



**Domestic and Sexual Violence:  
Uncovering the Facts and Learning from the Data**

**Henrico County  
Domestic and Sexual Violence Needs Assessment  
2011 Resource Guide**

# Henrico County Domestic and Sexual Violence Community Resource Guide

With V-STOP federal stimulus money, Henrico County Division of Police entered into a memorandum of understanding with other local and county agencies in 2009 to achieve the following goal:

*Develop and implement more effective police, court, and prosecution policies, protocols, and services surrounding domestic and sexual violence*

To better achieve this goal the Division of Police hired a temporary employee, under the county class Management Specialist I, informally known as Domestic Violence Project Assistant (DVPA), to conduct a thorough needs assessment of the current domestic and sexual violence related policies, protocols, orders, and services available in the county of Henrico.

Over the course of Henrico County's needs assessment on domestic and sexual violence, an apparent gap in service was that many service providers were unaware of the services available in Henrico County. The DVPA, who conducted this needs assessment, was in a unique position to create a comprehensive resource guide for service providers. The DVPA met with each service provider and was able to create a brief synopsis of the services each provider offers.

The following is a list of Henrico County's assets and resources for domestic and sexual violence. Local institutions consist of county agencies and non profit service organizations, and individual level services. State and national domestic and sexual violence service providers were also include in this resource guide.

# Domestic/Sexual Violence Resources for Henrico County Residents

## *In Henrico County*

### **Animal Protection**

**Animal Protection Unit-** (804-501-5000) - Answers all animal related calls for service and other animal involved concerns. Officers offer wellness checks on animals and will remove a companion animal in cases of physical abuse against the animals if there are signs of neglect. In situations of domestic violence, animal protection will work with area rescue groups and shelters to find temporary housing for pets. Victims or service providers should call animal protection in cases of emergency for assistance.

### **Batterer Intervention Programs (BIP)**

**Commonwealth Catholic Charities-** (804-545-5907) - provides educational group sessions for people who are abusive in their relationships. The Batterer Intervention Program (BIP) is a 24-week educational program. Members are challenged to self-identify their abusive behavior by listening to other group participants describe their own abusive behavior. Members also participate in group discussions about selected topics on "power-and-control" and equality in a relationship. An assessment is required prior to starting this program. The agency also offers an 8-week Anger Management group, which provides educational group sessions for individuals who exhibit destructive behavior or experience ongoing personal concerns as a result of their anger. Individuals who exhibit abusive, controlling or violent behaviors with their intimate partners are best served in the Batterer Intervention Program.

Batterer Intervention Program Group Session: \$20.00 per session

Assessment Fee: \$50.00; Rescheduled Assessment: \$75.00

Anger Management Session Fee: \$20.00 per session

**Domestic Violence Interventions, Inc -** (804-651-3111) – is a certified batterer intervention program offering BIP groups, Women's Domestic Violence Group, Co-ed Anger Management Groups, and a Women's Anger Management Group. Their objective is to effectively change the behavior of abusers, and family violence and controlling behaviors such as collusion and victim blaming through modeling, role play, vignettes, and exploration of personal and societal value systems. They focus on victim safety and collaboration with community and criminal justice agencies. Intakes and fees are based on income and range from \$25.00-50.00.

**Frank D. Manners and Associates, Inc-** (804-672-8390) - a private practice that offers domestic violence assessments, and a 24 week batterer's educational program, also offers Saturday sessions.

Anger Management Session Fee: \$25.00 per session

Domestic Violence Group Session: \$25.00 per session

Assessment Fee: \$55.00

## **Domestic and Sexual Violence Programs**

**Henrico County Domestic Violence Victim Fund-** (804-501-5732) or (804-249-9472) - assists survivors of domestic violence and their children who have left an abusive situation. This one time monetary assistance cannot exceed \$250, and can be used for utilities, security deposits, transportation, other requests that increase victim safety, and independence from abuse. Funds are available for Henrico County residents who are working with a professional service provider. An application is required; funding is not guaranteed and is dependent on the program funds available.

**Safe Harbor-**(804-249-9470) - provides supportive counseling, crisis intervention, safety planning, court advocacy, hospital accompaniment, children's counseling and support, connection with community resources, and support groups in English and Spanish. Emergency shelter and a 24-hour hotline are also available for survivors of intimate partner violence. These services are available to individuals who have experienced intimate partner violence. Safe Harbor also provides educational presentations related to the issue of intimate partner violence and the services and support offered by Safe Harbor. All services are provided free of charge.

## **Hospitals**

Victims of sexual assault should be encouraged to seek immediate medical attention. Upon arrival to the healthcare facility, the victim will be provided with three options. These options include: (1) evidence collection with notification to law enforcement, (2) evidence collection without notification to law enforcement or (3) medical treatment only. It is recommended that victims of sexual assault receive care at a facility with 24/7 forensic nursing services available. Forensic nurses are registered nurses that have received extensive training in the care of patients reporting sexual assault. A comprehensive forensic evaluation, including evidence collection will be completed with the victim's permission. Forensic nurses work closely with law enforcement, attorneys, rape crisis advocates and victim witness personnel.

### **Henrico Doctor's Hospital**

**Parham Campus-** (804- 747-5600)

**Forest Avenue Campus-** (804- 289-4500)

**Retreat Campus (Grove Avenue) -** (804- 254-5100)

**St. Mary's Hospital-** (804- 281-8184)

**VCU Medical Center-** (804-628-0623) - for adult victims

**Regional Hospital Accompaniment Response Team (RHART)** - is an emergency companion service program for people who have experienced domestic and/or sexual violence. Upon request of hospital staff, trained Hospital Accompaniment Volunteers (HAV) responds within 45 minutes to area Bon Secours hospitals and VCU Medical Center. Once there, the HAV meets with the client to provide supportive counseling, crisis intervention, advocacy, and resource and referral information. The HAV also connects clients with additional domestic and sexual violence services, including long term counseling, court advocacy, and emergency shelter resources.

## **Legal Services**

**Circuit Court Clerk's Office-** (804-501-4202) - provides case related information and court documents. The clerk's office also assists judges by preparing, recording and maintaining court orders, subpoenas, pleadings and managing court dockets and juries.

**Commonwealth's Attorney's Office-** (804-501-4218) – Investigate and prosecutes criminal offenses, ensure that both victims and defendants receive a fair trial and obtain orders for compensation for crime victims. They answer citizen inquires concerning criminal complaints and the criminal justice system.

**Fourteenth District Court Service Unit-** (804-501-4692) - provides supervision and services to the county of Henrico Juvenile and Domestic Relations Court, and refers juveniles to an array of community-based services. Court Service Unit intake prepares petitions for protective orders, custody, visitation, and child support. Families involved in custody and visitation matters receive mediation and parent education services through a contracted private vendor.

**Henrico CASA (Court Appointed Special Advocates)** - (804-501-1670) - trains community volunteers who are then appointed by a Juvenile and Domestic Relations Court judge to advocate in court for children who are abused, neglected and otherwise in need of services. CASA volunteers provide the judge with a carefully researched evaluation of the child's situation. CASAs offer children encouragement, stability, and hope during a complex and critical time in their lives.

**I-CAN (Interactive Community Assistance Network)** - <http://www.courts.state.va.us/courtadmin/aoc/judpln/programs/afapo/home.html/>- is a free internet based service that provides education on eligibility and assistance with preparing protective order petition forms. It is available in both English and Spanish, and can be accessed from any computer 24 hours a day. The completed and printed forms are then taken to the appropriate Juvenile and Domestic Relations Court. Henrico County is one of sixteen counties participating in I-CAN.

**Juvenile and Domestic Relations Court Clerk's Office-** (804-501-4688) - provides general information, processes petitions for protective orders, custody, visitation, child support, show causes, motions to amend, motions to transfer, and take payments. There is a total \$25 filing fee per petition for custody/visitation matters, \$24 fee for filing a paternity petition, \$12 spousal support fee, and a \$12 motion to re-hear. Waiver of the fees may be requested when filing petitions through the Court Service Unit.

**Magistrate's Office-** (804-501-5285) - principal function of the magistrate is to provide an independent, unbiased review of complaints of criminal conduct brought to the office by law enforcement or the general public. Magistrate duties include issuing various types of processes such as arrest warrants, summonses, bonds, search warrants, subpoenas, and certain civil warrants. They also determine terms of bail, issue emergency custody orders for citizens that may need medical or mental evaluations and issue emergency protective orders.

## **LGBTQ Services**

Individuals experiencing same-sex violence, looking for support in an open and understand environment, could contact the following LGBTQ friendly churches:

**First Unitarian Universalist Church of Richmond-** (804-355-0777)

**Metropolitan Community Church-** (804-353-9477)

**Unitarian Universalist Community Church of Glen Allen-** (804-752-6005)

**ROSMY-** (804-644-4800, [www.rosmy.org](http://www.rosmy.org)) - offers support groups and social activities for LGBTQ youth age 14-20. They also operate a 24 hour hotline. Their Youth Engaged in Leadership (YEL) program is an experience-based leadership development program that focuses on developing skills including teamwork, public speaking, advocacy, and project planning. ROSMY also offers training that is accredited by the National Association of Social Workers for CUE credits for service providers that focus on supporting LGBTQ youth.

## **Shelters**

### *Transitional Shelter*

**Flagler House (St. Joseph's Villa)** - (804-553-3258) - is a transitional housing program for women experiencing homelessness and their children. Flagler Home offers life skills training, crisis counseling, and education in money management, parenting and relationship skills, and referrals for needed medical or mental health issues. Flagler Home serves single women with children for up to one year. A companion program, Flagler Family Community Support Services, provides services for up to two years to single mothers with children, single fathers with children and intact families who live in the Richmond Metropolitan area.

**Hilliard House-** (804-236-5800) - is a transitional facility for homeless women with children or victims of domestic violence. It is located in the East End of Henrico on Nine Mile Road. This is a thirty-bed facility shelter for women who have children up to the age of 18. Opportunities for job training, GED classes, twelve step programs, parenting and anger management classes, communication, nutrition classes, and activities for the children, encourage and enable women to meet their goals. All of the women must attend house meetings, maintain their rooms, and help with household chores and cooking.

**Home Again-** (804-358-7747 ext. 109) - offers two 90 day emergency and transitional programs. Residents work with a case management team to find employment and permanent housing. They also attend life skills classes such as money management, substance abuse classes, and parenting classes. Residents may reside at the shelter for up to 24 months.

## *Emergency Shelter*

**Safe Harbor-** *24 hour crisis line (804-287-7877) general line (804-249-9470)* – provides emergency housing to survivors of intimate partner violence. This service is provided in a confidentially located safe house and in additional locations as determined by survivor need. The average length of stay is 30-60 days. During this time, survivors are connected with community resources to support their individual goals. Survivors can access shelter services by contacting Safe Harbor's 24 hour hotline at (804) 287-7877. All services are offered free of charge.

## **Social/Community Services**

**Capital Area Training Consortium-** *(804-226-0885)* - provides employment guidance, training, and placement services to citizens free of charge

**Commonwealth Catholic Charities-***(804-285-5900)* - serves thousands of people each year through three main focus areas: nurturing children, strengthening families, and supporting people in times of crisis. A range of programs including emergency food supplies, debt management, homeless support and prevention, home care, mental health counseling, foster care, pregnancy counseling, adoption, and refugee resettlement and immigrant services help vulnerable individuals get the quality help they need to lead healthier, more stable lives.

The Commonwealth Catholic Charities Refugee and Immigration Services provides comprehensive refugee resettlement, including reception and placement, employment services, and cultural orientation. CCC RIS provides services to both refugees and other immigrants include assistance in accessing community services, including neighborhood outreach, English language and citizenship instruction for adults, and school liaison services. Immigration legal service staff is accredited by the Board of Immigration Appeals to provide low cost services to help qualified immigrants in transition to stabilize or adjust their legal status; professional interpreter services are available for a wide range of service providers.

**CrossOver Ministry-** *West Location (804-622-0803)* - provides quality health care to the uninsured in the greater Richmond Metropolitan area. CrossOver offers a full continuum of healthcare services to the uninsured that includes: family medicine, primary care, obstetrics and pediatrics, podiatry, dental and vision care, mental health care, HIV diagnosis and treatment, and all medications. The Community Pharmacy at CrossOver also provides at CrossOver Ministry also provides medications to six other free healthcare clinics in the Greater Richmond Area.

**Deaf and Hard of Hearing Community Counseling Center-** *(804-762-9671)* - provides private one on one counseling for the deaf and hard of hearing. Most insurance are accepted, for those without insurance a sliding scale fee is available.

**Glenwood Medical Center-** *(804-525-1818)* – provides quality care to all patients (uninsured and insured). They also accept Medicaid and Medicare patients. Glenwood Medical Center provides primary medical care, dental care, HIV/AIDS wellness program, medication, mental health care, and social services.

**Henrico Area Mental Health and Developmental Services-** *24- hour crisis line (804-727-8484) general line (804-727-8500)* - serves people experiencing the effects of or are at- risk for mental illness, mental retardation, substance abuse, and children with developmental delay. Mental health and substance abuse counseling provided to individuals and families. Services provided on a sliding scale fee schedule.

**Henrico County Community Corrections Program-** *(804-501-5188)* –enhances public safety through assessments and community supervision guided by best practices in both pretrial and local probation services. Local Probation Services provides local probation supervision to adult misdemeanor and local felon offenders placed in the program by judges of Henrico Courts. County Probation Officers conduct a risk assessment on all cases, provide local probation supervision, test for substance abuse, place offenders to do community service and verify work performed, facilitate payment of restitution, and refer to treatment, education or other services. Most cases involve shoplifting, substance abuse, mental health, domestic violence or anger related offenses.

Pretrial Services staff members provide the courts with a risk assessment, background information and bond recommendations on jailed defendants at the time of arraignment in the General District and JDR Courts. Pretrial also provides supervision services as a condition of release until the defendant’s trial. Pretrial services officers meet weekly or bi-weekly with defendants, test for substance abuse, refer for treatment or community resources, write status reports to the court and testify as needed in violation hearings.

**Henrico County Department of Social Services-** *Main Office (804-501-4001); for Benefits (804-652-3123) for child abuse, call child protective services at (804-501-5437) (After 4:30 PM, call 1-800-552-7096) For elderly abuse, call adult protective services at (804-501-7346) (After 4:30PM, call 1-888-832-3858.)*– Provides financial assistance and social services programs that effectively assist individuals and families to meet their basic human needs, increase their capacity to function independently, and to provide protection for abused and neglected children, elder abuse, and disabled adults. They also offer fatherhood support group, a grandparent support group, and nurturing parenting programs.

**Henrico County Division of Police-** *Emergency- 911 Non- Emergency (804-501-5000)* - law enforcement officers respond to 911 calls for service, may request emergency protective orders, and in cases of assault law enforcement officers will arrest the predominant physical aggressor. The Division of Police may assign an investigator to case for instances of sexual and/or domestic violence.

*Police Domestic Violence Coordinator-* *(804-501-5732)* - provides training and technical assistance to law enforcement officers and professionals in the community. The coordinator also follows up with victims of stalking and domestic violence, and makes referrals to other service providers.

**Henrico County Health Department- East Office (804-652-3190);**

*West Office (804-501-4651)* - promotes health and healthy behaviors for the community by providing quality, customer-focused care. They offer clinics, immunization, Women Infants and Children Nutrition Program (WIC), tuberculosis screening, sexually transmitted disease program, and a dental program. They also have maternity clinic, family planning, and refugee clinics. All these clinics are offered to the residents of Henrico County who are at or below the poverty level, have no insurance, or use Medicaid. They offer interpretation services for non-English speaking clients.

**Henrico County Sheriff's Office- (804-501-5860)** – provides security for county jails, courthouses, and judges. They also serve civil process and court ordered documents; such as summonses, complaints and subpoenas, writs of possession for real estate, injunctions for protection against domestic violence, writs of garnishment, and arrest orders/writs of bodily attachment. There is a fee of \$12 in state/per service and \$75 out of state/per service. Certain documents may require a bond for service processing.

**Henrico County Victim/Witness Assistance Program- (804-501-1680)** -Operates under the Henrico County Commonwealth Attorney's Office - provides comprehensive direct services to crime victims and witnesses in accordance with the Virginia Crime Victim and Witness Rights Act, Virginia Code section 19.2-11.01. It is the purpose of this office to ensure that the full impact of crime is brought to the attention of the courts of the Commonwealth; that crime victims and witnesses are treated with dignity, respect and sensitivity; and that their privacy is protected to the extent permissible under the code. Henrico Victim/Witness strives to ensure that victims and witnesses are informed of their rights; that they receive authorized services as appropriate; and that they have the opportunity to be heard by law-enforcement agencies, attorneys for the Commonwealth, corrections agencies and the judiciary at all critical stages of the criminal justice process to the extent permissible under law. These services include: emotional support during court proceedings, explanation of court procedures, case status, crisis counseling, advocacy, referrals to local social service agencies, assistance with safety planning, lethality assessments, inmate custody status, victim impact preparation, and assistance in filing for reimbursement through the Criminal Injuries Compensation Fund.

**VA Cooperative Extension- (804-501-5160)** - is a collaborative effort between Henrico County, Virginia Tech, and Virginia State University. They offer classes on a variety of topics, including personal finances and money management. The class is \$35 dollars a person but scholarships are available for those who cannot afford the fee.

## *In Surrounding Areas*

### **Animal Protection**

**Richmond SPCA-** (804-643-6785) <http://www.richmondspca.org/petretention>.-their SAAF (Sheltering Animals for Abused Families) program provides protection for pets of violence victims. In order to utilize the program, an individual must be residing or planning to reside at a shelter for domestic violence victims. Currently, they work with Safe Harbor, the YWCA, and two other local area shelters. Typically a representative from the shelter arranges the initial meeting, and then the animal(s) is/are placed in an undisclosed location for a period of up to 90 days. Once the victim has found another permanent residence, they have 48 hours to organize pick up of their pet(s). If pick up is not arranged within 48 hours, the pet owner agrees to relinquish the pet(s) to the Richmond SPCA. Victims can also take advantage of their PAATH (Providing Animals Affordable Temporary Housing) program, which provides low cost boarding of a pet, as well as their Pet Panty for pet food assistance and Wellness Clinic.

### **Anger Management**

#### **Family Violence Treatment Program/Men's Group-**

*24 hour emergency hotline (804-257-9492) general line (804-273-1760)* – a private treatment program that offers a 16-week Men's Anger Management Group offered from a Christian perspective.

### **Domestic and Sexual Violence Programs**

**Hanover Safe Place-**(804-752-2702 or 1-888-370-SAFE) - offers many services to victims of domestic violence, sexual assault and stalking. These services include a 24 hour hotline, support groups, emergency shelter for victims and their children, court and hospital accompaniment, crisis intervention, advocacy, case management, and safety plans. They also provide information, referrals, education, and prevention information.

**YWCA Women's Advocacy Program-** (804-643-0888) - services for both domestic and sexual violence include individual and group supportive counseling, crisis intervention, safety planning, court advocacy, 24- hour hospital accompaniment, children's counseling and support, connection with community resources, adult and child centered case management and referrals to other services. Emergency shelter and a 24-hour hotline are also available for survivors of domestic and sexual violence. The YWCA also provides speakers and training for the community.

### **Legal Services**

**Central Virginia Legal Aid Society-** (804-648-1012) – is a non-profit organization providing free civil (non-criminal) legal assistance in the following areas: family law (including domestic violence), elder law, employment, disability, public benefits law, consumer law, and housing law. Legal services are provided to those who qualify.

**Hunton and Williams Church Hill Office-** (804-775-2248) – for a modest fee, which the firm donates to charity, the Church Hill office offers legal services in the following subject areas: family law, housing and real estate, and guardianships. The office also accepts (without fee) all uncontested divorce case clients who are referred by the Central Virginia Legal Aid Society.

## **Shelters**

### *Transitional Shelters*

**The Ceeatta House-** *For Housing Information - (804-677-7270)*

*For Program Information (804-901-1842)* - operates as a transitional home for women who have been victims of domestic violence or substance abuse. They help participants navigate through the Department of Social Services, Department of Rehabilitation, or seek (if applicable) recovery programs which may require them to attend ninety meetings in a ninety day period. They are located in Richmond, Virginia.

**Daughters of Zelophehad-** (804-714-0007) – is a non profit organization that has transitional homes in Chesterfield County and in the City of Richmond. Their houses have the potential to accommodate five mothers and their children for up to 24 months. As women come to the Daughters of Zelophehad, they receive services that provide not only spiritual growth, but also programs to prepare them for independent living, such as financial skill building, health and wellness, parenting competence, and establishing healthy relationships. Henrico County residents are welcome.

### *Emergency Shelters*

**Hanover Safe Place-**(804-752-2702 or 1-888-370-SAFE provides emergency temporary housing to victims of domestic and sexual violence who are in imminent danger. This service is provided in confidentially located safe houses. During this time, survivors are connected with longer term housing options, community resources, counseling, and case management to support their individual goals. All services are offered free of charge.

**YWCA Emergency Shelter-** (804-643-0888) – provides, up to 30 days, emergency temporary housing to victims of domestic and sexual violence who are in imminent danger. This service is provided in confidentially located safe houses. During this time, survivors are connected with longer term housing options, community resources to support their individual goals. Counseling and Case Management services are offered for up to 2 years. All services are offered free of charge.

## **Social/ Community Resources**

**ChildSavers-** (804-644-9590) - provides outpatient mental health therapy for children and their families. ChildSavers serve the entire Metro Richmond area, through referrals by schools, parents, local health clinics, and other youth-serving agencies. They accept all Medicaid HMOs, other insurance, or a sliding fee for those without insurance. They also work and train childcare providers in central Virginia

**CHIP of Greater Richmond-** (804-233-2850) - CHIP is a voluntary program and offered at no cost to families. Referrals are accepted from parents, health care providers and human services professionals. The frequency of home visits is determined by the Family Service Plan, however, a minimum of two home visits per month do occur. Transportation services to medical appointments, social services, and other community organizations are provided when needed. Families are enrolled in the program for an average 1.9 years.

**Criminal Injuries Compensation Fund-** (1-800-552-4007) – assists with medical costs, lost wages, funeral expenses, counseling costs, moving costs, and other reasonable and necessary expenses that are not covered by any other source. An application process is required. Victims must be cooperative with law enforcement and prosecution efforts.

**Family Advocacy Clinics Inc-** (804-291-9340) - serves families engaged in family violence regardless of their ability to pay.

**Fan Free Clinic-** (804-358-8538) - provides medical treatment, health education, social services and advocacy for those in the greater Richmond area with limited access to care, lack insurance, and cannot afford adequate care. They are sensitive to the needs of the LGBTQQ populations in the services and support they provide.

**Goodwill of Central Virginia-** (804-745-6300) - offers specialized programs, such as career development services, training, and job placement services designed to help find employment, as well as a Job Center that hosts career fairs and GED classes.

**Greater Richmond Red Cross Language Bank-** (804-343-2090) – provides interpretation in person and by telephone for: any school-related issue, social services appointments, medical appointments, and other situations, translation of simple documents, comprehensive referrals to other service providers, and interpretation services during emergency/disaster situations.

**Greater Richmond Red Cross Transportation-** (804-780-2298) - offers non-emergency transportation to medical appointments to low-income families.

**Greater Richmond SCAN-** (804-257-7226) – provides support services and educational classes to children as well as parents who experience violence. Child Advocacy Center (CAC) is a safe place for abused children to undergo child forensic interviews, medical exams, receive mental health services, and victim advocacy. Their FAM Program provides education and support services are designed to enhance parenting skills, build positive social networks, and increase knowledge of child development, and community resources. Enhancing self-awareness, developing empathy and strengthening skills for managing stress and anger are components woven throughout the program. Their Family Support Program is a 16 week program, with additional support groups upon completion; this program is also offered in Spanish. SCAN provides all services to families at no cost. They also provide transportation to families with taxi vouchers and bus tickets. SCAN is an umbrella organization for Richmond CASA (Court Appointed Special Advocates) who are trained voluntary advocates who work for the best interests of children involved in the Juvenile and Domestic Relations District Court processes.

**Guardian Angel Protection Inc.** - (804-288-0622) – for a fee; provides threat assessment and management consultations and a plan of action is developed. They also help devise safety strategies to assist victims in keeping themselves as safe as possible at home, work, and at play. G.A.P. also provides a personal protection program as well as a self- defense program catered to an individual’s physical capabilities.

**Jewish Family Services-** (804-282-5644) – provides counseling for individuals, couples, and families of every religion, race, age and culture. They also provide counseling for sex offenders. Their services are provided on a sliding scale.

**Offender Aid and Restoration of Richmond, Inc-** (804-643-2746) - provides pre-release case management services in all the area jails and post-release case management services to anyone with an adult criminal conviction. They also provide resume assistance, local job listings, counseling, support groups, transportation assistance, money management counseling, housing assistance, GED classes, and other services based on the clients needs. All services are provided free of charge.

**Richmond Area Housing Authority-** (804-780-4200)- RRHA is the largest housing authority in the Commonwealth of Virginia, serves nearly 10,000 residents and manages nearly 4,100 units through its Public Housing Program and through its various Housing Choice Voucher Programs (Section 8) provides subsidized housing assistance to nearly 3,000 families. RRHA also manages neighborhood redevelopment and conservation programs throughout the city of Richmond.

The Five-Year Strategic Plan, introduced in 2005, incorporates new affordable mixed-income housing, family self-sufficiency opportunities for residents, support programs for the elderly, and the development of mixed-use communities. RRHA will accomplish this through partnerships with business large and small and local, state, and federal agencies to help us revitalize neighborhoods.

**VCU HIV/AIDS Center-** (804-840-8835) - provides free, anonymous HIV testing at a location in the Church Hill area of Richmond. Victims do not have to provide their real name or any identifying information. The test used is Oraquick Advance test, which provides results in 20 minutes. Clients receive their results at the time of their visit. If the screening test is positive, a blood sample will be drawn and sent to the lab for final confirmation.

**William Byrd Community House-** (804-643-2717) - provides family support and emergency service programs to help families with low incomes, children, senior citizens, and individual adults in crisis through difficult scenarios. WBCH staff work to alleviate clients' initial crisis by providing them with food, bill payments for rent, mortgage, utilities, and bus tickets so that clients can attend essential appointments with employers, and medical and mental health service providers. All of our clients leave with an identified stabilization plan related to their families' needs.

## *In Virginia*

**Commonwealth Mediation Group-** (804-340-2995) - a group of certified mediators who are trained to resolve disputes in a cost effective manner and provide timely resolution of disputes, thereby avoiding the turmoil of litigation and the courts.

**Tahirih Justice Center-** (571-282-6161) - works to protect immigrant women and girls seeking justice in the United States from gender- based violence, including sexual assault and domestic violence. Tahirih uses pro bono resources to provide a combination of legal services, advocacy, and public education programs. Tahirih seeks to ensure the protection and safety of its clients.

**Virginia Attorney General's Domestic Violence Initiative-** (804-786-2071) - provides information and referrals to victims and promotes statewide awareness and education on domestic violence. The Attorney General's Office also supports legislation to combat domestic/sexual violence, while implementing other programs. These programs include: Verizon Wireless's HopeLine Program, (which donates cell phones to local shelters for victims), the Address Confidentiality Program (a confidential mail-forwarding service for domestic violence victims who have recently relocated to a location unknown to their abuser), Working Against Violence (which addresses domestic violence in the workplace), and trainings for service providers.

**Virginia Attorney General's Victim Notification Program-** (804-225-4340, 804-692-0555, or toll-free at 800-370-0459) - notifies victims, upon their request, of appellate court proceedings in cases in which he or she is a victim. They also provide victims with general information about the appellate process in both capital and non-capital cases. They will also provide referrals to victims when appropriate.

**Virginia Department of Corrections- Community Corrections-** (804-672-7486) - provides supervision and services for probationers and parolees. Parole was abolished in Virginia for felonies committed on or after January 1, 1995. The parole decision function and supervision is provided to offenders who committed felonies before that date. Probation supervision and post release probation supervision for sentenced offenders who the judge feels needs 6 months to 3 years of probation supervision upon release are still available for offenders who fall under the new parole abolishment law.

**Virginia Department of Corrections Victim Services Unit-** (800-560-4292) - operates a toll-free, 24-hour, anonymous, computer-based telephone service (VINE) that provides victims of crime two important features: information and notification. Victims may call VINE at 800-467-4943 to check on an inmate's custody status. Victims are required to register with VADOC Victim Services Unit, using the designated forms, to receive notifications when an inmate is released, transferred, escapes and to learn of an inmate's parole status if the inmate is parole eligible.

They also advocate on behalf of crime victims, notify of changes in inmate transfers, release date, name change, escape and capture. They are there to explain the parole and probation supervision process, and provide victims with ongoing support, crisis intervention, information, and referrals.

**Virginia Hispanic Chamber of Commerce-** (804-378-4099) - goal is to strengthen and provide essential services to the Hispanic community. They provide immigration services, advocacy and legal services; employment notification, matching and consultation services; and business education, consulting and mentorship services. Their legal clinics are open to anyone within the community. The foundation's employment program offers job placement, in which they maintain a bilingual job placement database. Meanwhile, their business services help entrepreneurs start their business endeavors. They also help the youth of the Hispanic community, by providing scholarships in partnership with other corporations. (All of these services offered in both English and Spanish).

**Virginia Employment Commission-** (804-559-3133) - provides employer and job seeker services and information on unemployment benefits. They provide area job listings and assistance for finding employment.

**Virginia Poverty Law Center-** (1-800-868-8752; 804-782-9430) – provides leadership, support, training, public education and advocacy to address the civil legal needs of Virginia's low-income population. VPLC's domestic and sexual violence attorney provides legal consultations and limited direct legal representation of victims of domestic or sexual violence. One of VPLC's recent efforts has been to establish a free pilot immigration clinic specifically geared towards undocumented immigrant victims of domestic or sexual violence.

**Virginia Sexual and Domestic Violence Action Alliance-** (1-800-838-8238) – the Action Alliance is a nonprofit statewide coalition that operates a hotline to provide information and support for survivors, friends, family, and the general public. They also provide links to local crisis centers, shelters, or other human resource agencies through referrals and by directly connecting callers to local agencies via a 3-way calling system. In an effort to make the Hotline accessible to a wide array of callers, the Hotline employs bi-lingual (English/Spanish) staff and interpreters for over 140 different languages. Hotline advocates are also trained to respond to TTY or Voice Relay calls for callers who are deaf or hard of hearing. They provide written information, training, statistical and legislative information on how to stop domestic violence, and help those who have been victimized.

## *National Services*

**Angel Food Ministries-** (1-877-366-3646) - to better help families in need, Angel Food Ministries participates in the Food Stamp Program. This program is designed to help low-income families buy the food they need for good nutrition. There are no restrictions, conditions or forms to fill out to purchase Angel Food. The food relief program is open to one and all. Anyone may purchase an unlimited number of boxes of Angel Food by placing an order with a local Angel Food host site.

**Abuse Victim Hotline-** (1-877-448-8678) or online at [avhotline.org](http://avhotline.org)- applies specialized expertise in the areas of law and psychology to each individual case, develops an understanding of a victim's specific concerns through personal and private communication technology, and provides personal guidance through preliminary legal and psychological support. Once a support and guidance system is properly in place, victims are directed to the most suitable local service. After the referral, the case manager remains in contact with the client at his or her discretion.

**Lambda Gay, Lesbian, Bi-sexual, Transgender Community Services –**

*24 hour hotline-* (206-350-HATE) - provides victim services to survivors of hate crimes, domestic violence, sexual assault, and other crimes. Services include crime prevention & education, a 24-hour bilingual (English-Spanish) hotline, peer-to-peer support groups, and accompaniment to and advocacy with police, the courts, and other service providers.

**Manavi-** (732-435-1414) - Manavi is a women's rights organization that works with South Asian women living in the U.S. "South Asian" women are those who identify themselves as being from Bangladesh, India, Nepal, Pakistan, or Sri Lanka. Services include individual counseling, legal clinics & referrals, support groups, court & medical accompaniments, and a transitional home.

**Military OneSource-** *24 hour US hotline (800-342-9647) overseas (800-342-6477)-*

Provided free of charge, by the Department of Defense, to all active duty service members, members of the National Guard, Reserves, and their families. They help victims connect to a specially trained victim advocate who will help formulate a safety plan.

**National Center for Victims of Crime-** *weekdays 8:30 a.m. - 8:30 p.m. (1-800-FYI-CALL) –* advocates will help victims of domestic violence, sexual assault, and stalking decide the best course of actions for them, develop a safety plan, and guide them to local resources. They will also answer any questions on the impact of crime, victims' rights, and the criminal and civil justice processes

**National Center for Victims of Crime Stalking Resource Center-** *(1-800-FYI-CALL) Mondays –Friday 8:30 AM - 8:30 PM EST, or e-mail [gethelp@ncvc.org](mailto:gethelp@ncvc.org).*- The Stalking Resource Center is a program of the National Center for Victims of Crime. The Stalking Resource Center provides multiple services including: Training, Technical Assistance, a Web site, and an Information Clearinghouse.

**National Crime Victim Bar Association-** *Monday-Friday 8:30 am- 5:30 pm (1-800-FYI-CALL)* - provides victims referrals to local attorneys specializing in victim-related litigation. Questions can also be e-mailed to [victimbar@ncvc.org](mailto:victimbar@ncvc.org).

**National Domestic Violence Hotline-** *(1-800-799-SAFE)* - is a nonprofit organization that provides crisis intervention, information and referral to victims of domestic violence, perpetrators, friends and families. They have access to more than 5,000 shelters and domestic violence programs across the United States, Puerto Rico and the U.S. Virgin Islands. Advocates receive approximately 21,000 calls each month. The Hotline is toll-free, confidential and anonymous. It operates 24 hours a day, 365 days a year, in more than 170 different languages through interpreter services, with a TTY line available for the Deaf, Deaf-Blind, and Hard of Hearing. Victims do not need to be US citizens to receive assistance; the hotline offers advice to immigrant victims.

**National Human Trafficking Resource Center-** *24 hour hotline (1-888-373-7888)* – conducts direct outreach and victim identification, provides social services and transitional housing to victims of human trafficking.

**National Organization for Victim Assistance-** *(1-800-TRY-NOVA)* – provides a 24 hour hotline that serves all victims and survivors of violent crime, providing information and referral, crisis counseling, and case advocacy.

**Raksha-** *24 hour hotlines- (866-725-7423) (877-672-5742)* - assists all south Asians (people or descendents from Bangladesh, Bhutan, India, Nepal, Pakistan, and Sri Lanka) by providing crisis interventions in urgent situations. Individual and family counseling with adults and children allows clients an opportunity to begin to explore issues of self-esteem, boundaries, healing, etc. as related to the abuse. Raksha provides referrals to a network of shelters, legal clinics, medical services, social services and social networking organizations. Raksha staff also provides interpretation and technical support to mainstream agencies and shelters that serve South Asian women. They also offer support groups and life skills classes.

**Rape, Abuse, Incest National Network (RAINN)** - *(800-656-HOPE) or online at [online.rainn.org](http://online.rainn.org)*- more than 1,100 trained volunteers are on duty and available to help victims at RAINN-affiliated crisis centers across the country. Victims will be directed to a rape crisis center near your area. The National Sexual Assault Online Hotline is the first secure web-based crisis hotline providing live and anonymous support through an interface as intuitive as instant messaging.

**Stop It Now!** – *help-line Monday – Friday 9:00 AM- 6:00 pm EST (1-888-PREVENT)* – a national nonprofit organization that provides accurate information and guidance about realistic, positive steps to protect children. They also have an online help center at [www.stopitnow.org](http://www.stopitnow.org) that can help a victim 24 hours a day.



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