

# Outreach Consideration for Treatment Victim Advocates

## Phone/Text:

When making an initial outreach call, always assume the number provided in the victim ROI is monitored or inaccurate.

Double check to make sure the number is not the same as the offender.

Consider using \*67 to block your outgoing number if you are not certain that the contact number belongs to the identified victim.

Never leave a message if the voicemail does not identify the identified victim by name.

Text message should only be used once the number has been identified and the victim has confirmed that text is a safe form of communication.

## Mail:

When mailing letters or materials for outreach, consider that the address provided in the victim ROI is monitored or inaccurate.

Consider that mail can be intercepted and read. Information should be general in nature and include your contact information with encouragement to connect for further details.

## Email:

Email should only be utilized once contact has been made and the victim or a partnering VSO have confirmed it is a safe and unmonitored form of communication.