

# VICTIM ASSISTANCE PROGRAM

*in the*

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F L O R I D A

*The Ninth Judicial Circuit Court  
of Florida in and for Osceola County  
Office of the Court Administrator*

**VICTIM ASSISTANCE PROGRAM**

Osceola County Courthouse  
717 West Bryan Street  
Kissimmee, Florida 34741  
(407) 932-5395

***The mission of the  
Osceola County Victim  
Assistance Program is to  
provide services to the  
victims of domestic violence,  
sexual assault, D.U.I. and  
other violent crimes, as well  
as to their families, as they  
proceed through the criminal  
justice system.***

## **PROGRAM OVERVIEW**

On January 3, 1995 the Victim Assistance Program opened for the first time at the Osceola County Courthouse. This project is the brain child of the Osceola County Domestic Violence Task Force and is supported by a grant, awarded annually, by the Attorney General's Office through the Division of Victim Services and Criminal Justice Program and by the Osceola County Government.

It operates primarily through referrals from law enforcement agencies, the State Attorney's Office, private attorneys, domestic violence shelters, the Clerk of Courts, social services agencies, and private citizens. The program provides a variety of services to victims such as; injunction filing, court escort, court orientation, follow-up contact, advocacy/support, information, referrals, victim compensation claims and crisis counseling.

Services provided by the staff are free and confidential. These services are available to all victims of crimes, focusing primarily on victims of domestic violence, as their cases proceed through the justice system. No appointment is necessary. The staff is always available to assist during regular working hours.

**As a victim of crime, under Florida State Statutes, you are entitled to;**

- be free from intimidation
- be told of possible financial compensation for victims of violent crimes
- be told of possible compensation for court appearances
- be told of social services which can help you
- be assisted by you criminal justice agencies

## **SERVICES OFFERED**

**Injunction filing (civil)** - assistance in filing temporary injunctions for protection against domestic violence and repeat violence. This procedure does not include criminal prosecution or the use of attorneys.

**Criminal Justice Advocacy/Support** - victim assistance during the initial investigation. Includes court-related services such as court orientation, court escort and case status.

**Assistance in filing Victim Compensation forms** - assisting victims in completing the required forms and gathering the needed documentation for the victims' compensation agency.

**Information and referral** - identifying services offered and support available by other community agencies.

**Follow-up contact** - individual emotional support, empathetic listening and guidance after the victimization.

**Personal advocacy** - assisting victims in securing rights and services from other agencies. Other general information on rights and remedies available to the victim.

**Counseling** - in-person crisis intervention, emotional support, guidance and counseling in our courthouse office.

Every effort will be made to assist victims of violent crime in other areas not listed here.

## CLIENT EVALUATION CARD

In our efforts to improve our services to our clients we are asking you to take a few moments to give us feedback on our services.

### How did you learn about our services?

- Clerks' Office
- Law Enforcement
- Brochure
- State Attorney
- Attorney
- Friend
- Shelter
- Other

**Sex:**  Male  Female

### Services required due to:

- Assault
- Battery
- Sexual Assault
- Homicide Survivor
- D.U.I.
- Child Abuse
- Domestic Violence
- Repeat Violence

### Services provided:

- Crisis Counseling
- Follow-up Contact
- Injunction Filing
- Support/Advocacy
- Information and Referral
- Personal Advocacy
- Victim Compensation

### Quality of service:

- Very supportive
- Supportive
- Somewhat Supportive
- Not supportive

**Comments:** \_\_\_\_\_

\_\_\_\_\_

## **VOLUNTEER INFORMATION CARD**

If you would like to volunteer your time to support the Victims Assistance Program, please complete the following information.

Please print.

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First name:

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Last name:

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Address

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City

State

Zip

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Daytime phone number

**Please mail the information to:**

**The Victim Assistance Program  
Court Administration  
Osceola County Courthouse  
717 West Bryan Street  
Kissimmee, Florida 34741**

***or give this card to a Victim Assistance Counselor***

## **QUICK GUIDE TO IMPORTANT RESOURCES:**

Community Action .....	846-8734
Florida Abuse Registry .....	1-800-962-2873
Food Stamps .....	846-5488
Health Department .....	870-1400
Help Now 24-hour –	
Domestic Violence Hotline .....	847-8562
The Department of Children and Family Services .....	846-5000
Legal Aid .....	847-0053
Kissimmee Police Department .....	846-3333
MADD: Victim Assistance .....	1-800-772-6233
Osceola County Sheriff's Office .....	348-2222
Osceola Evaluation/Treatment Center .....	933-0077
Osceola Mental Health .....	846-0023
Outreach Services .....	846-0023
Response 24-hour –	
Sexual Assault Hotline .....	740-5408
Social Security .....	1-800-772-1213
State's Attorney .....	348-1170
St. Cloud Police Department .....	892-2114
Victim Assistance Program .....	932-5395
In an Emergency .....	call 911

**NOTE:** In accordance with The Americans With Disabilities Act, if you are a person with a disability who needs any accommodation in order to participate in this proceeding, you are entitled, at no cost to you, to the provision of certain assistance. Please contact Court Administration at 717 West Bryan Street, Kissimmee, Florida 34741, Telephone: (407)932-5395 within two (2) working days of receipt of the notice to ensure that reasonable accommodations are available. If you are hearing or voice impaired, call 1-800-955-8771.