



SFDA Victim Services Division: Crime Victim Crisis Response Team

Available Teams and Services (24/7):



Services for Crime Victims



Crisis Response Trained



Multilingual Team



Family Access Center



Victim Service Dogs

For more information:

Gena Rodriguez,
Chief of VSD at
(415) 537-0509

Jackie Ortiz, Deputy
Chief of VSD at (415)
308-4426

Victims Services

The SFDA's Victim Services Division is trained and ready to assist with crime victim-related events, including **active shooter, terrorism and mass casualty**. The multilingual Victim Services Crisis Team can be deployed by request from Department of Emergency Management, Department of Public Health, Department of Human Services, or law enforcement.

Victim Advocacy

The Victim Services Division:

- ◆ Assists with Victim Identification and Notification
- ◆ Assists with staffing the Family Assistance Center
- ◆ Provides emotional support to victims, survivors, witnesses, and family members
- ◆ Provides information, at the time of crisis and after a traumatic event, on services and resources available to victims concerning matters of health, mental health, dental, and relocation services.
- ◆ Translates information for victims, survivors, and witnesses
- ◆ Provides support to the Criminal Justice System by:
 - ◆ Assisting investigators with victim and family interviews
 - ◆ Assist victims with impact statements
 - ◆ Assisting with media management
 - ◆ Providing victims and family members with access to updates on incident hearings, criminal justice proceedings, their rights as victims of crime, criminal case investigations, and the status of prisoners.
 - ◆ Provide victim support during trials (e.g. financial assistance, housing, etc...)
 - ◆ Organize memorial events (guided visits to the scene of the event, vigils, interfaith or spiritual memorial services)

Victims of Crime Compensation

In 2016, the Victim Services Division assisted more than 2,000 victims of crime access \$1.6 million in State Victims Crime Compensation for lost wages, medical, mental health, and funeral expenses.

More generally, the division helps disseminate crime victim compensation information and applications to victims. It also assists victims with completing applications for compensation, providing resources in multiple languages, and disseminates emergency funding and resources for shelter, food, clothing, medication and other essential items in times of need.

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