

## **Procedures**

### **A. WHEN: A DEPENDENT CHILD IS TO BE REFERRED TO VOC**

#### **CSW Responsibilities**

Whenever a dependent child is referred for VOC services, obtain a signed "Declaration in Support of Access to Juvenile Records" from the service provider before releasing any police reports and/or DCFS case records (e.g. minute orders, petitions or court reports). Retain a copy of the DCFS 4389 in the case record services folder.

1. Complete the DCFS 5410, and attach it to the DCFS 5410 any of the following reports that substantiate the crime:
  - a) a court report documenting the sustained counts; or
  - b) a police report (all pages must be included) and proof of dependency; or
  - c) a copy of the sustained petition with Disposition Minute Order; or
  - d) If none apply, please contact the VOC Coordinator at (213) 351-3223.
2. Submit documentation to the VOC Section for processing to:

DCFS/VOC Program  
425 Shatto Place, Room 310  
Los Angeles, CA 90020

#### **Victim of Crime Staff Responsibilities**

1. Review referral for completion and prescreen to ensure the crime and victim meet the requirements.
2. Contact CSW for pending information and if necessary, contact the law enforcement agency that took the police report (if applicable)
3. Upon receipt of the requested documentation:
  - a) Complete the VOC application packet;
  - b) Forward applications and supporting documents to the VOC coordinator for reviewing and approval.
  - c) Obtain the signature of the VOC Program Manager; and
  - d) Forward the application packet to the District Attorney's Claims Verification Unit for verification and eligibility determination.

4. Notify CSWs and service providers (if applicable) of an assigned claim number once an Acknowledgment Letter is received from the SBOC VOC Program.

Allow approximately four weeks from the application's submission date. The claim number is for inquiries and billing purposes only. Claim numbers are not proof of eligibility.

5. Retain copies of all DCFS-generated VOC applications in the VOC Section.
6. Notify CSWs and service providers if claim is denied and appeal on behalf of victim when appropriate.

### **CSW Responsibilities**

1. For inquiries, contact VOC staff at the following numbers:

Referrals and Status Updates: (213) 351-3223; x3213; x3214

2. For any other problems or questions regarding processed VOC claims, contact the VOC Coordinator at (213) 351-3223.

### **B. WHEN: A NONDEPENDENT CHILD OR FAMILY UNDER DCFS SUPERVISION IS TO BE REFERRED TO VOC**

### **CSW Responsibilities**

1. Refer families to the City Attorney or District Attorney Victim-Witness Assistance Program for assistance with the VOC application process. To obtain the phone number of the closest location to the family, contact the VOC Coordinator at (213) 351-3223.
2. Contact the following:
  - a) For inquiries on nondependent children's VOC applications processed by the Victim-Witness Assistance Program offices; Please call the Victim Service Representative who assisted the family.
  - b) For any other problems or general questions regarding VOC Program and claims processed by other agencies:

[California Victim Compensation and Government Claims Board](#)  
Victims of Crime Program  
(800) 777-9229
3. Document all contacts in the Contact Notebook.