

Resource Directory

One way statewide or local stakeholder groups can link systems of care is to develop a comprehensive resource directory that focuses on community and provider resources for young victims of crime and their families. A resource directory can assist service providers in

1. Making targeted referrals, based on identified needs;
2. Creating comprehensive case plans for the youth and families who will remain under their care; and
3. Collaborating with agencies/organizations to leverage resources and funding to serve young victims and their families better.

How can a variety of resources be identified?

A resource directory should include what is already well known, as well as less known services that may be available through a mainstream organization (for example, free “safe ride” services available at many universities that provide safe transportation during the evening and early morning hours).

- Begin by conducting a [community resource mapping exercise](#) to understand better what resources are currently in the community and any gaps in those services.
- Ask partners and other allied organizations to share lists or directories that have already been created for internal use.
- Use online search engines to locate lesser known services and/or providers.
- If you conduct interviews or focus groups, ask families where they turn for information and/or support.

The table below may help to generate an initial list, based on the type of service provider and/or resource needed to assist victims of crime.

| Type of Service Provider/Resource | Name of Organization/Agency |
|---|------------------------------------|
| Assistance in filing victim compensation claims | |
| Clothing | |
| Criminal Justice Support/Advocacy | |
| Crisis Counseling | |
| Crisis Hotline Counseling | |
| Domestic Violence | |
| Emergency Financial Assistance | |
| Emergency legal advocacy | |
| Follow-up contact | |
| Faith Community | |
| Group Treatment | |
| Health Care | |
| Information & Referral (in-person) | |
| Information & Referral (telephone) | |
| Job Training | |
| Mentoring | |
| Personal Advocacy | |
| Safety Plan | |
| Shelter/Safe House | |
| School-based Support Services | |
| Supervised Visitation | |
| Therapy | |
| Trauma Services | |
| Victim Compensation & Assistance | |
| Victim Notification Programs | |
| Reporting Crime Victim's Rights Violations | |

[Download Table as PDF](#)

Where should identified resources be kept?

As a stakeholder group, determine the mechanism to house and maintain the compiled information that forms the resource directory. This can be as simple as an Excel spreadsheet that is shared and updated by all partners/organizations that have access to the directory or as sophisticated as an interactive online database with several different levels of access.

[NowPow](#) is an example of a highly sophisticated online directory that connects people to high quality community resources to help address their chronic health and social conditions. NowPow was developed by the University of Chicago and is funded by the Center for Medicare and Medicaid Innovation.

What type of information should be collected?

The resource directory should maintain and update several pieces of information, which allow service providers to make targeted referrals that ultimately assist young victims of crime through several different processes (referral, assessment, treatment, court, etc.).

Use the table below for each service/resource identified to ensure that there is adequate information to make an informed referral or case plan consideration.

| Organization/Agency Name: | |
|---|--|
| Type of Information | Specific Organizational Information Collected |
| Contact information – contact person(s), telephone, street, mailing, and email addresses, website | |
| Nature of Services Provided – capacity (e.g., space or number of beds), hours of operation, costs, and method of payment | |
| Process to Obtain Access/Services – forms, ID requirements, approvals needed, average wait time to receive services | |
| Data & Information Sharing – expectations around private information that is shared between agencies and/or organizations, confidentiality | |

Downloadable Worksheets and Templates

[Resource Directory Provider Template](#)

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