



**California State University, Los Angeles**  
**Department of Public Safety**

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NUMBER: IV-19 APPROVED: \_\_\_\_\_  
Gregory D. King, Chief of Police

EFFECTIVE: February 1, 2004

SUPERSEDES: 1/1/2001 Reviewed/Revised: \_\_\_\_\_  
March 1, 2010

SUBJECT: **Victim / Witness Assistance**

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I. PURPOSE:

This directive establishes guidelines and reporting responsibilities when victims and witnesses of crimes have been affected by a criminal act.

The purpose of this directive is to assist Department personnel when providing services to victim/witnesses of the Campus Community. The program goes beyond the financial aspects of victimization and deals with the emotional side of crime including the feelings of isolation, anger, fear and confusion. Crime victims and witnesses' needs are not always adequately met. This program provides immediate assistance, day or night, in the form of counseling companionship, transportation, food, shelter, clothing, or other emergency service needs. The program provides follow-up care by identifying and contacting those agencies and resources that are needed. When victims and witnesses of crime have been affected by a criminal act, such as the emotional stress due to the loss of personal affects, injury to family or friends, death, or witnessing a criminal act, they must receive assistance.

II. POLICY:

The CSLA Police Department will treat victims and witnesses with fairness, dignity and compassion. To ensure full support for victims, the University Police Department follows the guidelines stated in the Constitution of the State of California, Victims' Bill of Rights.

III. DEFINITIONS:

- A. Single Point of Contact. A specific person, position, organizational component, or phone number.
- B. Victim. A person who suffers physical, financial, or emotional harm as the direct result of a specified crime committed upon his or her person or property. Any of the following constitute a specified crime: all felonies and all misdemeanor crimes against the person. Also regarded as victims are 1) a spouse, child, parent, or legal guardian of a minor, and 2) a spouse, child,

sibling, parent, or legal guardian of a homicide victim. The definition excludes any person involved in a crime as a perpetrator or accomplice.

- C. Victim Advocate. A person authorized by the department to assist victims in special ways. A person specially trained to assist victims of crimes with support services. Unless otherwise directed by competent authority, the Victim Advocate responsibility will be assigned to the case investigator.
- D. Witness. A person who – as determined by the law enforcement agency – has information or evidence relevant to the investigation of a specified crime. All victims are witnesses.

#### IV. PROCEDURES:

- A. The CSLA Police Department will analyze victim/witness program assistance needs and available services at least every three years. The Chief of Police or the Crime Prevention Unit will review all police reports, the System Wide Annual Report, and crime statistics to chart crime trends and research resources for victims. The analysis shall include:
  - 1. The extent and types of victimization within the California State University, Los Angeles;
  - 2. an inventory of information and service needs of victims and witnesses in general (including homicide or suicide survivors) and special victims, such as those victimized by domestic violence, abuse and neglect (especially children and the elderly), sexual crimes, and drunken drivers.
  - 3. victim assistance and related community services available with the service area.
  - 4. determination of unfilled needs and appropriate remedies.
- B. Implementation and delivery of victim/witness assistance services by agency personnel.
  - 1. The Investigations Unit shall maintain an updated list of social service agencies and shall supervise the implementation of the Victim/Witness Program.
  - 2. The training function for the department will include the coordination of related victim/witness training. Training provided shall include in-service, specialized courses, and the Field Training Officer Program.
  - 3. The Police Department maintains liaison with the District Attorney's Victim Witness Assistance Office; The City Attorney's Victims Assistance Program; the California State Attorney General's Office, and the California Department of Justice on available services provided.
  - 4. The Investigations Unit will serve as the liaison to identify applicable government and community resources for victims needing immediate emergency assistance and resources as a result of domestic violence, workplace harassment, stalking, sex crime, child and elder abuse, or other related crimes. Resources will include referrals for counseling,

emergency housing, temporary restraining orders, safety information for victim and co-workers, and contacts with governmental support programs such as the District Attorney's Victim Witness Assistance Program, Family Violence Project, the City Attorney's Victims Assistance Program, and the National Center for Missing and Exploited Children.

5. A contact person, telephone numbers and follow-up will be provided for all victims/witnesses where appropriate or by request of the victim/witness.
6. The assigned Police Officer is responsible for providing the victim/witness with a business card referencing the police case number and, where appropriate, provide assistance such as basic information on victim assistance programs, medical treatment, counseling, victim advocacy, case status, and information regarding the subsequent steps in the processing of the case to include the prosecutorial process.
  - a. Police Officers demeanor must reassure and ensure calmness to victims and witnesses of crime in the processing of a case. In accordance with Section 6254 of the Government Code, the victims of all sexually related offenses will be given the option of not having any personal information released. Officers, who complete the initial report regarding all sexual based offenses, will afford the victim the option of having their personal information released to outside sources. The victim must sign the completed form, unless the victim's medical condition makes it impossible for him/her to sign. The officer, in these rare instances, may sign for the victim. In all cases where victims refuse to sign the form, the Officer will note such refusal within the police report. Once the form is completed, the Officer will affix the form as a coversheet to the police report. The form will be bright yellow in color, which will immediately alert personnel handling such report that it is case where the victim does not desire personal information to be released. When victims refuse to sign the form, no form will be attached to the report.
  - b. The Police Officer assigned the case will serve as the primary contact for the victim/witness to report additional information regarding their case, unless otherwise assigned by the Watch Commander or, if the case is forwarded to investigations for follow-up.
  - c. The victim/witness will be instructed to call the Police Department's Communications' Center (323) 343-3756, 24 hours a day, to contact the appropriate unit/section for additional victim/witness services during the investigation process or to request information regarding additional support services. After-hours, the on-duty Watch Commander will perform, or cause to have performed, such liaison duties to arrange for emergency victim services as required. In the

event the case has been forwarded to investigations for follow-up, the case investigator will be contacted immediately; or, if not available, the Investigative Sergeant who will determine a course of action regarding the requested or needed assistance.

- d. If additional services are needed or requested, the victim will be provided with information regarding the Victim Witness Assistance Program for support services (i.e., medical and funeral services, lost wages, transportation, victim/witness advocacy).
  7. By request, the Investigations Unit will assist with the initial scheduling of appointments with the Victim Witness Assistance Program and/or identification of alternative referral services including basic CSLA sponsored resources such as Faculty and Staff Employee Assistance Program (EAP), Women's Resource Center, and Student Health Center.
  8. The Department's services and telephone numbers are available from the Communications' Center to the victim on a 24 hours a day basis.
  9. A victim/witness will be provided direction to obtain a copy of the police report, if requested or desired. The Officer will explain the confidentiality policies (841.5 PC) relevant to the criminal act and the Department's policy on confidentiality, including the confidential victim of sex crimes or violence waiver. The victim/witness will be provided with information on the criminal justice system process (Victims of Domestic Violence Card; Notification of Counseling Center shall be provided to the victims of sexual assault - 264.2 PC).
  10. The Department will encompass information on Crime Prevention and victim/witness assistance in the federally mandated Crime Awareness and Campus Security Act flyer (Clery Publication), which is available on the department's website, and also in a hard copy version. Additional information on victim/witness services will be included in presentations and new employee and student orientations, emergency alert bulletins to the media, campus community and public when appropriate.
  11. The Investigations Section will maintain liaison with government and community based victim/witness services on a regular basis to gather updated information on scope of services, qualification for assistance, and informational flyers for distribution to victims/witnesses.
- C. The Police Department will provide appropriate assistance to any victim/witness who has been threatened or has credible reasons for fearing intimidation or victimization. All services will be coordinated with the reporting jurisdiction/agency.

1. "Appropriate assistance" is determined by the resources available to the Agency and if possible is commensurate with the danger and degree of risk faced by the victim/witness. This may include an escort to their vehicle, home or to a "safe house," relocation of work site, security and safety assessment of work site and home, employer notification, or based on risk and endangerment, assistance with enrollment in a Witness Protection Program.
2. The 24-hour Emergency Telephone number (323) 343-3700 or 911 on campus provides victims/witnesses with emergency assistance at any time.

D. Preliminary Investigation

1. The Police Department will provide the following information to victims/witnesses, during the preliminary investigation:
  - a. Information pertaining to available University, City, County, State, or community based services for counseling, medical attention, compensation, financial assistance and, victim advocacy;
  - b. Instruction to contact the CSLA Police or local jurisdiction (9-1-1) if the suspect or suspect's companions or family threatens or otherwise intimidates him/her;
  - c. The incident/case number and subsequent steps in the processing of the case; and
  - d. The Police Department's 24 hours a day telephone number (323) 343-3700 to call to report additional information about the case or to receive information about the status of the case.

E. Follow-up Investigation. During the investigation process, the officer assigned to the case or the Investigations Section will maintain contact with the victim/witness. The following assistance will be provided to victim/witnesses during the follow-up investigation.

1. Re-contacting the victim/witness periodically to determine if his/her needs are being met if the crime, or the impact on the victim in the opinion of the Investigations Section, is unusually severe and has triggered additional need for supportive services. Re-contacting will generally occur by use of written correspondence or actual telephonic contact, as deemed appropriate by the Officer or investigative staff. All telephonic re-contacts with the victim will be documented in a supplemental report documenting the re-contact will be completed. Copies of written correspondence to the victim will be placed within the case file.

2. Explaining to the victims/witnesses the procedures involved in prosecution of their case and their role in those procedures, if not an endangerment to the successful prosecution of the case.
  3. Scheduling photo line-ups, interviews, and other required appearances at the convenience of victims/witness; and at the discretion of the investigator providing transportation, if necessary.
  4. Returning promptly a victim's property, which was taken as evidence (except for contraband, disputed property, and weapons used in the course of the crime), where permitted by law or rules of evidence, if feasible.
  5. Providing a victim advocate through the Victim Witness Assistance Program, via a contact number, if needed.
- F. Arrest of Suspects: victim/witness services to be rendered upon arrest and during post-arrest processing of the suspect.
1. Officers who arrest a subject shall work with the Investigations Section to assure victims are notified of the arrest.
  2. The victim will be notified of the court dates, time and location.
  3. The victim/witness of the arrest will be advised of the arrestee's charges and custody status.
- G. Next-of-Kin Notification
1. Public Citizen Notification
    - a. If a citizen becomes seriously ill or injured, or another emergency occurs within this Department's jurisdiction, next-of-kin notification in person is preferred, but notification by telephone is permissible. The following information should be provided.
      - 1) Brief, accurate nature of the injury or illness to include date, time, and location of occurrence, and the name, address, and telephone number of the medical facility where the victim is located.
      - 2) If criminal activity is involved, investigative information should not be disclosed other than whether an arrest was made. The next-of-kin should be provided with the name, rank and work telephone number of the officer in charge of the investigation.
    - b. If the incident involves the death of a CSLA student, Student Affairs, Public Information, and the President's Office will be contacted as soon as possible.

- 1) Death notification will be made to the next-of-kin in person when possible, and only at the request of the Los Angeles County Coroner's Office.
  - If the next-of-kin resides outside a reasonable vicinity of the University, notification by a law enforcement agency where the next-of-kin resides is preferred.
  - The notification should be done in private, unless the presence of the persons is desirable. Other persons that may be included are another family member, close friend or clergy.
- 2) Notification will not include details of a criminal investigation other than if an arrest was made. A family's request for information concerning the investigation will be forwarded to the officer in charge of the investigation.

2. Department Employee Notification.

- a. The on-the-job death or serious injury of a Department employee will be immediately reported to the Chief of Police.
- b. The Chief of Police, or designee will be responsible for next-of-kin notification.
- c. Department employees will be notified of the incident by a supervisor during shift briefing.
- d. The Department will hold a debriefing session within a short period, not to exceed 48 hours, of employees directly involved in the incident. Counseling will be made available immediately, and will be encourage for these individuals.
- e. The *California Peace Officers' Association, Line of Duty Death Notification System Handbook* will be utilized as a guide for victim/witness assistance services to be rendered to agency personnel and their families following line-of-duty deaths and serious injuries. [<http://www.cpoa.org>]

V. APPENDICES:

- A. Request for Confidentiality, Form # DO-IV 19a

VI. References:

1. Excerpts from the California Constitution, Victim's Bill of Rights.
2. 264.2 & 841.5 PC
3. Women's Survival Guide (satisfies 264.2 PC)



CALIFORNIA STATE UNIVERSITY, LOS ANGELES  
Victims of Sex Crimes  
Request for CONFIDENTIALITY of Information

File No.	Date Prepared:	Page ____ of ____ pages
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Pursuant to California Penal Code Section 293(a), you are informed that your name will be a matter of public record unless you request that it not become a public record; pursuant to Section 6254 of the Government Code.

I have been informed of the above rights to privacy section.  
Initial \_\_\_\_\_

**NOTE: I understand that by not signing this form my name may become available for publication.**

I, \_\_\_\_\_ hereby elect to exercise my right to  
(Print Name)  
privacy, pursuant to Section 6254 of the Government Code.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)