



Data Reporting Terminology Dictionary

Massachusetts Office For Victim Assistance

MOVA

Victim & Witness Assistance Board

Table of Contents

Victimization Type Definitions and Examples.....	3
Special Classifications Definitions and Examples	12
Service Definitions and Unit Measurements	15
SAFEPLAN Definitions and Examples.....	22
Additional Support	23

Victimization Type Definitions and Examples

Victimization Type	Definition	Examples
<p>Adult Physical Assault (includes Aggravated and Simple Assault)</p>	<p>Simple Assault: Assaults and attempted assaults where no weapon was used, or no serious or aggravated injury resulted to the victim. Intimidation, coercion, and hazing are included.</p> <p>Aggravated Assault: An unlawful attack by one person upon another, inflicting severe or aggravated bodily injury. This type of assault usually is accompanied with the use of a weapon or by means likely to produce death or great bodily harm.</p>	<ul style="list-style-type: none"> • Abuse with intent of miscarriage/ Assault and battery on a pregnant victim • Affray • Aggravated assault • Aggravated battery • Armed assault/Assault and battery with a deadly weapon • Attempted homicide/shooting • Brandishing a weapon/threat with a weapon • Bystander shooting • Deprivation • Gun violence • Intimidation • Shooting/gun violence • Strangulation • Torture
<p>Adult Sexual Assault</p>	<p>Includes a wide range of victimizations/crimes that include attacks or attempted attacks generally involving unwanted sexual contact. Sexual assaults may or may not involve force and include such things as grabbing, fondling, and verbal threats. Also included is rape, which is defined as penetration of any kind, of the vagina or anus with any body part or object, or oral penetration of a sex organ by another person, without consent; may also include penetration of the mouth by a sex organ by another person.</p>	<ul style="list-style-type: none"> • Attempted rape • Attempted sexual assault • Fondling • Forcible sex offense • Incest • Indecent assault and battery • Indecent liberties • Indecent exposure • Non-consensual exposure to sexual media • Non-forcible sex offense • Open and gross lewdness • Photographing/videotaping in a sexuality explicit manner against someone’s will • Rape • Rape by instrument • Sextortion • Sexual assault/misconduct • Sexual assault with an object • Sexual threats • Sexual violence • Sodomy

Adult Sexually Abused/Assault as Children	Adult survivors of any form of sexual abuse and/or assault experienced while they were children. See child sexual abuse/assault for further definition.	For examples of sexual abuse/assault that may have been experienced, see child pornography and child sexual assault.
Arson	Any willful or malicious burning or attempting to burn, with or without intent to defraud, a dwelling, house, public building, personal property of another, motor vehicle or aircraft.	
Bullying (Verbal, Cyber, or Physical)	Repeated, negative acts committed by one or more children against another child. These negative acts may be physical or verbal in nature—for example, hitting or kicking, teasing or taunting—or they may involve indirect actions such as manipulating friendships or purposely excluding other children from activities. Implicit in this definition is an imbalance in real or perceived power between the involved parties. Similar conduct conducted by an adult against another adult would likely be considered “stalking/harassment.”	<ul style="list-style-type: none"> • Bullying through emails/social media/texting • Creating fake profiles • Hitting or kicking • Posting embarrassing pictures/videos online through social media • Spreading rumors • Teasing or taunting
Burglary	The unlawful entry of a structure to commit a felony or theft. The FBI’s Uniform Crime Reporting (UCR) program includes three subclassifications: forcible entry, unlawful entry where no force is used, and attempted forcible entry. The UCR definition of structure includes apartment, barn, house trailer or houseboat when used as a permanent dwelling, office, railroad car (but not automobile), stable, and vessel (i.e., ship).	<ul style="list-style-type: none"> • Aggravated burglary • Attempted forcible entry • Breaking and entering • Forcible entry • Home invasion • Nonforcible entry • Trespassing • Unlawful entry
Child Physical Abuse or Neglect	Physical abuse that is nonaccidental physical injury (ranging from minor bruises to severe fractures or death) because of punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting (with a hand, stick, strap, or other object), burning, or otherwise harming a child, that is inflicted by a parent, caregiver, or other person. Such injury is	<ul style="list-style-type: none"> • Abandonment • Assault and battery on a child with bodily injury • Attempted homicide of a child • Child neglect • Child physical assault • Drug endangerment • Endangering the welfare of a child • Exposure to drugs/alcohol

	<p>considered abuse regardless of whether the caregiver intended to hurt the child. Physical discipline, such as spanking or paddling, is not considered abuse as long as it is reasonable and causes no bodily injury to the child.</p> <p>Child Neglect generally refers to any knowing, intentional, or negligent act by a family member, caregiver, or other person in a trusting relationship that causes harm or creates a serious risk of harm to a child, including abandonment.</p>	<ul style="list-style-type: none"> • Homicide of a child • Nonviolent child abuse • Nonviolent child cruelty • Reckless endangerment • Substances given to minors • Violent child abuse • Violent child cruelty
<p>Child Pornography</p>	<p>Any visual depiction of sexually explicit conduct, including any photograph, film, video, picture, drawing, or computer-generated image or picture, which is produced by electronic, mechanical, or other means, where:</p> <ol style="list-style-type: none"> 1. its production involved the use of a minor engaging in sexually explicit conduct; 2. such visual depiction is, or appears to be, of a minor engaging in sexually explicit conduct; 3. such visual depiction has been created, adapted, or modified to appear that an identifiable minor is engaging in sexually explicit conduct; or it is advertised, distributed, promoted, or presented in such a manner as to convey the impression that it is a visual depiction of a minor engaging in sexually explicit conduct. 	<ul style="list-style-type: none"> • Child pornography • Possession, distribution and receipt of child pornography • Posing a child in the nude • Production of child pornography • Sexual exploitation of a child
<p>Child Sexual Abuse/Assault</p>	<p>This may include activities such as fondling a child’s genitals, penetration, incest, rape, sodomy, indecent exposure, and exploitation through prostitution by a parent, caregiver, or other person. This</p>	<ul style="list-style-type: none"> • Child enticement • Child exploitation through prostitution • Child molesting • Child sexual abuse

	definition includes teen sexual assault.	<ul style="list-style-type: none"> • Commercial sexual exploitation of children • Grooming • Disseminating obscene matter to a minor • Rape of a child • Teen sexual assault • Statutory rape
Community Violence	Encompasses acts of physical, emotional, or psychological harm experienced in public settings. This violence can create an environment of fear and insecurity, impacting the well-being of individuals and the broader community. Those impacted may face direct consequences such as injury or trauma, as well as indirect effects including chronic stress, anxiety, and a diminished sense of safety.	<ul style="list-style-type: none"> • Gang persecution/violence • Gunfire • Shootings, stabbings, and other violent confrontations between gang members or against non-gang members • Physical altercations that occur in public spaces such as streets, parks, or entertainment districts. • Witness to community violence
Court Protective Order Violations (Harassment / Restraining)	Instances where the individual or individuals against whom the order was issued fail to adhere to the legal restrictions set by the court.	<ul style="list-style-type: none"> • Makes unauthorized contact • Approaches or enters restricted areas • Engages in prohibited actions
Domestic and/or Family Violence	A crime in which there is a past or present familial, household, or other intimate relationship between the involved parties, including spouses, ex-spouses, boyfriends and girlfriends, ex-boyfriends and ex-girlfriends, and any family members or persons residing in the same household. Involves a pattern of abusive behavior in any relationship that is used by one to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.	<ul style="list-style-type: none"> • Blame • Frighten • Humiliation • Hurt/injury • Intimidation • Imminent fear • Isolation • Manipulation • Terrorize
DUI/DWI Incidents	Driving under the influence (DUI) or driving while impaired (DWI) includes	<ul style="list-style-type: none"> • DUI hit and run • DUI motor vehicle crash

	driving or operating a motor vehicle or common carrier while mentally or physically impaired as the result of consuming alcoholic beverages or using drugs or narcotics	<ul style="list-style-type: none"> • DUI resulting in death • DUI resulting in serious bodily injury
Elder Abuse or Neglect (physical or emotional)	Also known as elder mistreatment, generally refers to any knowing, intentional, or negligent act by a family member, caregiver, or other person in a trusting relationship that causes harm or creates a serious risk of harm to an older person. Elder abuse may include abuse that is physical, emotional/psychological (including threats), or sexual; neglect (including abandonment); and financial exploitation.	<ul style="list-style-type: none"> • Assault and battery on an elderly person • Fraud, scams, or financial crimes targeted at older people
Hate Crime	A criminal offense against a person or property motivated in whole or in part by an offender’s bias against a race, religion, disability, ethnic origin, gender, gender identity, disability, or sexual orientation. Type of hate crime must be specified when using this category.	<ul style="list-style-type: none"> • Homophobia • Racial trauma • Targeting due to identity • Immigration trauma
Human Trafficking (Labor)	Obtaining a person through recruitment, harboring, transportation, or provision, and subjecting such a person by force, fraud, or coercion into involuntary servitude, peonage, debt bondage, or slavery (not to include commercial sex acts).	<ul style="list-style-type: none"> • Forced labor • Labor trafficking • Human trafficking, involuntary servitude
Human Trafficking (Sex)	Inducing a person by force, fraud, or coercion to participate in commercial sex acts, or the person induced to perform such act(s) has not attained 18 years of age.	<ul style="list-style-type: none"> • Commercialized sex • Commercialized sexual exploitation of a child • Commercialized vice • Human trafficking, commercial sex acts • Sex trafficking • Seduction • Soliciting for prostitution • Transporting persons for prostitution
Identity Theft/ Fraud/ Financial Crime	Identity theft occurs when someone wrongfully obtains another’s personal	<ul style="list-style-type: none"> • ATM fraud • Bad checks

	<p>information without their knowledge to commit theft or fraud. Fraud and financial crimes include illegal acts characterized by deceit, concealment, or violation of trust and that are not dependent upon the application or threat of physical force or violence. Individuals and organizations commit these acts to obtain money, property, or services; to avoid the payment or loss of money or services; or to secure personal or business advantage.</p>	<ul style="list-style-type: none"> • Bank or credit card fraud • Bribery • Checks, insufficient funds • Confidence game • Contract fraud • Conversion • Counterfeiting • Credit card fraud • Credit card theft • Deceptive sales • Embezzlement • Extortion • False pretense • False report • Financial fraud • Forgery • Fraud • Fraudulent checks • Hacking/computer invasion • Home improvement fraud • Impersonation • Insurance fraud • Interference with receipt of US mail • Identity fraud of theft • Mail fraud • Medical record hack • Misappropriation • Procurement fraud • Receiving stolen property • Scams • Swindle • Tax fraud • Telephone fraud • Unconstitutional possession of property • Uttering • Wire fraud
<p>Kidnapping (Noncustodial)</p>	<p>Occurs when someone unlawfully seizes, confines, inveigles, decoys, abducts, or carries away and holds for ransom or reward, by any person, except in the case of a minor by the parent thereof.</p>	<ul style="list-style-type: none"> • Abduction • Forcible detention • Hostage-taking • Kidnapping • Missing person • Unlawful detention • Unlawful restraint

Kidnapping (Custodial)	Occurs when one parent or guardian deprives another of his or her legal right to custody or visitation of a minor by unlawfully taking the child. The definition and penalties of custodial kidnapping vary by state. In some states, kidnapping occurs only if a child is taken outside of the state and/or if an existing custody order is intentionally violated.	<ul style="list-style-type: none"> • Abduction • Forcible detention • Hostage-taking • Parental kidnapping • Unlawful detention • Unlawful restraint
Mass Violence (Domestic/ International)	An intentional violent criminal act that results in physical, emotional, or psychological injury to a sufficiently large number of people to significantly increase the need for victim assistance and compensation in the responding jurisdiction	<ul style="list-style-type: none"> • Bombing • Bomb threat • Mass riot • Mass shooting
Other Vehicular Victimization	May include hit and run crimes, and other vehicular assault. Do not report victimizations resulting from DUI under this category—those should be reported under DUI/DWI.	<ul style="list-style-type: none"> • ATV accident • Hit and run • Motor vehicle crash • Motor vehicular homicide • Reckless driving • Train accident • Vehicular assault
Robbery	Taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear, including carjacking	<ul style="list-style-type: none"> • Armed robbery • Attempted robbery • Carjacking • Robbery • Strong-arm robbery • Unarmed robbery
Stalking/Harassment	<p>The experience of at least one of the behaviors listed below on at least two separate occasions. In addition, the individuals may have feared for their safety or that of a family member as a result of the course of conduct or have experienced additional threatening behaviors that would cause a reasonable person to feel fear.</p> <p>Stalking behaviors include: making unwanted phone calls; sending unsolicited or unwanted letters or e-mails; following, waiting for, or spying; showing up at places without a legitimate reason; leaving unwanted items, presents, or flowers; and</p>	<ul style="list-style-type: none"> • Death threats • Harassment • Harassing phone calls • Intimidation • Menacing • Sexual threats • Slander • Stalking • Terroristic threats • Threats by landlord • Threat of crime • Threat of extortion • Threat of honor killing • Threat of illegal lockout • Threat of violence

	posting information or spreading rumors on the Internet/social media, in a public place, or by word of mouth.	<ul style="list-style-type: none"> • Threat to dispose of personal belongings • Threat for testifying • Threatening behavior • Threatening conduct • Threatening gesture • Threatening telephone call • Threatening words or statements • Witness Intimidation
Survivors of Homicide Victims	Murder and voluntary manslaughter, which are the willful (intent is present) killing of one human being by another.	<ul style="list-style-type: none"> • Homicide • Manslaughter • Solicit murder
Teen Dating Victimization	The occurrence of physical, sexual, psychological, or emotional violence within a teen dating relationship, including stalking. It can occur in person or electronically and might occur between a current or former dating partner.	<ul style="list-style-type: none"> • Emotional violence • Physical violence • Psychological violence • Sexual violence • Stalking
Terrorism (Domestic/ International)	<p>Domestic: An activity that involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States or of any State, or that would be a criminal violation if committed within the jurisdiction of the United States or any State, and appears to be intended to:</p> <ol style="list-style-type: none"> a. intimidate or coerce a civilian population b. influence the policy of a government by intimidation or coercion c. affect the conduct of a government by assassination or kidnapping (18 U.S.C. 3077). <p>International: The Antiterrorism and Emergency Reserve Fund Guidelines for Terrorism and Mass Violence Crimes refers to the term terrorism, when occurring outside of the United States, as international terrorism to mean an activity that involves a violent act or an act dangerous to human life that is a violation of the criminal laws of the United States of any State or that would be a criminal violation if</p>	<ul style="list-style-type: none"> • Fear of terrorism in home country • Genocide • Terrorism

	<p>committed within the jurisdiction of the United States or of any State, appears to be intended to:</p> <ul style="list-style-type: none"> a. intimidate or coerce a civilian population b. influence the policy of a government by intimidation or coercion c. affect the conduct of a government by assassination or kidnapping, and <p>occur primarily outside the territorial jurisdiction of the United States or transcend national boundaries in terms of the means by which they are accomplished, the persons they appear intended to intimidate or coerce, or the locale in which their perpetrators operate or seek asylum (18 U.S.C. 2331).w</p>	
<p>Other</p>	<p>If none of the above victimization types apply, select Other. If Other is selected, a description of the Other victimization type must be included.</p>	<ul style="list-style-type: none"> • Employment crimes: <ul style="list-style-type: none"> • Employment discrimination • Labor exploitation • Wage theft • Evidence tampering • False imprisonment • Larceny • Police trauma: <ul style="list-style-type: none"> • False charges • Police violence • Property crimes <ul style="list-style-type: none"> • Defacement of property • Destruction of property • Damage to property • Vandalism • Wiretapping

Victimization definitions have been adapted from the [OVC Performance Measure Dictionary and Terminology Resource](#)

Special Classifications Definitions and Examples

Special Classification	Definition
Blind/Visually Impaired/Low Vision	<ul style="list-style-type: none"> • Blind: an individual who experiences a complete or near-complete lack of vision. • Visually Impaired: a broad term that encompasses any level of vision loss, ranging from mild to severe. • Low Vision: a condition in which an individual has partial vision loss that cannot be fully corrected with glasses, contact lenses, or surgery.¹
Deaf/Hard of Hearing	<ul style="list-style-type: none"> • Deaf: an individual who experiences a complete or near-complete loss of hearing. Individuals who are deaf may have little to no ability to hear, even with amplification devices like hearing aids. Individuals may rely on visual forms of communication such as sign language. • Hard of Hearing: describes individuals who have some degree of hearing loss ranging from mild to severe but who still retain some ability to hear. People who are hard of hearing may use hearing aids, cochlear implants or other assistive devices to enhance hearing.²
Exposure to/Victim of Gun Violence	<p>Refers to the experience of witnessing, being directly involved in or being affected by incidents involving firearms. This can include being present during a shooting, knowing someone who has been shot, or living in a community where gun violence is prevalent. Exposure to gun violence can have significant psychological, emotional and physical impacts, leading to trauma, fear, and long-term mental health challenges.³</p>
Housing Insecure/ Unhoused/Homeless	<p>An individual or family who lacks a fixed, regular, and adequate nighttime residence, such as those living in emergency shelters, transitional housing, or places not meant for habitation.</p> <p>An individual or family who is fleeing or attempting to flee domestic violence, has no other residence, and lacks the resources or support networks to obtain other permanent housing.⁴</p>
Immigrants/Refugees/Asylum Seekers	<ul style="list-style-type: none"> • Immigrant: Any person lawfully in the United States who is not a U.S. citizen, U.S. national, or person admitted under a nonimmigrant category as defined by the Immigration and Nationality Act (INA).⁵ • Refugee: A foreign-born resident who is not a U.S. citizen and who cannot return to his or her country because of persecution or the well-founded fear of persecution on

¹ [National Eye Institute](#)

² [World Health Organization](#)

³ [Youth Exposure to Endemic Community Gun Violence](#)

⁴ [Via U.S. Department of Housing and Urban Development \(HUD\)](#)

⁵ [Office of Homeland Security Statistics](#)

	<p>account of race, religion, nationality, membership in a particular social group, or political opinion, as determined by the State Department of the Immigration and Naturalization Service (INS). A refugee receives this status before entering the United States.⁶</p> <ul style="list-style-type: none"> Asylum Seeker: an individual who has fled their home county due to persecution, conflict, or violence and is seeking protection in another country. This person may not be legally recognized as a refugee but has submitted a request for refugee status, or complementary protection status, and has yet to be processed, or they may not yet have requested asylum, but they intend to do so.⁷
Incarcerated/Formerly Incarcerated	An individual who is currently or has served a criminal sentence in a Federal, State, or local penal institution, prison, jail, reformatory, work farm, or other similar correctional institution. ⁸
LGBTQIA+	LGBTQIA+ is an abbreviation for lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and more. These terms are used to describe a person's sexual orientation or gender identity, often used to represent the community as a whole. ⁹
Pregnant	An individual who is currently pregnant or pregnant at the time of victimization. It does not matter if the pregnancy was related to the victimization or the catalyst for victimization.
Problematic Sexual Behavior	<p>Problematic sexual behavior (PSB) is commonly used by child advocacy centers to describe when a child is displaying sexual behavior outside of their expected developmental stage. CAC's will provide therapy to children to discover if the PSB is a result of sexual assault. Since PSB cannot be reported as a crime type, we added it to the special classification section to accompany a child sexual assault victimization.</p> <p>This classification should be used to describe a child displaying or receiving counseling for problematic sexual behavior. If a child is a victim of problematic sexual behavior, it should be counted in child sexual assault victimization.</p>
Veteran	An individual who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable. ¹⁰
Victim with Disabilities; Cognitive/Physical/Mental	An individual who experiences a cognitive, physical or mental condition that substantially limits one or more major life activities. This can include impairments that affect mobility, communication, learning, or the ability to perform daily tasks. Individuals with

⁶ [Massachusetts Executive Office of Health and Human Services](#)

⁷ [The UN Refugee Agency](#)

⁸ [National Association of Student Financial Aid Administrators](#)

⁹ [The Center](#)

¹⁰ [U.S. Department of Veteran Affairs](#)

	disabilities may require accommodations or support to fully participate in victim services. ¹¹
Victims with Limited English Proficiency	Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter. ¹²
Other	If none of the above special classification types apply, select Other. If Other is selected, a description of the Other special classification type must be included.

¹¹ [The Americans with Disabilities Act](#)

¹² [LEP.gov](#)

Service Definitions and Unit Measurements

SECTION A: Information & Referral	
<i>A1. Information about the criminal justice process</i>	Information and assistance provided to explain the criminal justice process and what happens at each stage of the case in the system. Includes explanation of legal terminology and strategy during the processing of the case, provision of courtroom orientation and pre-trial preparation at any stage of the criminal justice process, support, and assistance. Also, includes post-sentencing services and supports, as well as information regarding assistance with property return.
	Units of Service: Each encounter/interaction
<i>A2. Information on victim rights/how to obtain notifications</i>	Includes information provided either in- person, via mail, via telephone, or via email about the existence of the Massachusetts Crime Victims Bill of Rights and general victim rights.
	Units of Service: Each encounter/interaction
<i>A3. Referral to other victim service programs</i>	Provision of information about available programs and services provided by other victim service providers, if agency is unable to provide the needed services and supports. Includes agency referring out due to capacity, jurisdiction, or services needed that are not provided by the agency.
	Includes referrals to an agency which is known to specifically serve crime victims through specific program models or services. For example, a domestic violence agency referring an individual to the local child advocacy center for assistance. Does not include referrals between programs within the same agency.
	Units of Service: Each unique referral
<i>A4. Referral to other services/supports/resources</i>	Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.). Refers to contacts with individuals, during which available, supplemental, services and supports are identified. Includes assessment of service needs and provision of referrals or information and contacts to obtain services. Examples include outpatient mental health agencies, food banks, housing agencies, furniture banks, criminal justice agencies, attorneys, etc.
	Units of Service: Each unique referral

SECTION B: Personal Advocacy/Accompaniment	
<i>B1. Victim advocacy/accompaniment to emergency medical care</i>	The coordination of and/or advocacy necessary for emergency medical care related to the victimization, including emotional support and physical accompaniment during care.
	Units of Service: Each encounter/interaction
<i>B2. Victim advocacy/accompaniment to medical forensic exam</i>	Emotional support and/or physical accompaniment during forensic interviews or medical exams either at a rape crisis center, child advocacy center, or hospital.
	Units of Service: Each encounter/interaction

<p><i>B3. Law enforcement interview advocacy/accompaniment</i></p>	<p>Emotional support and/or physical accompaniment in preparation for and/or during interviews with law enforcement.</p> <p>Note: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on Law enforcement interview advocacy/accompaniment only once, in whichever category best applies.</p> <p>Units of Service: Each encounter/interaction</p>
<p><i>B4. Individual Advocacy</i></p>	<p>Assistance in accessing needed services (beyond the provision of a referral). May also include the provision of information and tools to empower an individual to advocate on their own behalf in securing rights, remedies, and services from other agencies. Examples include case management, recovering property collected as evidence, assistance managing practical issues created by the victimization, providing follow-up contact for continued services or connection to additional resources, accompaniment to appointments with social service agencies to obtain services necessary for their recovery, assistance with obtaining lock replacement/repairs to ensure safety, and assistance with victims compensation and/or eligibility.</p> <p>Units of Service: Each encounter/interaction</p>
<p><i>B5. Performance of medical or nonmedical forensic exam or interview, or medical evidence collection</i></p>	<p>Forensic Interview Performance of a forensic interview. To be counted as a service allowable under a MOVA-administered award, the forensic interview must meet the following criteria:</p> <ul style="list-style-type: none"> (i) The interview will not solely be used for law enforcement and prosecution purposes, but also to identify needs such as social services, personal advocacy, case management, substance use treatment, and mental health services, (ii) Interviews are conducted in the context of a multidisciplinary investigation and diagnostic team, or in a specialized setting such as a child advocacy center, (iii) The interviewer is trained to conduct forensic interviews appropriate to the developmental age and abilities of children, or the development, cognitive, and physical or communication disabilities presented by adults. <p>Forensic Medical Exam A forensic medical exam should include:</p> <ul style="list-style-type: none"> (i) An examination for physical trauma, (ii) A determination as to the nature/extent of the physical trauma, (iii) A patient interview, (iv) Collection and evaluation of evidence collected, and (v) Any additional testing deemed necessary by the examiner in order to collect evidence and provide treatment.

	Units of Service: Each interview; each exam
<i>B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)</i>	The provision of immigration assistance by a non-attorney advocate. Lay advocates assisting with the process of obtaining legal status should count services provided here. Examples include special visas, continued presence applications, and other immigration relief. <i>(For immigration assistance provided by a licensed attorney, see section E.)</i>
	Units of Service: Each encounter/interaction with an individual or on their behalf
<i>B7. Intervention with employer, creditor, landlord, or academic institution</i>	Securing rights, remedies, and services from non-criminal justice system providers. This includes responding to requests for records from other service providers, intervening with employers, school administrators, creditors, bill collectors, and landlords. Such interventions can be regarding allowances for with employers, educators, landlords, creditors and others for court dates, absences, past due rent or bills, advocacy to amend credit reports or disputing false credit charges, and similar advocacy to help maintain financial and academic stability in the aftermath of a victimization. Includes warm handoffs – direct connection to necessary services and scheduling appointments to coordinate referral completion.
	Units of Service: Each encounter/interaction taken on behalf of an individual
<i>B8. Child or dependent care assistance (includes coordination of services)</i>	The reasonable coordination and/or provision of child/dependent care provided or paid for by the agency so that the individual may participate in appointments, counseling sessions, criminal justice processes, or other public proceedings resulting from the victimization.
	Units of Service: Referring Agency – Each interaction/attempt to obtain child/dependent care until a placement happens Care Provider – Each encounter/interaction where care is provided
<i>B9. Transportation assistance (includes coordination of services)</i>	The provision and coordination of transport service. Transportation needs arising due to victimization may include transportation assistance to ensure access to agency services, as well as attending court hearings/proceedings, medical appointments, etc. Includes the provision of transportation by staff members, as well as taxis and other transportation services, such as Uber and Lyft.
	Units of Service: Each encounter/interaction/transport
<i>B10. Interpreter services</i>	Provision of communication services in any language other than the language used by the person providing the service, including sign language and braille. Includes ensuring the availability of an interpreter, using a language line, distributing translated documents, as well as translations provided via staff/volunteers or a contract with an outside agency/service.
	Whenever possible, the use of certified interpreters is best practice.
	Units of Service: Each encounter/interaction

SECTION C: Emotional Support or Safety Services	
<i>C1. Crisis Intervention (in-person, includes safety planning, etc.)</i>	Provision of crisis intervention services and activities as the result of a victimization, including emotional support, guidance, and the coordination of communication regarding activities resulting from the victimization. Includes safety planning, actions necessary to expedite a case, initiation of legal actions such as probation revocation, etc.
	Units of Service: Each encounter/interaction, including those on behalf of an individual
<i>C2. Hotline/crisis line counseling</i>	Provision of crisis telephone, text, or web/app-based chat services by trained professionals or volunteers. Includes safety planning, initial assessments/interviews, online chat, etc.
	Units of Service: Each call or chat session
<i>C3. On-scene crisis response (e.g., community crisis response)</i>	Immediate, in-person crisis intervention, emotional support, guidance, and counseling. Such services must occur on-scene, immediately after a crime, or become immediately necessary due to the crime
	Units of Service: Each encounter/interaction
<i>C4. Individual counseling</i>	Psychological, psychiatric, and/or other counseling related treatment for individuals, couples, and family members by a person who is licensed, certified, or trained to provide the service. This may include the evaluation of mental health needs or the delivery of psychotherapy.
	While the person providing counseling services must meet professional standards, those standards can be determined by the subrecipient and are dependent on the type of service provided.
	Units of Service: Each session attended
<i>C5. Support groups (facilitated or peer)</i>	Provision or facilitation of support groups to aid in healing. This can include psychological, psychiatric, and/or other counseling related groups; the facilitation of supportive group activities; and peer support groups.
	Units of Service: Each session attended
<i>C6. Other Therapy (traditional, cultural, or alternative healing: art, writing, or play therapy, etc.)</i>	Activities provided to aid in healing, which respond to emotional, mental, social, financial, or physical needs. Must be based on targeted needs and provided by the agency. Examples include yoga, life skills, art therapy, play therapy, etc.
	Units of Service: Each session attended
<i>C7. Emergency financial assistance</i>	Financial assistance provided to individuals to address emergency needs as a result of the victimization. Examples include grocery gift cards, gas cards, short-term alternative emergency housing (e.g., hotel due to capacity at shelter), changing windows and/or locks, prophylactic and nonprophylactic medications, durable medical equipment, payment for items such as food, clothing, and/or toiletries, etc.
	Units of Service: Each payment or outlay of resource

SECTION D: Shelter/Housing Services

<i>D1. Emergency shelter or safe house</i>	Provision of emergency short-term housing to individuals and families following victimization. Includes emergency hotel stays. For long-term housing relocation, see “Relocation Assistance.”
	Units of Service: Each bed night/each night paid for a hotel
<i>D2. Transitional housing</i>	Provision of safe, affordable, and temporary housing for individuals and families who, due to the nature of the victimization, cannot safely return to their former housing and need time to stabilize themselves. Does not include: <ul style="list-style-type: none"> • Referral to transitional housing. To report these activities, see Section A. • Rental assistance, security deposits, assistance with utility costs, and other incidental costs. To report these activities, see “Emergency Financial Assistance” for cash outlays or “Relocation Assistance” for staff assistance with these activities.
	Units of Service: Each bed night
<i>D3. Relocation assistance (includes assistance with obtaining housing)</i>	Provision and coordination of assistance with rental expenses, utility deposits, security deposits, and/or moving fees, as well as assistance locating long-term housing for relocation, regardless of distance, due to safety concerns following victimization. See “Emergency Financial Assistance” for outlays of money.
	Units of Service: Each encounter/interaction

SECTION E: Criminal/Civil Justice System Assistance	
<i>E1. Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release, etc.)</i>	Communications of hearings and appearances, the defendant’s release from jail, the status of the case, bond hearings, grand jury decisions, disposition options, appellate decisions, etc. Includes assistance in making contact with the Board of Pardons and Paroles, and Department of Corrections to request notification of any changes in the defendant’s status.
	Units of Service: Each encounter/interaction
<i>E2. Victim impact statement assistance</i>	Assistance provided in the preparation of victim impact statements, as well as with preparing supporting letters and registering for impact panels, facilitating participations in clemency hearings, etc. Includes accompaniment and assistance receiving and submitting impact statements.
	Units of Service: Each encounter/interaction
<i>E3. Assistance with restitution</i>	Assistance with information about restitution, the application process, and document collection as well as advocacy for restitution.
	Units of Service: Each encounter/interaction
<i>E4. Civil legal assistance in obtaining protection or restraining order</i>	Advice and/or assistance in obtaining a protection/restraining order as well as follow-up hearings associated with finalizing such order.
	Units of Service: Each encounter/interaction– an instance of service should be counted when time is spent preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions.

<i>E5. Civil legal attorney assistance with family law issues (e.g., custody, visitation, or support)</i>	Advice and assistance with family law issues (e.g., divorce, custody, visitation, or child support) tied to the victimization. May also include assistance asserting crime victim rights and protecting victim privacy, as well as motions to vacate or expunge a conviction arising from the victimization.
	Units of Service: Each encounter/interaction – an instance of service should be counted when time is spent preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions.
<i>E6. Other emergency justice-related assistance</i>	Assistance with civil legal issues tied to the victimization that cannot be captured in the other legal assistance categories. Legal assistance work should be reported here, if providing other emergency civil remedies not included in Family Law or 209A/258E services.
	Units of Service: Each encounter/interaction– an instance of service should be counted when time is spent preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions.
<i>E7. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)</i>	Advice or assistance on legal issues pertaining to refugee and/or immigration issues. Examples include special visas, continued presence applications, and other immigration relief.
	Units of Service: Each encounter/interaction - an instance of service should be counted when time is spent preparing documentation, meeting with a client, filing documentation, appearing in court, or attending meetings or depositions.
<i>E8. Prosecution interview advocacy/accompaniment</i>	Emotional support and/or accompaniment in preparation for and/or during interviews with prosecutors or other agents for prosecutorial investigation. Includes accompaniment with prosecuting attorney and with victim/witness.
	Units of Service: Each encounter/interaction
<i>E9. Law enforcement interview advocacy/accompaniment</i>	Emotional support and/or accompaniment in preparation for and/or during interviews with law enforcement.
	Note: Law enforcement interview advocacy/accompaniment is listed in both the Personal Advocacy/Accompaniment and Criminal/Civil Justice System Assistance categories so that agencies that provide only Personal Advocacy/Accompaniment but not Criminal/Civil Justice System Assistance (or vice versa) will have the opportunity to report on that specific service. If an agency provides both categories of service, it should report on Law enforcement interview advocacy/accompaniment only once, in whichever category best applies.
<i>E10. Criminal advocacy/accompaniment</i>	Units of Service: Each encounter/interaction
	Support, assistance, accompaniment, and advocacy provided at any stage of the criminal justice process, includes initial police report filing, testimony, post-sentencing services, and support. Includes communication among Task Force, MDT, SART, and other CCR teams/members.
	Units of Service: Each encounter/interaction

<i>E11. Other legal advice and/ or counsel</i>	Assistance with legal advice not captured in the above categories. This could include converting ex-parte protection order to permanent orders, eviction or adversary employment actions arising from the victimization, or responding to requests for records by the courts. Civil matters related to the victimization are also included (custody, dependency, juvenile court actions, etc.).
	Units of Service: Each encounter/interaction

SAFEPLAN Definitions and Examples

Term	Definition
Abuse Prevention Order (209A)	<p>The abuse prevention law (Chapter 209A) protects victims against abusive behavior within a relationship considered familial, intimate, or residential. The abuse prevention law allows an individual to seek a court order. It is sometimes called a 209A order, an abuse prevention order, a restraining order, or a protective order.</p> <p>An individual may qualify for an abuse prevention order from a judge if the victim and abuser are or were:</p> <ul style="list-style-type: none"> • Married • Living together in the same household • Related by blood or marriage • Have one or more children in common • In a serious dating or engagement relationship <p>And the abuser has:</p> <ul style="list-style-type: none"> • Harmed or attempted physical harm • Placed victim in fear of imminent serious physical harm • Forced, threatened, or pressured victim to have sex with them • Coercively controlled victim.¹³
Harassment Prevention Order (258E)	<p>The harassment prevention law (Chapter 258E) protects victims against someone who is harassing, stalking or sexually assaulting them, regardless of relationship status.</p> <p>An individual may qualify for a harassment prevention order if:</p> <ul style="list-style-type: none"> • Someone has forced, threatened, or pressured the victim to have sex • One of these crimes has been committed against the victim at least once: <ul style="list-style-type: none"> ○ Indecent assault and battery ○ Rape ○ Statutory rape ○ Assault with intent to rape ○ Enticement of a child ○ Distribution of nude or sexual images ○ Drugging for sexual intercourse • The victim has been stalked

¹³ [MA Legislature - Chapter 209A](#)

- | | |
|--|---|
| | <ul style="list-style-type: none">• Someone has committed 3 or more acts against the victim that caused fear, intimidation, abuse or damage to property.¹⁴ |
|--|---|

Additional Support

For additional support or questions regarding the definitions included in this document, please contact MOVA's Data Team at MOVASTats@mass.gov.

¹⁴ [Mass.gov Harassment Prevention Orders](#)