

Ready Reference Directory for Victims & Survivors

*A Directory of Private and Public Organizations
That Provide Assistance Statewide*



Produced by the Wisconsin Crime Victims Council and the
Wisconsin Department of Justice, Office of Crime Victim Services
In commemoration of *National Crime Victims' Rights Week 2010*

J.B. Van Hollen
Attorney General

Introduction

The impact that crime has on victims is far-reaching, often beyond issues of criminal justice. For example: victims of identity theft must navigate the credit and banking systems to restore their good name; victims of fraud or unfair business practices may need to communicate with industry or licensing authorities. Some victims need help working with their landlord if they are being held liable for actions of an offender. Victims are unwillingly thrust into “the system” and it can be difficult to know who to contact to find help.

The following directory was compiled in order to provide victims of crime with contact information for public and private organizations with specialized expertise in a variety of issues that may be of interest to victims. The guide should not be considered an endorsement of any listed organization. Rather, it is the hope of Attorney General J.B. Van Hollen, the Wisconsin Crime Victims Council and the Department of Justice Office of Crime Victim Services that the guide will provide survivors with a place to start in their search for help as they face the challenges created by their victimization. *This guide is also available online at <http://www.doj.state.wi.us/cvs>.*

Topics:

Child Protection.....	3
Consumer Complaints	3
Court Records.....	4
Elder Services.....	5
Employment	5
Federal Agencies and Programs.....	5
Health & Human Services.....	6
Housing	6
Identity Theft.....	6
Internet Access	6
Internet Crime	6
Judicial Complaints	6
Landlord/Tenant	7
Laws/Legislators	7
Lawyer Fee Disputes.....	7
Lawyer Misconduct.....	7
Legal Services	7
Licensing/Licensed Establishments	8
Licensing/Licensed Professionals	8
Missing Persons.....	8
Offender Information	8
Privacy.....	9
Sex Offender Registry	9
Victims’ Rights	9
Victim Services	10
Vulnerable Adults	10

Child Protection

County Child Protection Services

211 is a free service available in all 72 counties in Wisconsin. When you dial 2-1-1, you will talk to a trained resource specialist who has access to database listings of nearly all health and human services in the community. Information and referral is available 24 hours a day, 7 days a week throughout the year. Information can be provided in over 90 different languages.

Office of the Milwaukee Ombudsman for Child Welfare

<http://www.ombudsmanmilw.org/default.htm>

The Office of the Milwaukee Ombudsman for Child Welfare (OMOCW) is a free, public service that reviews case-specific concerns regarding the safety, permanence, and well-being of children and families involved with the Bureau of Milwaukee Child Welfare. (414) 224-1347

National Council for Juvenile Family Court Judges

Provides resource information on custody issues related to domestic violence and child protection. Does not work on individual cases. (800) 527-3223

Consumer Complaints

Better Business Bureau -<http://wisconsin.bbb.org/>

Works to resolve general consumer complaints including misleading advertising, improper selling practices, and non-delivery of goods or services, complaints about nonprofit/charitable organizations, or the misuse of personal information. BBB generally does not handle complaints which are more effectively handled by the legal system, such as complaints involving employment practices, discrimination, or matters in litigation. (800) 273-1002

Department of Agriculture, Trade & Consumer Protection (DATCP)

<http://www.datcp.state.wi.us>

State agency responsible for food safety, animal and plant health, protecting water and soil and monitoring fair and safe business practices. Investigates complaints from consumers. See their web page for complete list of services and issues handled by DATCP. Consumers can file complaints online.

Consumer Protection Hotline: (800) 422-7128

Department of Justice - Office of Consumer Protection

<http://www.doj.state.wi.us/dls>

State agency that prosecutes violations of state consumer laws.

(800) 998-0700 or (608) 266-1852

Federal Trade Commission - <http://www.ftc.gov>

The Federal Trade Commission is the nation's consumer protection agency. The FTC's Bureau of Consumer Protection works to prevent fraud. (877)-382-4357

**Consumer
Complaints, Car
Dealerships**

Department of Transportation - Division of Motor Vehicles

<http://www.dot.wisconsin.gov/safety/consumer>

Information is available about Wisconsin's lemon law and complaints can be filed regarding car dealerships, new and used. (608) 266-1425

**Consumer
Complaints,
Financial
Institutions**

Department of Financial Institutions - <http://www.wdfi.org>

State agency that responds to all questions and/ or complaints regarding banks, credit unions, credit cards, debt collections agencies, mortgage companies and investments companies. (800) 452-3328 or (608) 264-7969

**Consumer
Complaints,
Insurance**

Office of the Commissioner of Insurance - <http://www.oci.wi.gov/>

State office that fields all questions and/or complaints regarding insurance companies and policies. (800) 236-8517 or (608) 266-0103

**Consumer
Complaints,
Product Safety**

Consumer Product Safety Commission - <http://www.cpsc.gov>

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of serious injury or death from thousands of types of consumer products under the agency's jurisdiction. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard or can injure children.

(800) 638-2772

**Consumer
Complaints, Utility
Companies**

Public Service Commission - <http://www.psc.wi.gov>

The Public Service Commission of Wisconsin (PSC) is an independent regulatory agency dedicated to serving the public interest. The agency is responsible for the regulation of Wisconsin public utilities, including those that are municipally-owned. (800) 225-7729 or (608) 266-2001

**Court Records
Online (CCAP)**

Consolidated Court Automation Programs

<http://www.wcca.wicourts.gov/index.xsl>

Website provides public access to certain records of the circuit courts of Wisconsin. The information displayed is an exact copy of the case information entered into the Consolidated Court Automation Programs (CCAP) case management system by court staff in the counties where the case files are located.

To correct information contained on CCAP, you must contact the office of the clerk of circuit court where the case is filed. Contact information for county clerk offices can be found on <http://www.wicourts.gov/>

Elder Abuse and Medicaid Fraud

Department of Justice - Medicaid Fraud Control and Elder Abuse Unit
<http://www.doj.state.wi.us/dls>

State agency investigates and prosecutes crimes committed against vulnerable adults in nursing homes and other facilities and fraud perpetrated by providers against the Wisconsin Medicaid program. (800) 488-3780

Elder Financial Exploitation Hotline: (800) 488-2596 ext.328

Elder Adults-at-Risk

County Health & Social Service Departments

Each county has an adults-at-risk agency that will look into reported incidents of abuse, neglect, financial exploitation and self neglect. These offices are usually in the county health or social service office. Dial 2-1-1 to locate the agency for your count or search the online directory provided by the Wisconsin Department of Health services at: <http://dhs.wisconsin.gov/aging/elderabuse/>

Guardianship Hotline: (800) 488-2596 ext. 314

Elders, Long Term Care

Ombudsman Program Board on Aging and Long Term Care

The Board on Aging and Long Term Care helps address concerns related to the care of persons age 60 and older who are in long term care programs. The Ombudsman Program serves residents in all Wisconsin counties. Services are available at no charge, and all complaints are kept confidential, as per the direction of the individual voicing the concern. (800) 815-0015

Elders, Legal Assistance

The Elder Law Center of the Coalition of Wisconsin Aging Groups

Provides helpline counseling and legal information to elderly victims of financial crime. (608) 224-0606

Employment Wage Disputes and Equal Rights Complaints

Department of Workforce Development - <http://www.dwd.state.wi.us>

Equal rights complaints, discrimination complaints, wage claims - wages & hours, and questions on employment applications, etc. (608) 266-6860

Federal Agencies and Programs

Federal Citizen Information Center - <http://www.firstgov.gov>

Answers questions about programs of any federal agency. (800) 333-4636

Health & Human Services

211 Wisconsin - <http://www.211wisconsin.org>

211 is a free service available in all 72 counties in Wisconsin. When you dial 2-1-1, you will talk to a trained resource specialist who has access to database listings of nearly all health and human services in the community. Information and referral is available 24 hours a day, 7 days a week throughout the year. Information can be provided in over 90 different languages.

Housing

Wisconsin Front Door - <http://www.wifrontdoor.org>

The community guide helps to match your need to agencies that can provide housing and food resources throughout the state of Wisconsin. This Community Services Guide is brought to you by the WI Department of Commerce, Bureau of Supportive Housing.

Identity Theft

Federal Trade Commission - <http://www.ftc.gov/>

The Federal Trade Commission can provide assistance in preventing and responding to identity theft, including how to reach credit bureaus to minimize the damage done by identity thieves. **(877) 438-4338**

Internet Access

Public Libraries

Most public libraries provide free internet access. Call your local library to find out if that service is available in your community.

Internet Crime

Internet Crime Complaint Center - <http://www.ic3.gov/complaint>

The IC3 is a partnership between the Federal Bureau of Investigation (FBI), the National White Collar Crime Center (NW3C), and the Bureau of Justice Assistance. The Internet Crime Complaint Center provides victims of cyber crime with a way to report possible internet crime. Complaints alert authorities of suspected criminal or civil violations. IC3 accepts online Internet crime complaints from either the person who believes they were defrauded or from a third party.

Judicial Complaints

Judicial Commission - <http://www.wicourts.gov/judcom>

Investigates possible misconduct and disability of judges and court commissioner. Persons can file a “request for investigation” using an online form. **(608) 266-7637**

Landlord/Tenant

Tenant Resource Center - <http://www.tenantresourcecenter.org>

Tenant Resource Center (TRC) offers free counseling for tenants and landlords interested in learning more about their rental rights and responsibilities. Information on state and local rental laws and regulations.

(877) 238-RENT(7368)

Laws/Legislators

Legislative Reference Bureau - <http://www.legis.state.wi.us/lrb>

Information on statutes, bills, laws, can inform whether there is a law on a particular subject, information on pending or past laws.

Legislative Hotline

Information about Legislature, status of bills in current session, state legislation and a message service for communicating with Legislators.

(608) 266-9960

Find your Legislator - <http://www.legis.state.wi.us>

Lawyer Fee Disputes

Lawyer Fee Arbitration (State Bar) - <http://www.wisbar.org>

The State Bar Committee on Resolution of Fee Disputes has been established so lawyers and clients who have a dispute about legal fees and related costs can submit their dispute to binding arbitration and to obtain an arbitrator's decision and award which may be enforced by a court of competent jurisdiction under Chapter 788 of the Wisconsin Statutes. The arbitration services of the Committee are available to both the lawyer and the client. **(608) 250-6185**

Lawyer Misconduct

Office of Lawyer Regulation - www.wicourts.gov (see "Department Links")

The Office of Lawyer Regulation receives grievances regarding the professional conduct of Wisconsin lawyers. **(877) 315-6941**

Legal services

State Bar Lawyer Referral and Information Service
<http://www.legalexplorer.com>

Call with simple legal questions and for community referrals and lawyer referrals, including referrals for low/no cost services. **(800) 362-9082**

Licensing/Licensed Establishments

Department of Health Services - Food Safety and Recreational Licensing Program - <http://dhs.wisconsin.gov/fsrl/index.htm>

State agency that takes complaints against public restaurants, swimming pools, campgrounds, lodging establishments, food operations and body art businesses.

Many areas in Wisconsin are regulated by local public health departments rather than the Wisconsin Department of Health Services. If the establishment you have a complaint against is not in an area regulated by the Department, the Food Safety and Recreational Licensing staff will automatically direct your complaint to the appropriate local party.

(608) 266-0915

**Licensing/
Licensed
Professionals**

Department of Regulation and Licensing - <http://www.drl.wi.gov>

The Department licenses and regulates 132 different types of credentials in more than 58 professional fields; may investigate complaints against persons credentialed by the department and boards, and may pursue disciplinary action against those individuals if there is evidence of a violation of the law.

(608) 266-5511

Missing Persons

Wisconsin Clearinghouse for Missing and Exploited Adults and Children <http://www.missingpersons.doj.wi.gov>

The Wisconsin Clearinghouse for Missing and Exploited Children and Adults serves as a resource for both law enforcement and families in investigating cases involving missing and abducted children and adults. The Wisconsin Clearinghouse works in conjunction with the National Center for Missing and Exploited Children, and forms part of a nationwide network that works to reunite missing and abducted children and adults with their families.

1-800-THE-HOPE (1-800-843-4673)

National Center for Missing Adults - <http://www.theyaremissd.org>

Hotline: (800) 690-FIND

**Offender Custody
and Release
Information**

**Wisconsin Department of Corrections
Office of Victim Services & Programs - <http://www.wivictimsvoice.org>**

Assists with questions about offender status, restitution, and release from confinement, probation and parole.

(800) 240-5888

VINE System - <http://www.vinelink.com>

Members of the public can use the telephone or Internet to search for information regarding the custody status of offenders in certain counties and to register to receive telephone and e-mail notification when the offender's custody status changes. This service is provided by county sheriffs and the Wisconsin Department of Corrections in order to keep crime victims and the public informed regarding individuals placed into the county jail. This service is not available for all counties at this time. Wisconsin VINE is anonymous and confidential. Call 1-888-944-8463 or visiting the web to register to receive notice when there is a change in an offender's custody status.

Wisconsin Victims VOICE - <http://www.WIVictimsVOICE.org>

Crime victims can enroll with the Department of Corrections to receive important information about the offender(s) who committed a crime against them. Access is available 24-hours a day, seven days a week. Enrolled victims can access case and offender information online. Visit the website or call 1-800-947-5777 for more information about this free service for victims of crime.

Privacy

DATCP - Office of Privacy Protection - <http://www.privacy.wi.gov>

Resource center for individuals, businesses, law enforcement, and government on issues of privacy protection and identity theft. (800) 422-7128

Sex Offender Registry

Wisconsin Department of Corrections Sex Offender Registry
<http://www.widocoffenders.org>

This website provides public access to certain information contained in the Wisconsin Department of Corrections Sex Offender Registry. The public can search by offender name, an address or connect to a mapping system to see registered sex offenders within a given zip code. The Registry does not contain information on all convicted sex offenders. Only offenders convicted or under DOC authority on or after 12/25/93, when the sex offender registration law went into effect, are included in Wisconsin's registry.

Victims' Rights

Wisconsin Victim Resource Center - <http://www.doj.state.wi.us/cvs>

The Wisconsin Victim Resource Center (VRC) assists victims in understanding their statutory rights. The VRC works as a liaison between victims of crime and public agencies and officials to ensure that victims have access to the services and rights to which they are entitled by statute.

Victims call toll free (800) 446-6564; Others call (608) 264-9497

Victim Service Organizations

Wisconsin Victim Resource Center - <http://www.doj.state.wi.us/cvs>

The Wisconsin Victim Resource Center (VRC) maintains a directory of local victim service organizations and may be able to locate an organization near you that provides the services you seek. The directory also contains a listing of national organizations and federal programs that may be of assistance.

The directory can be accessed by the public online: go to the website above and click on “Find A Victim Service Agency” in the red QuickLinks box.

Victims call toll free (800) 446-6564; Others call (608) 264-9497

Victim Service Organizations, Deaf

Deaf Unity

Deaf Unity is a statewide organization that provides culturally and linguistically competent services to victims of domestic violence and sexual assault who are deaf. **(866) 970-7932**

Vulnerable Adults, Adult Care Facilities and Caregiver Misconduct

Department of Health Services - Division of Quality Assurance
<http://dhs.wisconsin.gov/bqaconsumer/healthcarecomplaints.htm>

The Division of Quality Assurance (DQA) is responsible for assuring the health, safety, and welfare of the citizens of Wisconsin. If any individual believes that a caregiver, agency, or DQA regulated facility has violated State or Federal laws pertaining to regulated entities, that individual has the right to file a complaint with DQA. **(800) 642-6552**

- * The Department of Justice’s role is the state’s prosecutor and civil litigation authority for matters referred to the Department by other investigating, oversight and regulatory agencies.