehensive list of resources which can provide the assistance you are seeking."



Ronnetta Johnson, M.A.
Executive Director

Waymakers Victim Assistance Programs

"Crime Survivors provides an amazing network that helps victims find an advocate, obtain crisis support, and learn about victims' rights that are guaranteed by Marsy's Law. Victims need to know that they are not alone, even if they are feeling that way. Crime Survivors offers a path for healing and recovery."



District Attorney Todd Spitzer,
Orange County District Attorney's Office

"Becoming a victim of crime is a life altering event. Victimhood, however, is not a permanent state. Together, as a community, we can ensure that the victims of crime have the resources they need to restore, and rebuild their lives."



Sheriff Don Barnes,
Orange County Sheriff's Department

This Guide is produced by Crime Survivors, Waymakers, Orange County Sheriff's Department and District Attorney Todd Spitzer.

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?

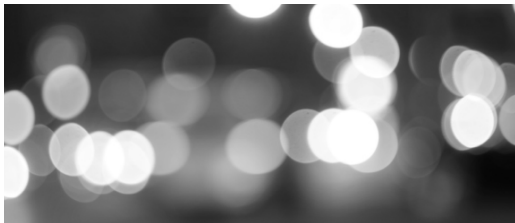
2-1-1 Info Link Orange County is available to you 24/7 via phone or at www.211oc.org.

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

OCFA Emergency Number (non 911)(714) 573-6000

OC Sheriff's Non-Emergency Number(714) 647-7000
(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:

<http://ag.ca.gov/victims.php>

<http://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:

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

Suicide and Crisis Lifeline.....988
 Help is out there. 24HR hotline, call, text, chat with a trained counselor

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](https://www.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
Resource Center
AWARENESS | PREVENTION | ADVOCACY | HEALING

Crime Survivors

PO Box 54552, Irvine, CA 92619
(844) 853-HOPE | (949) 872-7895
info@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 in hopeful healing.
- We believe that with faith there is always hope.

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.

Resources

Adolescents

California Youth Crisis Line	(800) 843-5200
Akane Takijiri	(818) 447-9393 www.akanecounseling.com ... Accepts CALVCB
Human Services Associations	(562) 806-5400 www.hsala.org
National Runaway Switchboard	(800) 621-4000 www.1800runaway.org
Orangewood Foundation	(714) 619-2100
Peer to Peer Crisis Teen Line	(800) 852-8336 www.teenlineonline.org
New Directions for Youth	(818) 503-6330 www.ndfy.org
Thrive Together Orange County	(657) 452-6811 www.thrivetogetheroc.org
Tarzana Treatment Centers, INC	(818) 996-1051 www.tarzanatc.org
Suicide and Crisis Lifeline	.988 <i>Help is out there. 24HR hotline, call, text, chat with a trained counselor</i>
Waymakers Youth Shelter	Huntington Beach (714) 842-6600 Laguna Beach (949) 494-4311 Tustin (714) 714-0780
Waymakers Youth Services	(949) 250-0488 <i>Administration Offices</i> <i>440 Exchange, Suite 250, Irvine, CA 92602</i>

Crisis Services

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

Waymakers, Rape Crisis Hotline(714) 957-2737 / (949) 831-9110
English & Spanish Support
Youth Crisis Hotline(800) 843-5200

Orange County Courts

Central Justice Center – Santa Ana(657) 622-6878
700 W Civic Center Dr
Criminal Harbor Justice Center – Newport Beach (657) 622-5400
4601 Jamboree Road
Lamoreaux Justice Center – Orange(657) 622-6878
341 The City Drive South
North Justice Center - Fullerton(657) 622-5600
1275 North Berkeley Avenue
West Justice Center - Westminster.....(657) 622-8459
8141 13th Street

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
- Battered Women Self-Help (24 hr.)** (949) 854-3554
- Chosen Few Outreach Ministries** (562) 381-3531
www.chosenfewoutreachministries.com
- House of Overcome** (773) 302-7995
- Human Options Hotline** (877) 854-3594
- National Domestic Violence Hotline** (800) 799-SAFE
- Tarzana Treatment Centers, INC.** (818) 996-1051
www.tarzanatc.org
- VINE – Victim Information and Notification Everyday** (800) 721-8021
..... (877) 411-5588
A service by the Orange County Sheriff’s Department to notify you when the status of an inmate changes. www.vinelink.com
- Waymakers, Dispute Resolution Services** (949) 250-4058
- Waymakers, Sexual Assault Victim Services . North County** (714) 834-4317
..... **South County** (949) 752-1971
..... **24 hour Crisis Hotline** (714) 957-2737 / (949) 831-9110



Waymakers, Victim Assistance Programs

Administration Office..... (949) 250-0488

440 Exchange, Suite 250 Irvine, CA 92602

www.waymakersoc.org

In the weeks, months, and sometimes years following a crime, the victim may experience emotional, physical, financial, and legal problems. These problems may lead to feelings of helplessness, guilt, frustration, and anger. Waymakers, Victim Assistance Programs has provided needed services for victims and witnesses of crime since 1978. The staff and trained volunteers provide crisis intervention, basic needs assistance, support counseling, support through the criminal justice system, and information/referral services to over 50,000 victims and witnesses each year. Workshops on crime prevention and victim services are presented on request throughout Orange County by Victim Advocates. Translation services are available for non-English speaking clients.

Waymakers Victim Assistance Programs has centers in each Orange County Justice Center, provides a “restraining order clinic” at Lamoreaux Justice Center for victims who are seeking the protection of a temporary restraining order, and has specialized assistance for victims of child abuse, domestic violence, gang violence, sexual assault, and the surviving family members of homicide victims.

Waymakers provides these services in conjunction with Superior Court of Orange County, the Orange County District Attorney’s Office, local law enforcement agencies, domestic violence shelters, and other victim service providers. This comprehensive and coordinated delivery of services forwards the goal of alleviating the trauma and devastating effects of crime on the lives of victims and witnesses of crime.

Central Justice Center (714) 834-3576

700 W Civic Center Dr, Santa Ana, CA 92702

Harbor Justice Center(949) 476-4858

4601 Jamboree Rd. Suite 103, Newport Beach, CA 92660

Lamoreaux Justice Center, Juvenile Court (714) 935-7074

341 The City Drive South, Orange, CA 92868

North Justice Center.....(657) 622-6723

1275 North Berkeley Avenue, Fullerton, CA 92832

West Justice Center (714) 896-7191

8141 13th Street, Westminster, CA 92683

Domestic Violence Shelters

Domestic Violence Support	(800) 799-7233
Angel Step Inn	(323) 780-4357
Grandma’s House of Hope	(714) 558-8600
Human Options	(877) 854-3594
Interval House	(562) 594-4555 / (714) 891-8121
Jewish Family Service of Los Angeles Hope	(818) 789-1293 www.jfsla.org
Kathy’s House	(949) 248-8300
Laura’s House	(714) 450-6131 / (949) 498-1511
Sheepfold	(877) 743-3736
Wise Place	(714) 542-3577
Radiant Futures	(877) 531-5522

Families

Families and Communities Together	(714) 566-2878
County of Orange Social Services Agency	
Services & Programs: child raising skills, anti-gang program, after school activities, domestic violence counseling & education, emergency food & financial assistance, bilingual mental health counseling, medical & dental services, in-home counseling, emergency & transitional homeless shelter, community leaders training, youth mentoring & scholarship programs, parent support groups.	

Legal

AARP Legal Network Services	(800) 296-1467
Human Options Legal Advocacy Program (Domestic Violence) ..	(877) 854-3594
Community Legal Aid SoCal	(800) 834-5001 / (714) 571-5200
Orange County Bar Association	(949) 440-6747
Lawyer Referral	www.ocbar.org
Public Law Center	(714) 541-1010
601 Civic Center Drive West, Santa Ana, CA 92701-4002	www.publiclawcenter.org

Human Services Association	(562) 806-5400 www.hsala.org
Jewish Family Service of Los Angeles Hope	(818) 789-1293 www.jfsla.org
Tarzana Treatment Centers, INC.....	(818) 996-1051 www.tarzanatc.org

Family Justice Center

Serving Survivors of Domestic Violence

The focus of the Family Justice Center’s is to co-locate as many resources as possible to effectively and efficiently address domestic violence, child abuse, elder/dependent adult abuse, and sexual assault. By utilizing a multi-disciplinary team approach to intervene in the vicious cycle of family and sex crimes, the Center will create new and innovative ways to support, contribute to, and enhance provision of crime victim services.

Goals and Objectives

Provide a safe, welcoming environment where victims of domestic violence, child abuse, elder abuse, and sexual assault can go for support and services.

Provide multi-disciplinary teams which consist of detectives, victim advocates, prosecuting attorneys and other social service providers as appropriate. The teams will work together to ensure client safety, help clients to access needed services and provide support for the investigation and prosecution of criminal cases.

“Vertically prosecute” criminal cases. “Vertical Prosecution” allows the victim to deal with a single, prosecutor committed to handling the criminal case from start to finish.

Increase awareness and understanding of domestic violence, child abuse, elder or dependant adult abuse, and sexual assault issues through educational programs conducted by police detectives, victim advocates, and trained volunteers. This training will be offered to members of the community and in-house to personnel who deal with family crimes and sexual assault cases. The programs will focus on prevention of abuse, and prosecution of cases.

Prevent and fight domestic abuse, neglect, and exploitation of at-risk children, elder & disabled adults through public awareness programs designed to make the citizens of Orange County cognizant of the signs of abuse and how to obtain help for the victims.

Together Making a Difference

Family Justice Centers

Orange County Family Justice Center..... (714) 765-1645

150 W. Vermont Ave. Anaheim, CA 92805

www.ocfjcfoundation.org

Santa Ana Family Justice Center..... (714) 245-8278

60 Civic Center Plaza – Third Floor Santa Ana, CA 92701

FamilyJusticeCenter@santa-ana.org

www.santa-ana.org/family-justice-center

District Attorney's Offices

Orange County District Attorney's Office (714) 834-3600

300 North Flower Street, Santa Ana, CA 92703

Sexual Assault, T.A.R.G.E.T. - Gangs, Homicide, TracKRS Unit, Economic Crimes,
Family Protection, Felony Panel, Welfare Fraud Felony Projects, Law and Motion,
Consumer / Environmental Protection, Administration, Personnel

Harbor Office / Newport Beach Facility (949) 476-4650

4601 Jamboree Road, Newport Beach, CA 92660

Juvenile (714) 935-7624

341 City Drive South Orange, CA 92668

North Office (714) 773-4480

1275 North Berkeley Avenue, Fullerton, CA 92832

West Office (714) 896-7261

8141 13th Street, Westminster, CA 92683

Central Justice Center (714) 834-3952

700 Civic Center Drive, West Santa Ana, CA 92701

Orange County Probation Stations

Administrative Office (714) 569-2000

1055 N. Main Street, Santa An, CA 92701

Grand Avenue Office (714) 667-7730

1001 S. Grand Ave, Santa Ana, CA 92705

Juvenile Hall Administration (714) 935-6660

331 The City Drive, Orange, CA 92868

Manchester Office Building (714) 935-7411

301 The City Drive, Orange, CA 92686

North County Field Services Office (714) 937-4500

1535 E. Orangewood Avenue, Anaheim, CA 92805

Orange County Probation Department

PO Box 10260, Santa Ana, CA 92711

www.ocgov.com/gov/probation

• **Probation Department** (714) 569-2000

• **Probation Victim Services** (714) 347-8000

• **Probation Violator Hotline** (888) 296-3389

Santa Ana Office (714) 569-2000

1055 N. Main Street, Santa An, CA 92701

South County Field Services Office (949) 206-4160

32271 Verdugo Drive, Laguna Hills, CA 92653

West County Field Services Office Adult Probation (714) 896-7500

Juvenile Probation (714) 896-7878

14180 Beach Boulevard, Westminster, CA 92683

Youth Reporting Center-Central Region Reception (714) 667-7770

1001 S. Grand Ave, Santa Ana, CA 92705

Youth Reporting Cetner- North Region (714) 687-6700

160 W. Cerritos Ave. Bldg 4. Anaheim, CA 92805

Police & Sheriff Stations

Anaheim Police Department	(714) 765-1900
Brea Police Department	General (714) 990-7625
	Non Emergency Dispatch (714) 990-7625
Buena Park Police Department	General (714) 562-3901
	Non Emergency Dispatch (714) 562-3902
Costa Mesa Police Department	General (714) 754-5280
	Non Emergency Dispatch (714) 754-5252
Cypress Police Department	(714) 229-6600
Fountain Valley Police Department	General (714) 593-4485
	Non Emergency Dispatch (714) 593-4483
Fullerton Police Department	General (714) 738-6800
	Non Emergency Dispatch (714) 738-6700
Garden Grove Police Department	(714) 741-5704
Huntington Beach Police	(714) 960-8811
Irvine Police Department	(949) 724-7000
La Habra Police Department	General (562) 383-4302
	Non Emergency Dispatch (562) 383-4300
La Palma Police Department	(714) 690-3370
Laguna Beach Police Department	(949) 497-0701
Los Alamitos Police Department	General (562) 431-2255
	Non Emergency Dispatch (562) 594-7232
Mission Viejo - Orange County Sheriff	General (949) 470-3015
	Non Emergency Dispatch (949) 770-6011
Newport Beach Police Department	(949) 644-3681

Non Emergency Dispatch (949) 644-3681

Orange County Sheriff. South County (949) 770-6011 / North County (714) 647-7000

Orange Police Department (714) 744-7444

Placentia Police Department..... (714) 993-8164

Santa Ana Police Department.....General (714) 245-8665

Non Emergency Dispatch (714) 245-8049

Seal Beach Police DepartmentGeneral (562) 799-4100

Non Emergency Dispatch (562) 493-0634

Tustin Police Department.....General (714) 573-3200

Non Emergency Dispatch (714) 573-3225

Westminster Police Department General (714) 898-3315

Non Emergency Dispatch (714) 548-3212

Yorba Linda Police Department (949) 647-7000

Orange County Sheriff's Department

Aliso Viejo Police Services	(949) 425-2564
Dana Point Police Services	(949) 248-3531
Emergency	911
Laguna Hills Police Services	(949) 770-6011
Laguna Niguel Police Services	(949) 362-4346
Laguna Woods Police Services	(949) 425-1800
Lake Forest Police Services	(949) 461-3541
Mission Viejo Police Services	(949) 470-8433
North Patrol	(949) 635-1851
Rancho Santa Margarita Police Services	(949) 635-1817
Stanton Police Services	(714) 889-7866
South Patrol	(949) 206-6102
San Juan Capistrano Police Services	(949) 443-6369
San Clemente Police Services	(949) 361-8225
Yorba Linda Police Services	(714) 779-7098

Sexual Assault / Rape

Rape Crisis Hotline	(714) 957-2737 / (949) 831-9110
<i>Available in English & Spanish</i>	
Run 2 Rescue	(714) 834-4317
<i>P.O. Box 71238, Riverside, CA 92513</i>	
Sexual Assault Hotline	(714) 957-2737
<i>Available in English & Spanish</i>	
Waymakers Sexual Assault Victim Services	North Orange County (714) 834-4317
.....	South Orange County (949) 752-1971
<i>Counseling, accompaniment, advocacy for victims of rape and sexual abuse</i>	
Akane Takijiri	(818) 447-9393
<i>www.akanecounseling.com</i>	<i>Accepts CALVCB</i>
Tarzana Treatment Centers, INC	(818) 996-1051
	<i>www.tarzanatc.org</i>

Shelters

- Families Forward** (949) 552-2727
Transitional Housing
- Friendship Shelter** (949) 494-6928
Single men and women
- Home of the Green Pastures** (714) 532-2787
Korean speaking shelter for abused women and children
- Hope House Administrative Office** (714) 776-7490
..... Residential phone (714) 776-6090
- Human Options (24 hours)** (877) 854-3594
Domestic Violence
- Interval House** (714) 891-8121
..... Hotlines (562) 594-4555 and (714) 891-8121
Domestic Violence
- Kathy's House** (949) 248-8300
Women and children; domestic violence www.kathyshousesjc.org
- Laura's House** (866) 498-1511
- New Directions for Youth** (818) 503-6330
www.ndfy.org
- Hope Harbor** (714) 832-0207
www.hopeharbor.org
- OC Rescue Mission** (714) 247-4300
24 hour emergency shelter
- Pathways of Hope** (714) 680-3691
- Radiant Futures** Hotline (877) 531-5522
Domestic Violence
- Salvation Army Hospitality House** (657) 999-2430
- Shelter for the Homeless** (714) 897-3221
www.Shelterforthehomeless.org
- The Eli Home** (714) 300-0600
- The Sheepfold** (714) 237-1444 / (877) 743-3736
Emergency shelter before 9 p.m.
- Thomas House** (714) 554-0357
Temporary Shelter
- Waymakers Youth Shelter** Huntington Beach (714) 842-6600
Youths 11 – 17 years old Laguna Beach (949) 494-4311
Tustin (714) 714-0780

For additional shelters, contact Info Link at 2-1-1

Suicide

Akane Takijiri (818) 447-9393

www.akanecounseling.com

Crisis Stabilization Unit (714) 834-6900

International Friends & Families of Suicide

Chat room, discussion board, reference library, helpful resources

www.pos-ffos.com

LA County Department of Mental Health (818) 798-1683

www.dmh.lacounty.gov

National Suicide Prevention Lifeline (800) 273-8255

Suicide and Crisis Lifeline 988

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

Support Services

Adult Mental Health Services (714) 834-6900

Akane Takijiri (818) 447-9393

www.akanecounseling.com

Acepts CALVCB

Bikers Against Child Abuse Orange County C.A. (BACA)

Empowering abused children to not live in fear

Address: p.o.box 1431 Brea Ca 92822

Email: childliaison@international.bacaworld.org

www.bacaworld.org



- Brain Injury Association of America** (800) 444-6443
www.biausa.org
- California Missing Children Hotline** (800) 222-3463
- Creative Alternatives** (209) 668-9361
Sliding scale/non-profit
- Family Assessment Counseling and Educational Services (F.A.C.E.S.)**
..... (714) 447-9024
Counseling for children whose parents are divorced
- Hoag Memorial Hospital Presbyterian** (949) 764-4624
*Provides short-term bi-lingual counseling services to the
neighboring communities of Newport Beach and Costa Mesa*
- Human Services Association** (562) 806-5400
www.hsala.org
- Jewish Family Service of Orange County** (562) 427-7916
- Jewish Family Service of Los Angeles Hope** (818) 789-1293
www.jfsla.org
- Kids Connected** (949) 582-5443
- LA County Department of Mental Health** (818) 798-1683
www.dmh.lacounty.gov
- Akane Takijiri** (818) 447-9393
www.akanecounseling.com Accepts CALVCB
- Mariposa Women's Center** (714) 547-6494
*Loss of an Adult Child, Spouse, Parent, General Bereavement,
Trauma Support, Loss of a Relationship*
- Mental Health Association of Orange County** (714) 547-7559
- Mothers Against Drunk Driving (MADD)** ... (877) ASK-MADD or (877) 275-6233
- New Directions for Youth** (818) 503-6330
www.ndfy.org
- Orange Caregiver Resource Center** (800) 543-8312
..... Mission Medical Pharmacy (949) 364-0122 ext. 7830, 7831, 7832
*Part of a Statewide System of Caregiver Resource Centers
Serving Families and Caregivers of Brain-Impaired Adults*
- Orange County Social Services** (855) 541-5411
- St. Nicholas Church** (949) 837-1090
24 hour
- TIP 4 Kids (additional support for traumatized children)** ... (949) 831-0939
- TIP Trauma Follow-up** (949) 831-0939
Critical incident stress management; child, adolescent, adult

trauma. Post Traumatic Stress Disorder (No Fee)

- Thrive Together Orange County** (657) 452-6811
www.thrivetogetheroc.org
- Tarzana Treatment Centers, INC** (818) 996-1051
www.tarzanatc.org
- UC Irvine Health Neuropsychiatric Center** (714) 456-5902
- YMCA Community Counseling Services – Laguna Niguel** .. (949) 495-9622
Sliding scale/non-profit

Therapists/Counselors

- 2-1-1/Infolink Orange County** 2-1-1 or (888) 600-4357
www.211oc.org / www.infolinkoc.org
- Akane Takijiri** (818) 447-9393
www.akanecounseling.com Accepts CALVCB
- C.A.R.E Counseling Center** (714) 836-9900
- Casa de la Familia** (714) 667-5220
www.casadelafamilia.org
- FACES Counseling** (714) 447-9024
- Human Services Association** (562) 806-5400
www.hsala.org
- Jewish Family Service of Los Angeles Hope** (818) 789-1293
www.jfsla.org
- Living Success Center, Inc.** (949) 645-4723
Sliding scale; offices in Costa Mesa and Laguna Hills
- LA County Department of Mental Health** (818) 798-1683
wwwdmh.lacounty.gov
- Mariposa Women’s Center** (714) 547-6494
Loss of an Adult Child, Spouse, Parent, General Bereavement,
Trauma Support, Loss of a Relationship
- New Directions for Youth** (818) 503-6330
www.ndfy.org
- Orange County Psychological Association** (888)324-7978 / (714) 847-5944
www.ocpsych.org
- Project S.I.S.T.E.R.** (909) 623-1619 / (626) 915-2535
- Psychology Today Find a Therapist at** www.psychologytoday.com
- Share Our Selves (S.O.S)** (949) 270-2100
- Straight Talk Clinic Inc.** (714) 828-2000
- Tarzana Treatment Center, INC** (818) 996-1051

www.tarzanatc.org

Thrive Together Orange County..... (657) 452-6811
www.thrivetogetheroc.org

Crime Victim Services

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

Crime Survivors Resource Center..... (844) 853-HOPE / (949) 872-7895
www.crimesurvivors.org

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

Human Options Legal Advocacy Program (Domestic Violence)(877) 854-3594

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

Jewish Family Service of Los Angeles Hope (818) 789-1293
www.jfsla.org

National Organization for Victim Assistance (800)TRY-NOVA

Parents Of Murdered Children (714) 999-7132
gocpomc@yahoo.com www.gocpomc.org

The California Victim Compensation Program (CalVCB)... (202) 467-8700
 Cal VCB OC Claims Office (949) 250-0594

The National Center for Victims of Crime (202) 467-8700



Victims of Crime Resource Center800-VICTIMS

Information, programs, and benefits for crime victims

Waymakers Victims/ Witness Offices

Court Centers

- North Justice Center (714) 773-4575
- Harbor Justice Center (949) 476-4855
- Central Justice Center (714) 834-4350
- West Justice Center (714) 896-7188

Waymakers Family Violence Victim Services - OC District Attorney

..... 24 hours (714) 347-8583 or (714) 347-8828

Waymakers, Sexual Assault Victim Services/Prevention Program

- North County (714) 834-4317
- South County (949) 752-1971

Emergency Victim Assistance 24 hour hotline (714) 957-2737



TIP - Trauma Intervention Program

Orange County Chapter (949) 525-7376

Recovery Resources & Counseling

<http://www.tipnational.org>

The Trauma Intervention Program is a group of specially trained and thoroughly screened volunteers who provide emotional and practical support to victims of traumatic events and their families in the first few hours after a tragedy. The volunteers are called to a crisis scene or to a local hospital by authorized police officers, fire-fighters, or hospital personnel. TIP is a nonprofit organization, and all services are provided at no cost.

What TIP will do

- Provide emotional support
- Make necessary phone calls
- Arrange for necessary clean-up of the scene
- Notify family, friends, and clergy
- Help arrange follow-up services
- Provide information and referral to appropriate agencies for ongoing assistance
- Follow up to check on the client's welfare

What TIP won't do

- Disclose any information about the call
- Intrude into the clients' lives beyond their wishes

- Give legal, medical, psychological, or spiritual advice
- Transport clients

TIP Information Booklets

Educational Materials Online

www.tipnational.org

The Trauma Intervention Program (TIP) has helpful written materials for victims of traumatic events, their families, and friends.

- General Emotional First Aid
- Common Reactions Following A Traumatic Event
- Effective Ways Of Coping After A Traumatic Event
- Final Details: A Guide For Survivors When Death Occurs
- Coping With The Loss Of A Loved One
- Grief: Practical Suggestions
- Helping Others When Tragedy Strikes
- Communicating With Children About Disaster
- Guidelines For Parents: Helping Children Cope
- Helping Children Grieve
- Helping Employees React After A Traumatic Event
- Helping Teenagers Cope After A Traumatic Event
- When Death Occurs: Coroner Procedures
- Key Police Procedures After A Homicide
- Suggestions For Survivors Of Suicide
- After A Suicide: Do's And "Don'ts"
- SIDS: Facts Parents Should Know
- Questions SIDS Parents May Ask
- Rape: Reactions Of The Victim
- Facts About Domestic Violence
- Coping With The Loss Of A Pet

Other Resources

Bilateral Safety Corridor Coalition (619) 336-0770
 24 Hour Emergency Hotline (619) 666-2757

www.bsccoalition.org

To preserve the dignity and well-being of commercially and sexually exploited women and children through prevention, intervention, and education.

Vision- To live in a world where there is zero tolerance for exploitation, and where women and children's lives are protected and held in high esteem.

Crime Victims United (530) 885-9544
 11400 Atwood Rd., Auburn, CA 95603 www.crimevictimsunited.com
 email: mail@crimevictimsunited.com

CVUCF works with At-Risk Children Adoptions, Teddy Bears Rooms for Children in various Court Houses, Literacy Programs, Victim Support, education, and help with change of venue.

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

Justice For Homicide Victims (310) 457-0030
 P.O. Box 2845, Malibu, California 90265 www.justiceforhomicidevictims.net

Justice for Homicide Victims is a not-for-profit organization. We provide support and information to survivors of homicide about the grieving process, criminal justice system, and all other issues pertaining to the survivors of a victim of murder

National Parents of Murdered Children (513) 721-5683
Toll Free: (888) 818-7662
 National POMC
 4960 Ridge Avenue, Suite # 2 Cincinnati, Ohio 45209 <http://www.pomc.org/>

The Mission of POMC:

POMC makes the difference through on-going emotional support, education, prevention, advocacy, and awareness.

POMC Vision Statement:

To provide support and assistance to all survivors of homicide victims while working to create a world free of murder.

Membership:

Membership is open to those who have been cruelly bereaved by the murder of a loved one.

OTHER RESOURCES

Professionals who are in frequent contact with grieving families are also welcome to join.

Mothers Against Drunk Driving (MADD) (714) 838-6199

5455 Garden Grove Blvd., Suite 150, Westminster, CA 92683 www.maddcalifornia.org

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

SENIOR INFORMATION AND ASSISTANCE

AJ Novick Group (949) 715-2694

Stress and Anger Management fax (949) 494-5456

AJ Novick, M.A., LMFT - AJ Novick Group

333 Third Street, Suite 4, Laguna Beach, CA 92651

www.ajnovickgroup.com

The AJ Novick Group is a leading national provider of anger management for adults and adolescents. They also offer a variety of weekend workshops, home study programs, workplace anger management, and certification training. They are located in Laguna Beach, California. Their anger management classes are approved by the Orange County Probation Department. They offer classes on weekdays and weekends for individual and groups sessions. Their certification training programs are approved for continuing education by the California Board of Behavioral Sciences, California State Board of Corrections, CAADAC, CADAC, and NAADAC.

The Priority Center (714) 543-4333

2390 E. Orangewood Ave., Suite #300, Anaheim, CA 92806

Website: www.theprioritycenter.org

The Child Abuse Prevention Center is Orange County's leading not-for-profit organization focused exclusively on the prevention of child abuse. The Center offers a full spectrum of services designed to meet the mental, emotional, and physical needs of children and families, delivered by clinical professionals and trained volunteers whose depth and diversity continue to set new community standards. The single most distinguishing feature of the Center's outreach is its emphasis on intensive in-home parenting education. The Center selected this model of intervention based on research by the U.S. Advisory Board on Child Abuse and Neglect that endorses in-home support as the most effective approach in successfully preventing child maltreatment. Currently, the Center offers six different programs that address the issues of child abuse, teen pregnancy, domestic violence, and post-divorce trauma prevention.

Chosen Few Outreach Ministries (562) 381-3531

www.chosenfewoutreachministries.com

County Of Orange Office On Aging (800) 510-2020

1300 South Grand Avenue, Building "B", Santa Ana, CA 92705

Web Site: www.officeonaging.ocgov.com

The County of Orange Office on Aging has a state-of-the-art Call Center, staffed by caring specialists trained and certified in aging, that provide information and referral to all programs and services in Orange County for older adults and their caregivers. Each Specialist gives the time and attention required to discuss all aspects of each caller's special needs or those of a loved one. They can directly link people to needed services and can have a conference call

of up to four parties if necessary. There are bi-cultural, bi-lingual Spanish and Vietnamese staff and access to over 140 other languages through Language Line. Types of referrals and information include, but are not limited to, transportation, in-home care, meals, health and prescription insurance, caregiver assistance, Medicare and Medi-Cal information, home modification and housing, legal assistance, adult day health care, ethnic services, assistive technology and disabled services, case management, social activities, exercise classes and much more. Available Monday - Friday, 8:00 a.m. - 5:30 p.m.

Court Appointed Special Advocate (CASA) of Orange County (714) 619-5151

1505 East 17th Street, Santa Ana, CA 92705

www.casaoc.org

CASA of OC is dedicated to giving hope and the chance at a brighter future to our community's neediest children – the abused, neglected, and abandoned children and teens currently living in foster care. CASA's mission is to provide quality advocacy for children through a unique one-on-one relationship between a trained and supervised court-appointed volunteer and an abused, abandoned, or neglected child. CASA is the sole provider of volunteer advocates for the nearly 2,600 children living in OC dependency system. Volunteer advocates are a powerful voice for children, advising the court about the child's needs and desires. While providing emotional support and the stability and nurturing every child deserves, advocates make recommendations that are in the child's best interest. With over 120 children currently on CASA's waiting list, there is a tremendous need for more volunteers to match with these children. CASA holds monthly information sessions for people who are interested in volunteering – please contact the CASA office or visit our website for upcoming dates.

Justice For Murdered Children (310) 547-JFMC (5362)

Berth 77, P-7B, San Pedro, CA 90731

www.jfmc.org

Our Mission is to reduce the number of homicides, reduce the number of unsolved homicides, and to assist families that have lost loved-ones to homicide.

Good Shepherd Counseling Clinic..... (714) 402-0131

17461 Irvine Blvd, Tustin, CA 92780

Dr. Susan Kell, LMFT / Dr. Bob Navarro, MFTI

Focus on family and marital discord: parent-child problems, stress & anger management, physical, sexual & emotional abuse, and PTSD.

New Hope Administrative Office 714-620-8810

(Information only/No Counseling)

New Hope Crisis Counseling

The New Hope Crisis Center is a faith based, ecumenical program of Catholic Charities of Orange County. Our trained volunteers act as peer counselors to all callers with any kind of issues. The Diocese of Orange committed to the mental health of its community members and through this ministry provides care and service to those facing acute hardships.

New Hope Telephone Hotline 714-New-Hope (714-639-4673)

Rape Crisis Hotlines (714) 957-2737 or (949) 831-9110

Sexual Assault 24 hour

OTHER RESOURCES

We are the one and only Rape Crisis Center in Orange County. We provide support and services to all victims of sexual assault, both reported to law enforcement and not reported. When working with survivors, we focus on: Crisis Intervention, Psychoeducation, and Empowerment.

By utilizing this three-part model, we hope to ensure that any survivor we assist has the opportunity to make the choices and decisions that are best for them and their healing journey.

In California, survivors of sexual assault have the right to have a Victim Advocate by their side during a forensic exam, law enforcement interview(s), and criminal court proceedings. This is honored and practiced in Orange County through Waymakers. Sexual Assault Victim Services (SAVS) Advocates are NOT mandated reporters, as per California Evidence Code 8.5

South Asian Helpline and Referral Agency (SAHARA)

..... **Los Angeles (562) 402-4132**
P.O. Box 3233, Cerritos, CA 90703 www.saharacares.org

The Joyful Child Foundation(866) 756-9385
PO Box 12680, Westminster, Ca. 92685 www.thejoyfulchild.org
Email: inquiry@thejoyfulchild.org

The Joyful Child Foundation’s programs focus on proactive approaches in dealing with the difficult issues of violence against children while celebrating the gift that is every child.

Human Options

Mission: Human Options provides safe haven and life changing programs to help abused women, their children and families rebuild their lives – and works with the community to break the cycle of domestic violence.

24 Hour Toll Free Hotline: (877) 854-3594

Address: 5540 Trabuco Rd., Ste. 100 Irvine, CA 92620

Email: info@humanoptions.org

Tel: (949) 737-5242

Website: www.humanoptions.org

For assistance with domestic violence issues or information about our shelter and programs, please call our 24-hour hotline at (877) 854-3594. If you are in imminent danger or have a physical emergency, please call 911. Someone is available 24 hours a day, 365 days a year to answer your questions and provide assistance. A 30-45 minute intake with our hotline advocate is required before entering our shelter. Primary languages: English, Spanish, and Farsi. Translation services available for other languages.

Our emergency shelter is for any individual or family in a domestic violence situation seeking shelter. Each family has their own room and single men or women without children may share a room. Participants are provided the opportunity to receive individual counseling from a skilled therapist, participate in group counseling and therapeutic sessions, and work with a case manager in order to navigate available services en route to discovering a way forward. Legal advocacy services including monthly family law clinics with a pro bono attorney are also available. Children of all ages participate in the children's program where they receive age appropriate counseling and therapeutic activities.

Transitional Housing

Families who have completed a domestic violence shelter program can apply for Second Step, our transitional housing program. Here, families regain their independence by participating in educational and job skill building activities as well as continuing counseling and case management sessions. Children have the opportunity to participate in the children's programs and have access to after school tutoring. In 2014, 82% of women completing our transitional housing program increased their income and 90% secured permanent housing.

Community Education

Community Education at Human Options aims to engage the community in our mission to reduce and prevent domestic violence. In order to change the societal attitudes and beliefs that perpetuate the cycle of domestic violence, we place a priority on prevention programs and awareness campaigns designed to bring light to an issue that thrives in silence. Our community educators use storytelling, lecture, and interactive lessons to engage participants of all ages in our mission. Partnering with Orange County schools, community groups and organizations, we educate more than 10,000 people a year. If you are interested in learning more about our free educational opportunities, please e-mail communityeducation@humanoptions.org or call the Human Options Business Office, Extension 215.

CHEC Family Resource Center (949) 489-7742
27412 Calle Arroyo, San Juan Capistrano, CA 92675

Corbin Family Resource Center. (714) 480-3737
2215 W. McFadden Ave., Suite G, Santa Ana, CA 92704

Newport Mesa Family Resource Center (949) 764-8100
07 Placentia Ave. Suite 203, Newport Beach, CA 92663

Human Options Business Office (949) 737-5242
Irvine, CA

Minnie Street Family Resources Center (714) 972-5775
1300 E. McFadden Ave., Room 13, Santa Ana, CA 92705

South Orange County Family Resource Center (949) 364-0500
22481 Aspan, Lake Forest, CA 92630

Oakview Family Resource Center. (714) 842-4002
17261 Oak Lane, Huntington Beach, CA 92647



Safety & Self-Defense

GET SAFE(714) 834-0050
Training * Education * Empowerment Fax (714) 834-0070
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

Cal VCB OC Claims Office (949) 250-0594

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. (Page 36)

OC Claims.....(949) 250-0594



Crime & Trauma Scene Cleanup

Crime Scene Steri-Clean, LLC

*24 Hour Suicide/Homicide/Trauma Cleanup *Free Estimates

*Providing compassionate and professional services since 1995

..... Orange County (714) 899-4225
 Los Angeles County (213) 550-4468
 San Bernardino/Riverside Counties (909) 481-2285 / (951) 707-4407

Website: www.CrimeCleaners.com

Apris Trauma & Crime Scene Clean Up ... (844) 462-7747 / (844) GO-APRIS

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Survival Books

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

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 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 common 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 common reactions.
- 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.

- 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 the 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 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:

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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. See **page 8**.
- ☐ **Call the police as soon as possible.** Remember to preserve the crime scene for evidence. Find sheriff and police contacts on **page 21**.
- ☐ **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. Resources for shelters and related services can be found on **page 10**.
- ☐ **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 (See **page 30** for phone numbers and locations). Make a note of your advocate and contacts so you can have them on-hand:
.....
- ☐ **Learn about your rights as a victim.** You can find information about Marsy's Law and victims' rights in California on **pages 6 & 7**.
- ☐ **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. Learn more about victim compensation on **pages 39 & 40**.
- ☐ **Steps to healing.** Find suggestions on caring for yourself and connecting with others on **pages 11-12, 42-43**.

This Orange County Resource Guide has been printed by Waymakers in partnership with the Crime Survivors Resource Center.



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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440 Exchange, Suite 250

Irvine, CA 92602

www.waymakersoc.org

(949) 250-0488

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