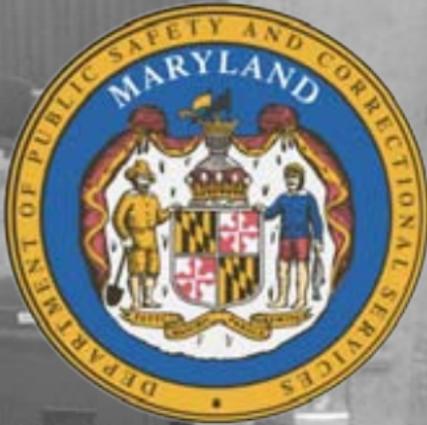


Victim Services

provided by the

Maryland Department
of Public Safety and
Correctional Services



www.dpscs.maryland.gov
410-339-5000

DPSCS Commitment to Victim Services

In an effort to meet our mission of protecting the public, our employees and those we supervise, the Department of Public Safety and Correctional Services (DPSCS) has a belief in the value of the human being – especially those who have been impacted by crime. Whether a direct victim of someone we are supervising, a family member of a victim or a member of the public impacted by the financial and social ramifications of criminal acts, every victim has a right to respect, compassion and access to the criminal justice system.

As offenders pass through our correctional facilities and parole/probation supervision, victim services units are there to help crime victims navigate the process as well as keep them informed of offender whereabouts and any changes in supervision status.

Increased Victims Issues Training

- In 2010 the Division of Parole and Probation (DPP), along with DPSCS' professional development unit, created an intensive curriculum for supervisors and agents on domestic violence and victims' rights issues, and DPP routinely processes domestic violence risk assessments and supervision checklists.
- Also this year, new training requirements were implemented for the Maryland Police and Correctional Training Commissions (PCTC), which will now incorporate routine education for law enforcement personnel regarding laws of notice, service, support and rights available to victims and their representatives.
- PCTC has also been involved in creating a uniform reporting form for law enforcement to use when someone is a victim of identify fraud, making it easier to transmit electronically to federal authorities who process these types of cases.

More Effective Victims Outreach and Services

- DPSCS' Criminal Injuries Compensation Board (CICB) uses offender court fees, restitution, and state and federal funds to compensate victims of crime for the physical and psychological losses associated with crime.

- Recent reform to the criminal injuries compensation process has already yielded positive results for victims. Our claims proficiency has improved with a decrease in claims denials as well as reducing the number of days it takes to process a claim by 15% during FY10. Return of claims for misinformation has virtually been eliminated. The staff has also tripled revenue recovery efforts to increase the flow of funds that can be distributed back to crime victims.
- During FY10, CICB awarded \$7.3 million in compensation, providing 1000 of Maryland's crime victims with financial restoration.
- CICB also added direct victim service staff and revamped the lobby of their office to create a welcoming first impression for victims who come to file a claim.
- In October of 2010 the Maryland Crime Victims' Resource Center recognized DPSCS and Secretary Gary D. Maynard for both our enhancements to CICB as well as our involvement in changes made during the legislative session.

Utilizing Technology/Better Communication

- Working with the Governor's office of Crime, Control and Prevention's (GOCCP) Family Violence Council, our Information, Technology and Communications Division (ITCD) added a domestic violence flag to RAP sheets for offenders who crimes are domestic related.
- While there is no specific crime in Maryland of domestic assault, law enforcement will now be able to see if an individual has a history of domestic issues and can better protect potential victims.
- Having the ability to categorize crimes as domestic violence related will also allow Maryland to quantify the number of domestic violence crimes committed, identify trends associated with domestic violence and will give the State the ability to assess the extent of domestic violence to further prevention efforts.
- Also working with GOCCP, ITCD was the main conduit to implementing a protective order regulation that improves the notification process to petitioners/victims. DPSCS established a connection between the system where these orders will be entered by courts and police and a system where petitioners will register for notifications such as service, dismissal, denial and relevant hearings.

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Exercising Victim Rights in Maryland

Original chart provided by the Governor's Office of Crime Control and Prevention.
www.goccp.maryland.gov

Outline includes significant event, your rights, actions you should take and specific Department of Public Safety and Correctional Services (DPSCS) services that are available during each stage of the process.

Justice System Event	Your Right
Contact law enforcement officials to report incident.	<i>Crime Victims and Witnesses: Your Rights and Services</i> brochure should be given by responding law enforcement official, as well as information on protection available.
Crime report is investigated by law enforcement.	
Your case is forwarded to the State's Attorney's Office (SAO) for prosecution.	
Prosecution of case by SAO begins.	<i>Crime Victim Notification Request and Demand for Rights Form</i> is given to you by SAO within 10 days of criminal indictment/bill of information.
Case Proceeds to Trial/Plea.	You are given prior notice of any court proceedings by SAO.

Take Action	DPSCS Service
File for a protective peace order, seek crisis intervention services, apply for Criminal Injuries Compensation and subscribe to VINE (Victim Information and Notification Everyday) once a case number is assigned or offender is under supervision.	See pg 10 for Criminal Injuries Compensation application information. See pg 19 for VINE sign-up and use information.
	If a Baltimore City case, see pg 12 for information on pretrial booking of detainees.
Send your completed <i>Crime Victim Notification Request Form</i> to the SAO. You must submit in order to exercise your rights.	Copies of your form are sent from the SAO to criminal justice agencies within DPSCS that are responsible for notification of significant offender events.
Exercise your right to attend hearings.	

Justice System Event	Your Right
Sentencing Hearing. Prior to sentencing the court considers the Victim Impact Statement.	<p>You are notified of your right to submit a Victim Impact Statement and seek restitution by SAO. Parole & Probation (DPP) also notifies you of the right to have your statement included in the pre-sentence investigation report.</p> <p>You are informed by SAO of judicial action taken as a result of court proceedings.</p>
Sentenced inmate status at correctional facility.	You are informed in the event of inmate escape, transfer to another correctional agency, death or release from incarceration.
Parole Activity. Parole hearings, eligibility or release.	You are informed by the Maryland Parole Commission of parole eligibility status, parole hearings, your right to request an open hearing and commission decisions.
Violation of Parole/ Probation. Warrant/ Subpoena issued for arrest of parolee or probationer.	<p>You are informed if a warrant/subpoena has been issued for alleged violation of parole or probation.</p> <p>You are informed of outcome upon completion of violation hearing.</p>

Take Action	DPSCS Service
<p>Exercise your right to submit a written impact statement to the court and DPP pre-sentence investigators, be present and/or heard prior to sentencing of the offender.</p> <p>Prior to sentencing exercise your right to apply for restitution.</p>	After sentencing you can re-file your Victim Impact Statement with Victim Service Units within our supervision agencies.
<p>Keep your contact information current with SAO and Division of Correction/Patuxent Victim Services Units.</p> <p>Use VINE to get immediate and current information on offender.</p>	<p>See pg 13 for Maryland Division of Correction Victim Services Unit information.</p> <p>See pg 15 for Patuxent Institution Victim Service information.</p>
<p>Exercise your right to be present and/or heard.</p> <p>Update your Victim Impact Statement with the Parole Commission.</p>	See pg 17 for Maryland Parole Commission Victim Services Unit information.
	See pg 16 for Maryland Division of Parole and Probation Office of Victim Services information.

Criminal Injuries Compensation Board

Reisterstown Road, Suite 206
Baltimore, MD 21215
410-585-3010

The Criminal Injuries Compensation Board (CICB) is a remedial body designed to provide aid and assistance to victims of crime in Maryland. Our statutory authority shall be construed in all circumstances to remedy the harm to the victim and in favor of eligibility for the victim or claimant.

Services:

Claims Examination

- Efficient processing of claims
- Debt intervention and negotiation
- Emergency and supplemental awards
- Interpretation services

Victim Advocacy

- Compassionate listening
- Application assistance
- Status updates
- Resource referrals
- Collaboration between involved parties
- Hearing notification and accompaniment
- Community education and outreach

Who is eligible for compensation?

- Person who suffers physical injury as a result of a crime or delinquent act;
- Surviving spouse or child of a homicide victim;
- Person who assumed responsibility for the funeral expenses of a homicide victim;
- Person who was dependant on the homicide victim for principal support;
- Person who was dependant on the perpetrator of the violence for principal support;

- Person who suffers from psychological injury as the result of certain offenses; and
- Person who suffers injury while trying to prevent a crime, apprehend a suspect or assist a law enforcement officers in the course of the officer's official duties.

What is reimbursable?

- Medical expenses related to physical injury;
- Expenses for psychological injury incurred as the result of certain offenses;
- Loss of earnings which are directly related to the victim's inability to work following the crime or victim's principal financial support being unable to work;
- Total or partial, permanent or temporary, disability;
- Funeral expense in the case of a homicide;
- Loss of support or dependency when a homicide victim was providing support to the claimant; and
- Other expenses as approved by the Board.

What must a victim do to qualify for compensation?

- Unless good cause is shown, report the crime to appropriate authorities within 48 hours of the crime occurring; and
- Have incurred at least \$100 in reimbursable expenses.

What makes a victim ineligible for compensation?

- Substantial evidence suggests the victim caused, provoked or contributed to the crime that caused the injury; and
- Unless good cause is shown, failing to cooperate with authorities to whom the victim reported the initial crime.

Division of Pretrial Detention & Services

Central Records Office
300 East Madison Street
Baltimore, MD 21202
410-209-4416 or 410-545-8278

The Division of Pretrial Detention and Services (DPDS) is the booking and detention center for arrests for the City of Baltimore. The Division includes the Baltimore Central Booking and Intake Center, the Baltimore City Detention Center and the Pretrial Release Services Program. The Central Records Office is responsible for victim notifications to keep those impacted by offenders under their supervision updated on status, location and releases/transfers.

Services:

Victim Notification for

- Expected sentence expiration date, bail release or other court release of offender
- Transfer to another institution or a treatment facility
- Escape from custody

How can a victim sign up for notification from DPDS?

- Be a registered victim with the offender's case through the State's Attorney's Office; or
- Call the Central Records Office and provide your name, address, phone number and inmate's name (and offender ID number or date of birth if known).

Division of Correction

Victim Services Unit
6776 Reisterstown Road, Suite 310
Baltimore, MD 21215
410-585-3331 or (toll free) 1-866-606-7789

The Division of Correction (DOC) operates state prisons and pre-release facilities that house and supervise convicted offenders in an effort to protect the public. The Victim Services Unit, as well as staff scattered throughout the institutions, assist victims who have been impacted by the actions of those under our supervision.

Services:

Victim Notification for

- Expected sentence expiration date
- Escape from custody
- Death while incarcerated
- Provisional release
- Release by court order
- Mandatory supervision release

Victim Advocacy

- Compassionate listening
- Relay victim concerns, such as unwanted mail or phone calls, to appropriate DOC staff
- Coordinate victim impact education for offenders
- Mediate victim/offender dialogue when requested
- Ensure confidentiality of victim information

What happens after sentencing?

- Offenders undergo diagnostic evaluations to determine appropriate security level. Factors taken into consideration include criminal history, age, education/employment history, prior incarceration behavior, etc.
- Security level determines the type of institution at which an offender will be housed (Maximum, Medium, Minimum and Pre-release).
- Security levels can change over time, as can the institution at which the offender is housed. Victims may inquire about the current institutional location of an offender by using VINE (see pg 19).



How do diminution credits work?

- Inmates sentenced to a correctional facility in Maryland earn diminution credits in accordance with §3-702 - §3-711 of the *Annotated Code of Maryland*, Correctional Services Article.
- Diminution credits reduce the length of an offender's confinement, but not the length of his or her sentence.
- Credits can be earned for things such as good conduct, work assignments and educational programming. Certain types of offenses are limited in credits that can be earned - contact the Victim Services Unit for more information.
- The balance of an offender's sentence is served under Mandatory Supervision the same way parole would be supervised.

What is a provisional release?

- Temporary release of an offender for family leave, work release or home detention.
- Such releases mean an offender will be out of the DOC's direct custody for pre-determined periods of time.
- Victim Impact Statements are reviewed by appropriate staff prior to making a decision for provisional release. Victims are also contacted for their input.
- In the event a provisional release is granted to the offender, victims will be notified. The Victim Services Unit is available to work with victims during this time if there are concerns for safety.

How can I utilize victim/offender dialogue?

- Working with the Community Conferencing Center of Baltimore and the Howard County Community College, the DOC Victim Services Unit has facilitated requests from victims to meet with their offender face to face.
- Such opportunities, if appropriate, can give victims a chance to process the crime and tell the offender how they have been impacted.

- If interested in victim/offender dialogue or mediation, or you would like to hear how others have utilized, please contact the DOC Victim Services Unit.

Patuxent Institution

P.O. Box 700
Jessup, MD 20794
410-799-3400 or (toll free) 1-877-650-2521

Patuxent Institution is an independent unit that focuses on offender remediation and treatment. Patuxent utilizes a multidisciplinary treatment approach involving the professions of psychology, security, psychiatry, social work and education.

Services:

As Patuxent Institution houses offenders sentenced to the Division of Correction, victim services are reflective of those offered by DOC (pg 13).

How do I register for notification if an offender is at Patuxent?

- Known victims will be contacted regarding notification opportunities when an offender arrives at Patuxent - or you can register through VINE or by calling the institution directly.

What is Patuxent's Institutional Board of Review (IBO)?

- An internal paroling authority, the Institutional Board of Review (IBO), reviews offender progress in the Eligible Persons and Patuxent Youth programs.
- The Board may grant, deny or revoke status to offenders in these programs. It may also find offenders ineligible for a treatment program and recommend the sentencing court release an offender from the remainder of a sentence.
- Victims are notified prior to an offender appearing before the Board for a change in status and may provide verbal or written testimony.

Division of Parole & Probation

Office of Victim Services
6776 Reisterstown Road, Suite 212
Baltimore, MD 21215
410-585-3517 or (toll free) 1-877-227-8031
dppvictimserv@dpscs.state.md.us

The Maryland Division of Parole and Probation supervises offenders sentenced by the courts to community supervision or released from the correctional system on parole or mandatory release. The Victim Services Office works in partnership with agents and monitors to provide appropriate, efficient and accurate assistance to all victims of crime whose offender is under supervision.

Services:

Victim Notification for

- Case status update
- Rights guaranteed by statute

Victim Advocacy

- Restitution recovery
- Assistance with filing wage garnishments and/or lien attachments
- Assistance with completion of needs and risk assessments
- Safety planning
- Assistance with writing Victim Impact Statement
- Referrals for counseling and other advocacy resources
- Court accompaniment
- Assistance with filing protective and/or peace orders

What is the difference between Probation and Parole?

- Probation is a disposition under which a court defers imposition of a sentence or suspends the sentence and releases an individual under prescribed terms and rules for a specified period of time.
- Parole is an early discretionary, conditional release from criminal imprisonment granted by the Maryland Parole Commission.

- Offenders may also be released from prison under Mandatory Supervision after serving a portion of his/her sentence less diminution of confinement credits. In Maryland, these individuals are supervised as if they were on Parole.
- Parole and probation agents' duties include monitoring standard and special conditions placed on offenders, assisting offenders with needed services to lead crime free lives, making home visits and providing assistance to victims in collecting restitution.

Maryland Parole Commission

6776 Reisterstown Road, Suite 307
Baltimore, MD 21215
410-585-33213 or (toll free) 1-877-241-5428

The Maryland Parole Commission is charged with determining on a case-by-case basis, whether inmates serving sentences of six months or more in state or local facilities are suitable for release into the community under certain conditions or supervision. Parole Commissioners and hearing officers hold hearings in correctional facilities throughout Maryland. The Victim Services Unit encourages victim input as an integral part of the decision-making process.

Services:

Victim Notification for

- Upcoming parole proceedings and results
- Rights guaranteed by statute

Victim Advocacy

- Encourage victim input
- Ensure victim confidentiality
- Provide referrals for additional resources
- Accompaniment to parole hearings

How is a parole hearing date determined?

- Hearing dates depend on length of offender's sentence, Maryland law concerning eligibility and whether all or part of the sentence is to be served without parole.

How will I know when the parole hearing will be held?

- An individual who has made a written request will be notified in advance of the hearing.

Who can “open” a parole hearing?

- The victim of a violent crime;
- The personal representative of a deceased victim;
- The parent of a victim who is a minor;
- The victim of domestic violence; or
- The victim of child abuse.

What rights do victims have in the parole process?

- The right to submit a written impact statement;
- The right to meet with a parole commissioner; and
- The right to attend an open hearing.

Who has rights in the parole process?

- Relatives or other responsible adults may request an office appointment with a commissioner;
- Submit a letter or pertinent data relative to an offender’s parole consideration;
- Speak with the victim services coordinator; and
- Attend a parole hearing that has been opened by a victim.

Will I know the results of the parole hearing?

- If you made a written request for notification, you will be notified of the results in writing.

What could the results of the parole hearing be?

- The commission can approve release;
- Rehear the offender at a future date to be determined by the commissioner; or
- Deny the offender parole.

Victim Information & Notification Everyday (VINE)

1-866-MD4VINE (1-866-634-8463)
www.vinelink.com

VINE is an information service that can provide you with information on the custody status of offenders and upcoming court hearing dates. It is a fully automated system, available in English and Spanish 24 hours a day. Operator assistance in using the VINE system is also available by telephone 24 hours a day.

VINE is an additional resource for victims of crime. We encourage you to also register for court and offender status notification from the state by filling out a *Crime Victim Notification Request Form* for the State’s Attorney’s Office and by contacting the individual agency victim services units within the Department of Public Safety and Correctional Services (DPSCS).

How does VINE work?

- A national Call Center located in Louisville, KY constantly monitors offender and court case activity through a connection with local booking and court case management systems.
- Updated offender records are automatically sent to the center on a daily basis.

How do I use VINE?

- Call or visit VINE at the contact information provided above.
- You will need to have information regarding the offender, such as a court case number, offender name or identification number.
- You will also be asked for your email address or phone number if you want automatic notifications and to create a personal identification number (PIN).

What types of automatic notification can I receive?

- E-mail notification - You will be sent one e-mail notification for each change in custody status.
- Telephone notification - Your telephone number will be called by the VINE automated notification system. You will be asked to enter your PIN number to verify receipt of information. If a PIN verification is not received a message will be left on your answering service/machine (if available) and the service will continue to call you at regular intervals for up to 24 hours in an attempt to get PIN verification.

Sex Offender Registry Unit

www.dpscs.maryland.gov/onlineservs/sor
webresponse@dpscs.state.md.us
410-585-3600
410-653-5690 (fax)

The public can get quick information and become better informed about convicted sexual offenders in their communities by logging on to the Department of Public Safety and Correctional Services' (DPSCS) Sex Offender Registry Website (WebSOR). WebSOR is updated daily by local law enforcement and the Maryland Sex Offender Registry Unit.

What is included on WebSOR?

WebSOR includes more than 7,000 registered sexual offenders who are living in the community, incarcerated, or who have absconded from registration. Community members and victims can search WebSOR for offenders using the following criteria:

- The Registrant's First and/or Last name;
- Zip Code;
- Registration Tier (I, II, or III); and
- Non-residents Who Work or Attend School in Maryland.

Each registrant's listing includes:

- A Photograph;
- Alias Information;
- Permanent and Temporary Address Information;
- Sex Offense Conviction Information, including a link to the Statutory Citation;
- A Plain Language Description of the Crime (when available);
- Registration Information, including a link to the Registering Law Enforcement Agency;
- Demographic Information; and
- Vehicle Information.

State law requires that individuals who receive a conviction for a qualifying sexual offense must register with the Maryland Sex Offender Registry Unit. DPSCS and local law enforcement agencies in all 24 Maryland jurisdictions share the responsibility for registering sexual offenders and distributing the information as required.

How can I receive notification about sexual offenders?

State law also requires the DPSCS to provide notification to communities and to victims. The public can register for proactive community notification through WebSOR. The Sex Offender Registry Unit maintains four methods for obtaining information on registered sex offenders living in Maryland. These systems allow victims and community members to search for and sign up to be notified when local law enforcement or a registrant changes his/her registration information:

- Alert Express - The Sex Offender Alert Line: The public can receive an automated phone call that lets them know when a registered sexual offender moves into their zip code. The number to register for the Sex Offender Alert line is: 1-866-559-8017.

- VINE - Sex Offender Registry Automated Notification: The public can register to receive a telephone or an email notification whenever any information about a specific registrant has changed. There is a link on each registrant's profile that begins registration.
- Sex Offender Mapping System: The public may search for registrants using the geographical mapping system on the WebSOR. The mapping system allows the public see a registrant's address in relation to local schools, churches, recreational areas, libraries, and shopping centers.

In State Resources

First Call For Help

410-685-0525
1-800-492-0618
410-685-2159 (V/TTY)

Maryland Network Against Domestic Violence

1-800-MD-HELPS
301-352-4574
www.mnadv.org

MADD (Mothers Against Drunk Driving)

1-800-446-6233
MD.STATE@MADD.org

Maryland Crime Victims' Resource Center, Inc.

1-877-VICTIM1 (642-8461)
www.mdcrimevictims.org

Maryland Coalition Against Sexual Assault

410-974-4507
www.mcasa.org

Maryland Community Services Locator

www.mdcsl.org

Governor's Office of Crime Control & Prevention

410-821-2828
1-877-687-9004
1-800-735-2258 (TTY)
www.goccp.maryland.gov/

Out of State Resources

The Family Violence Prevention Fund

1-800-313-1310
www.endabuse.org

National Center for Victims of Crime

202-467-8700
www.ncvc.org

Rape, Abuse and Incent National Network

1-800-656-4673
www.rainn.org

National Organization for Victim Assistance

1-877-Try-Nova (879-6682)
www.try-nova.org

National Crime Prevention Council

202-466-6272
www.ncpc.org

National Network to End Domestic Violence

1-800-799-SAFE (7233)
1-800-787-3224 (TTY)
www.nnedv.org

Stalking Resource Center

202-467-8700
www.ncvc.org/src





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Martin O'Malley
Governor
Anthony G. Brown
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Gary D. Maynard
Secretary

