

Emotional/ Moral Support	Informal counseling and support provided to a client by organization staff or volunteers who are not mental health providers	Time	<u>Total # min. spent</u> 15 1 unit of service = 15 minutes of time spent 4 units of service = 1 hour	<i>*Teaching relaxation techniques</i> <i>*Supportive listening</i> <i>*Peer Support Group (not led by a clinician)</i> <i>*Accompaniment to/from appointments for moral support which includes more than simply providing transportation</i>
Employment Assistance	Activities and services in regard to providing the client with assistance in finding employment	Time	<u>Total # min. spent</u> 15 1 unit of service = 15 minutes of time spent 4 units of service = 1 hour	<i>*Assistance with needed paperwork for employment</i> <i>*Accompaniment to/from job fairs and interviews</i>
Explanation of Legal Rights and Protections	Discussions with a client to address their legal rights and protections	Time	<u>Total # min. spent</u> 15 1 unit of service = 15 minutes of time spent 4 units of service = 1 hour	<i>*Explanation of legal rights and protections upon intake as a service recipient of the organization</i> <i>*Explanation of the responsibilities of both the client and the program staff</i>
Interpreter/Translator	A specialized interpreter or translator is secured by the OVC grantee in order to assess service needs and/or provide services to a client	Incident	1 unit of service = 1 incident of interpretation/translation	<i>*Interpreter is used at time of intake and initial social service assessment</i> <i>*Interpreter is used at time of interview or appointment with attorney</i> <i>*Interpreter is used to facilitate victim communication with medical provider</i> <i>*Grantee pays for use of Language Line for a victim</i> <i>*Grantee pays for special interpretation or translation equipment on behalf of a client</i>
Legal Services, including Immigration Advocacy	Services provided to the client to address legal needs including representation by immigration attorneys, civil attorneys, and criminal attorneys. Attorneys provide client with information about their rights and legal options, and follow through to provide legal remedies as requested by client	Time	<u>Total # min. spent</u> 15 1 unit of service = 15 minutes of time spent 4 units of service = 1 hour	<i>*Interview/ Screening by immigration attorney to determine if a victim meets the definition of human trafficking as defined by the TVPA</i> <i>*Discussion of legal rights and immigration options</i> <i>*Legal assistance with a civil law suit against the trafficker</i> <i>*Immigration assistance</i> <i>*Advocacy and follow-up by the attorney with law enforcement to request law enforcement endorsement and or Continued Presence status on behalf of the victim</i>

Literary Education and/ or Job Training	Provision of services related to literary education and needed job skills for future employment	Incident	1 unit of service= 1 incident of literary education and/or job training	*Payment for or provision of English classes *Payment for or provision of typing classes
Locating/ Providing Information and/or Referrals	Activities and services in regard to providing information to a client on services available within the OVC grantee organization or through other local resources	Time	<u>Total # min. spent</u> 15 1 unit of service = 15 minutes of time spent 4 units of service = 1 hour	*Explanation of available services and programs *Effort taken to identify local resources to address client need *Formal referrals to other programs
Medical (emergency and long-term) Care	Services provided to a client in regard to the client's medical health.	Incident	1 unit of service = 1 incident of medical service	*Referrals or appointments made on client's behalf for initial medical evaluation or follow-up care with a clinic, a general physician, or a specialist (Includes alternative medical practices) *Client attended medical appointment *Payment for prescriptions or assistance with filling medical prescriptions *Payment for medical bill
Mental Health (emergency and long-term) Services	Services provided to a client in regard to the client's mental health	Incident	1 unit of service = 1 incident of mental health service	*Referrals or appointments made on behalf of the client for individual therapy, in-patient or out-patient psychiatric evaluation, or alternative therapeutic techniques *Client attended appointment for individual therapy, psychiatric care, alternative treatment, or support group (lead by a therapist) *Payment for prescriptions or assistance with filling prescriptions *Payment for bill related to mental health treatment
Protection/ Safety Planning	Services provided and activities surrounding client protection and safety planning	Time	<u>Total # min. spent</u> 15 1 unit of service = 15 minutes of time spent 4 units of service = 1 hour	*Routine safety planning done at time of intake *Safety planning done at time of increased risk (victim verbalizes fear or new threat) *OVC grantee may engage law enforcement or encourage client to talk to law enforcement
Repatriation	Services provided and activities related to the client's intention to return to his/ her country or country of citizenship	Time	<u>Total # min. spent</u> 15 1 unit of service = 15 minutes of time spent	*Staff calls to International Organization for Migration (IOM), Consulate, or other programs/offices *Assistance with documents

			4 units of service = 1 hour	
Social Service Advocacy and Explanation of Benefit/Entitlements/Availability	Services provided to a client to address social service needs and to inform them of their rights and available benefits	Time	<u>Total # min. spent</u> 15 1 unit of service = 15 minutes of time spent 4 units of service = 1 hour	<ul style="list-style-type: none"> *OVC program staff explain current and future programs for which the client is or will be eligible *Staff explain policies/rules of programs in which the client is enrolled *Staff contacts local refugee resettlement program to explain referral of a newly certified client for services *Staff assists victim in completing Crime Victim Compensation application *Staff assists client in filling out application for Social Security card *Staff follows up with Office of Refugee Resettlement to find out why a Certification Letter is delayed *Staff advocates for victim who was denied for a service or program for which they should have been determined eligible *Explanation of the Unaccompanied Refugee Minor program to an eligible trafficking victim
Substance Abuse Treatment	Formal in-patient or out-patient programs or support for substance abuse	Incident	1 unit of service = 1 incident of transportation to services/activity	<ul style="list-style-type: none"> *Client participation in support groups *Payment for client to take part in substance abuse program
Transportation	Services provided to a client related to transportation to ensure they have access to services and other activities	Incident	1 unit of service = 1 incident of transportation to services/activity	<ul style="list-style-type: none"> *Provision of bus passes or tokens *Payment of taxi fare *Case Manager provides transportation for client to attend interviews or appointments *Staff accompanies a client using public transportation to educate them on how to use the local transportation system
Other	Activities or services that do not fall within the above categories	Incident		<ul style="list-style-type: none"> *Cultural orientation *Grantee provides client with phone card *Grantee provides client with care package

If the service was provided by an informal partner, please explain the reason for referring the client.

Date of Service	Organization Providing Service	Brief Notes on Services Provided

Housing Information

Emergency Shelter/Housing		
Date Placed	Date Exited	Name of Placement Location (optional)
Transitional Shelter/Housing		
Date Placed	Date Exited	Name of Placement Location (optional)

Has client accessed permanent housing? No Yes Date: _____
(mm/dd/yyyy)

General Notes: