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|  <p><b>Corrections and<br/>Community Supervision</b></p> <p><b>DIRECTIVE</b></p> | TITLE   |                      | NO.<br>0500        |
|   | Office of Victim Assistance   |                      | DATE<br>07/21/2015 |
| SUPERSEDES<br>DIR# 0500 Dtd. 10/22/2014   | DISTRIBUTION<br>A B   | PAGES<br>PAGE 1 OF 2 | DATE LAST REVISED  |
| REFERENCES (Include but are not limited to)<br>CPL §380.50; Exec.Law §632-a, §295-i ;PLRA<br>Dirs. #2003, #4036, #4422 & #4423                                    | APPROVING AUTHORITY<br> |                      |                    |

- I. **PURPOSE:** The Department of Corrections and Community Supervision’s (DOCCS) Office of Victim Assistance works in partnership with other criminal justice agencies and victim service providers to represent, protect, and advance the interests of crime victims.
- II. **FUNCTIONS:** The DOCCS Office of Victim Assistance performs the following functions:
- A. Written Notification: Provide written notification to victims who have registered for such notification per New York State Criminal Procedure Law §380.50. See Directive #4036, “Notification to Victim of Inmate Release or Damages Award.”
  - B. Automated Telephone Notification: Coordinate the automated telephone information and notification service through the VINE (Victim Information and Notification Everyday) system.
  - C. Victim Impact Statements: Schedule in person and telephone victim impact statements with members of the Parole Board. Coordinate disbursing minutes of victim impact statement meetings to the confidential victim impact file maintained at the correctional facility. Provide copies of written, video-taped, and/or audio-taped victim impact statements to the correctional facility staff to be maintained in the confidential victim impact file per Executive Law §295-i.
  - D. Notification of Damages Award: Provide written notification to the New York State Office of Victim Services in accord with §632-a of the Executive Law whenever an inmate’s account exceeds \$10,000. Similarly, provide notification to crime victims when monetary damages are about to be paid pursuant to a civil action against a Federal, State, or local correctional facility or an official of such facility as required by the Federal Prisoners Litigation Reform Act of 1995 (PLRA). See Directive #4036.
  - E. Pending Restitution Orders: Verify if restitution is owed by an inmate with a pending compensatory damages award in connection with a civil action brought against any Federal, State, or local jail, prison, or correctional facility, or against any official or agent of such jail, prison, or correctional facility as the award funds “shall be paid directly to satisfy any outstanding restitution orders pending against the prisoner. The remainder of any such award after full payment of all pending restitution orders shall be forwarded to the prisoner” as required by the Federal Prisoners Litigation Reform Act of 1995.
  - F. Victim Referrals: Provide referrals to appropriate service providers in the victim’s home community. Additionally, provide information to victims about the New York State Office of Victim Services victim compensation program.

- G. Community Outreach: Perform community outreach efforts to educate the community and victim service providers with information on the Department's notification programs. Outreach efforts include, but are not limited to, participation in regional crime victim services coalition meetings and the New York State Office of Victim Services Advisory Council.
- H. Victim Correspondence: Respond to all victim initiated phone calls and correspondence within the Department to ensure victim inquiries are handled appropriately and with sensitivity. See Directive #4422, "Inmate Correspondence Program," and Directive #4423, "Inmate Telephone Calls."
- I. Victim Sensitivity Training: Ensure there is a Victim Sensitivity lesson plan available so Department staff can be trained regarding sensitivity to victim issues.
- J. Domestic Violence Training: Work with the State Office for the Prevention of Domestic Violence to provide training to Department staff on Domestic Violence as required in Directive #2003, "Domestic Violence and the Workplace Policy."
- K. Victim/Inmate Dialogs: In partnership with the Office of Court Administration State Alternative Dispute Resolution Office, follow established procedures to respond to victims who initiate a request for a Victim Inmate Dialog.
- L. Inmate Apology Letter Bank: Maintain letters of apology, intended for any victim of a crime or any members of said victim's household, sent by inmates to the DOCCS Office of Victim Assistance. Retain said letters until such time as the victim(s) or immediate family members of victim contacts the DOCCS Office of Victim Assistance about the inmate. Upon request from the victim(s) or victim family members, the inmate's apology letter will be provided.

Inmates, prohibited in Directive #4422 from corresponding with any victim of a crime for which the inmate has been convicted or is presently under indictment or with any member of said victim's household, may send letters of apology to the DOCCS Office of Victim Assistance.