



San Francisco District Attorney's Office Victim Services Division

About VSD

The Victim Services Division (VSD) of the San Francisco District Attorney's Office strives to make the criminal justice system humane and accessible by providing support and assistance to victims and their families in the aftermath of a crime, during criminal prosecution, and after a verdict has been reached. Even if justice is served in the courtroom, it does not always immediately change the way victims feel in their day-to-day lives afterwards. VSD does everything it can to support victims, regardless of whether a case is charged or what happens in court.

Basic Services

- Crisis support services and counseling
- Guidance to navigate the criminal justice system
- Assessment and referrals to local resources and services
- Assistance in preparing a victim impact statement
- Crime Prevention Information
- Creditor Intervention
- Restitution
- Emergency Assistance
- Funeral/Burial Arrangements
- Assistance with the CA Victim Compensation Program Applications (CalVCB)

Victim Compensation

The California Victim Compensation Board (CalVCB) is a state program dedicated to providing reimbursement for many crime-related expenses to eligible victims who suffer physical injury or threat of physical injury as a direct result of a violent crime. Our Victim Services Claims Unit assists victims with the processing of their victim compensation claims and any losses that are crime related.

Expenses CalVCB Can Reimburse:

- Crime scene clean up*
- Funeral and burial*
- Loss of support for dependents
- Medical & Dental
- Medical equipment
- Mental health
- Relocation*
- Home or vehicle modification
- Income loss

**caps and restrictions may apply*



Victim Services Flowchart

What happens to victims when a crime occurred?
What type of services does the SFDA Victim Services Division provide?



A Crime Occurs

The District Attorney's Office's Victim Services Division (VSD) can assist victims of violent crimes (and eligible property crimes) regardless of whether an arrest was made.

Crime Reported to SFPD

When a crime is reported to the San Francisco Police Department, a Police Incident Report (PIR) will be sent to VSD.



Victim Advocate Assignment

After receiving the PIR, a Victim Advocate will be assigned to the victim(s) of the reported crime.

The VSD has advocates specially trained to handle Domestic Violence, CASA (Child Abuse / Sexual Assault) and Elder Abuse cases.

Contacting Victims

The assigned Victim Advocate will attempt to contact the victim within a 24-hr period. If unable to locate victim via phone or email, an outreach letter will be sent to the address listed on the incident report.



In the initial call/contact, victim advocate will:

- Conduct an assessment and make appropriate linkages.
- Provide case information and updates, if any.
- Discuss victim compensation.



If the case is charged

Victim Advocates will convey case updates to crime victims/survivors in accordance with their preferences.

- If the case is on for a motion to detain/release or possible resolution, the victim advocate will ask whether the crime victim/survivor would like to provide input.
- If the case is set for a sentencing hearing, the victim advocate will ask the crime victim/ survivor whether they would like to provide a victim impact statement.



Other Available Resources

- In-court language support and court interpretation
- If a victim/survivor is called to testify, VSD can provide the following support if necessary:
 - arrange for taxi service
 - reserve a space for the victim to wait at the courthouse
 - Collaborate with community-based partners to support the crime victim/survivor before, during, and after the testimony

If you or someone you know is a victim of crime, please contact us:

(628) 652-4100

victimservices@sfgov.org