

# POLICE DEPARTMENT HANOVER PARK, ILLINOIS



DIRECTIVE: 490-I

REFERENCE STANDARDS: 55.1.1 55.1.3 83.2.7

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SUBJECT: Sexual Assault and Sexual Abuse Investigations

PURPOSE: The trauma of sexual assault and sexual abuse often leads to emotional, physical, and economic consequences for the victim. The diminished ability of victims to recover from their sexual assault or sexual abuse has been directly linked to the response of others to their trauma. The response of law enforcement can directly impact both a victim's ability to heal and his or her willingness to actively participate in the investigation by law enforcement. Victim participation is critical to the successful identification and prosecution of sexual offenders, which can prevent new victimization. For this reason, improving the criminal justice system's response to victims of sexual assault and sexual abuse is critical to protecting public safety.

POLICY: The Hanover Park Police Department will treat sexual assault and sexual abuse as criminal conduct, respond to sexual assault and sexual abuse calls for assistance without unnecessary delay, and take all reasonable steps to prevent retraumatization of sexual assault victims and ensure referrals for follow-up services are provided to victims and witnesses.

DEFINITIONS: CONSENT - means a freely given agreement to the act of sexual penetration or sexual conduct in question. Lack of verbal or physical resistance or submission by the victim resulting from the use of force or threat of force by the accused will not constitute consent. The victim's manner of dress at the time of the offense will not constitute consent. A person who initially consents to sexual penetration or sexual conduct is not deemed to have consented to any sexual penetration or sexual conduct that occurs after he or she withdraws consent during the course of that sexual penetration or sexual conduct. [720 ILCS 5/11-1.70]

EVIDENCE-BASED, TRAUMA-INFORMED, VICTIM-CENTERED - means policies, procedures, programs, and practices that have been demonstrated to minimize retraumatization associated with the criminal justice process by recognizing the presence of trauma symptoms and acknowledging the role that trauma has played in a sexual assault or sexual abuse victim's life and focusing on the needs and concerns of a victim to ensure compassionate and sensitive delivery of services in a nonjudgmental manner. [725 ILCS 203/10]

**LAW ENFORCEMENT AGENCY HAVING JURISDICTION** - means the law enforcement agency in the jurisdiction where an alleged sexual assault or sexual abuse occurred. [725 ILCS 203/10]

**SEXUAL ASSAULT EVIDENCE** - means evidence collected in connection with a sexual assault or sexual abuse investigation, including, but not limited to, evidence collected using the Illinois State Police Sexual Assault Evidence Collection Kit as defined in Section 1a of the Sexual Assault Survivors Emergency Treatment Act or a urine sample collected when there is reasonable cause to believe that a person has consumed a controlled substance without his or her consent. [410 ILCS 70/1a; 725 ILCS 203/10]

**SEXUAL ASSAULT OR SEXUAL ABUSE** - is defined in Section 1a of the Sexual Assault Survivors Emergency Treatment Act. An act of nonconsensual sexual conduct or sexual penetration, as defined in Section 11-0.1 of the Criminal Code of 2012, including, without limitation, acts prohibited under Sections 11-1.20 through 11-1.60 of the Criminal Code of 2012. [725 ILCS 203/10]

**OFFICER-INVOLVED CRIMINAL SEXUAL ASSAULT** – means an alleged violation of Section 11-1.20, 11-1.30, 11-1.40, 11-1.50, or 11-1.60 of the Illinois Criminal Code of 2012 while an officer is on duty.

## **I. PROCEDURE**

### **A. Dispatch/Call Taker Response**

1. Telecommunicators will provide a trauma-informed response to victims of sexual assault and sexual abuse in accordance with standards established by the Office of the Statewide 9-1-1 Administrator pursuant to 20 ILCS 2605/2605-53(a)(1) and should implement the following procedures when receiving allegations of sexual assault and sexual abuse:
  - a. Assess immediate safety of victim and need for emergency medical services.
  - b. Gather vital information for responding officers.
  - c. Provide information to the victim on preserving evidence.

### **B. Initial Responding Officer Duties**

1. Responding to initial reports of sexual assault or sexual abuse:
  - a. Contact the victim as soon as possible and address safety concerns.
  - b. Assess the need for hospital emergency and forensic services and summon emergency medical assistance if needed, or offer to provide or arrange for transportation.
    - 1) If the victim consents to a medical forensic examination, the officer will not be present during the physical examination unless requested by the victim.

- 2) An officer may conduct a joint interview with health care providers, with victim consent.
- c. Provide the victim or third party reporter with the “Mandatory Notice for Survivors of Sexual Assault Form,” (P.A. 99-0801 – Form A), and document in the narrative of the report that the form was provided. (See Appendix A)
- d. Provide victim or third party reporter with the “Written Statement of Explanation of Crime Victim Rights”, within 48 hours of initial contact to inform victims of their rights under the Illinois Constitution, the Rights of Crime Victims and Witnesses Act, and the Crime Victims Compensation Act and document in the narrative of the report that the form was provided. (55.1.1)
- e. Assist the victim. (55.1.3a)
  - 1) Inform the victim that he or she does not need to make a decision about participating in the criminal justice process at this time.
  - 2) If the responding officer speaks with the victim after the close of court business hours and if a judge is available, the officer will offer to provide or arrange accessible transportation for the victim to the nearest available circuit court judge or associate judge so the victim may file a petition or an emergency civil no contact order or an order of protection.
  - 3) Contact an agency social worker or victim advocate, if available, or identify other resources for the victim, including the National Sexual Assault Hotline (1-800-656-4673).
  - 4) Determine the best way to contact the victim for follow-up based on the victim’s concerns about privacy, confidentiality, and safety. (55.1.3b)
- f. Assess for drug-facilitated sexual assault, (see Section VI of this directive).
- g. Notify an investigating officer, if other than the responding officer. After January 1, 2019, the investigation will be assigned to an officer trained in sexual assault and sexual abuse investigations pursuant to Section 10.21(d) of the Illinois Police Training Act. If no trained investigating officer is available, the agency will seek assistance from another law enforcement agency with officers trained in sexual assault and sexual abuse investigations pursuant to Section 10.21(d) of the Illinois Police Training Act.
- h. Follow evidence collection, crime scene processing, and chain of custody policies and protocols, (see Section VI of this directive).
  - 1) Preserve crime scene, if possible.
  - 2) Follow Directive 401-I on crime scene processing, documentation of evidence collected, and chain of custody.
  - 3) Look for evidence suggesting co-occurring, serial, and/or interconnected crimes.
- i. Conduct preliminary/initial victim interview utilizing evidence-based, trauma-informed, victim-centered interview questions and techniques.

- 1) Determine the primary language of victim and any translation needs. Use of friends and family as interpreters should be avoided, if at all possible.
  - 2) Victim will not be required to submit to an interview.
  - 3) Victim will not be asked or required to submit to a polygraph examination or any form of a mechanical or electrical lie detector test.
  - 4) A private location should be secured, if possible.
  - 5) A victim's request for a person, advocate, or attorney for the purposes of support or consultation should be accommodated, if possible. If such person is needed but not available, the interview should be paused to allow the victim to contact the National Sexual Assault Hotline (1-800-656-4673) for immediate support.
  - 6) Utilize a Children's Advocacy Center for a forensic interview of a child victim, when available, in accordance with the Children's Advocacy Center's written operational protocol.
  - 7) Concerns or needs of specific populations/communities should be taken into consideration, (see Section X of this directive).
- j. Fulfill mandatory reporting requirements and document any notifications made in the narrative of the report.
- 1) If responding to report of sexual assault or abuse of a child, the appropriate Children's Advocacy Center will be notified.
  - 2) Suspected abuse or neglect of any child will be immediately reported to the Department of Children and Family Services at 1-800-252-2873.
  - 3) If responding to a report of sexual assault or abuse, which has occurred within the previous 12 months, of an adult with disabilities aged 18 through 59 or a person aged 60 or older who resides in a domestic living situation, who because of a disability or other condition or impairment is unable to seek assistance for himself or herself, the officer will report this suspicion, within 24 hours, to the Department on Aging at 1-866-800-1409.
  - 4) Officer will immediately report any long-term care facility resident subjected to abuse or neglect, with whom the officer has had direct contact, to the Department of Public Health at 1-800-252-4343.
- k. Complete a written report, (see Section III of this directive).
- l. Send a copy of the written report, if the incident occurred in another jurisdiction, to the law enforcement agency having jurisdiction in person or via fax or email within 24 hours of receiving the reported information using the "Confirmation of Transfer of Sexual Assault Report to Law Enforcement Agency Having Jurisdiction Form" (See Appendix D). If confirmation from the law enforcement agency having jurisdiction of its receipt of the report is not received within 24 hours of sending the report, the agency will follow up with the agency having jurisdiction.

## II. MANDATORY REPORT WRITING

- A. Reporting methods. A written report will be completed when receiving information about a sexual assault or sexual abuse crime from the following:
1. A victim.
  2. Hospital or medical personnel.
  3. A witness.
  4. A third party reporter who has the consent of the victim.
    - a. The name and contact information of the third party reporter will be documented in the report.
    - b. The reporter's affirmation that he or she is reporting with the consent of the victim will be documented in the report.
  5. Documentation of facts in the report. The report will include information required by 725 ILCS 203/20(b), if known, whether provided at the time of initial report or obtained through investigation and should:
    - a. Include documentation of signs of physical and psychological trauma to the victim.
    - b. Include documentation of any aggravating factors present.
    - c. Detail and describe the victim's lack of consent, with documentation of the victim's subtle and overt actions. Silence does not imply consent.
    - d. Clearly document, if a consensual encounter turned non-consensual, the details of how and when the suspect's behavior changed and how the victim expressed or demonstrated non-consent to the continued acts.
    - e. As accurately as possible, use the victim's, witness's, and/or suspect's own words in writing. The language used by the victim will not be sanitized or cleaned up.

## III. DUTIES OF OFFICERS INVESTIGATION SEXUAL ASSAULT AND SEXUAL ABUSE

- A. Prior to January 1, 2019, all investigations of sexual assault and sexual abuse should be assigned to an officer who has completed training in sexual assault investigations pursuant to Section 10.19(d) of the Illinois Police Training Act, if one is available. After January 1, 2019, all investigations of sexual assault and sexual abuse will be assigned to an officer who has completed the required training, [725 ILCS 203/20(g)]. Investigating sexual assault and sexual abuse cases:
- B. Determine the primary language of the victim, witnesses, and suspects and any translation needs. Use of friends and family members as interpreters should be avoided, if at all possible.

- C. Interview the victim utilizing evidence-based, trauma-informed, victim-centered interview questions and techniques.
1. Victim will not be required to submit to an interview.
  2. Victim will not be asked or required to submit to a polygraph examination or any form of a mechanical or electrical lie detector test.
  3. A comprehensive follow-up interview should be conducted after the victim has been medically examined and treated and personal needs have been met.
  4. A victim should be allowed to complete at least two full sleep cycles before an in-depth interview occurs, if at all possible; however, a victim's request to complete the interview sooner should be honored.
  5. A private location should be secured, if possible.
  6. A victim's request for a person, advocate, or attorney for the purposes of support or consultation should be accommodated, if possible. If such person is needed but not available, the interview should be paused to allow the victim to contact the National Sexual Assault Hotline (1-800-656-4673) for immediate support.
  7. The role or impact of drugs or alcohol should be taken into consideration.
  8. Sources of additional evidence during the victim interview, including electronic communications or knowledge of prior victims, should be explored.
  9. Concerns or needs of specific communities/populations should be taken into consideration, see Section X of this directive.
  10. Officers should be aware of possible defense strategies, including denial, identity, alibi, and consent, and document the relevant information provided.
  11. Officers should be conscious of the timing of releasing information to the victim or the public if the use of a photo array is possible.
  12. A case should not be automatically closed following a recantation by the victim; additional inquiry is necessary to determine the cause of the recantation.
  13. When concluding the follow-up victim interview, the officer should:
    - a. Inform the victim about the next steps in the investigation. Let the victim know when he or she can expect to be contacted again.
    - b. Encourage the victim to contact the officer if he or she remembers any additional information or evidence and assure the victim that it is common to remember additional information with the passage of time.
    - c. Help the victim develop a safety plan, if there are safety concerns, and encourage the victim to call the police if the suspect violates any criminal or court orders, or if the suspect (or the suspect's family or associates) contacts the victim in any way (in person, by phone, through social media, etc.).
    - d. Encourage the victim to work with an advocate to assess future needs.

14. Conduct witness interviews.
  - a. Identify and interview individuals present during assault.
  - b. Identify and interview individuals who witnessed pre-assault or post-assault conduct or statements of the suspect or the victim.
  - c. Identify and interview outcry (disclosure) witnesses.
  - B. Identify and interview prior victims for evidence of the suspect's propensity to commit sexual abuse or sexual assault.
15. Conduct suspect investigations.
  - a. Prior to contacting the suspect, officers should attempt to:
    - 1) Conduct a background check and criminal history for victim and officer safety.
      - i. Look for accusations, criminal charges, and convictions for interconnected crimes, especially crimes involving violence.
      - ii. Conduct LEADS or NCIC search that shows all law enforcement contacts.
  - b. Evaluate sources of digital evidence.
  - c. Consider conducting pretext communications with consideration given to minimizing the emotional impact on the victim. Consult the state's attorney's office regarding legal requirements.
  - d. Develop a timeline of pre- and post-assault behaviors and communications.
16. Assess the circumstances for either a noncustodial interview or a custodial interview.
17. Conduct suspect interviews.
  - a. Attempt to interview every suspect identified.
  - b. Audio and video record the entire interview when required.
18. Consider a suspect medical forensic exam.
  - a. Immediately after the preliminary suspect interview, determine whether a forensic sexual assault examination should be obtained for the suspect.
  - b. Consider legal requirements.
    - 1) Obtain a search warrant to collect any evidence from the body of the suspect, take photographs of any findings on the body, or collect clothing; or
    - 2) Obtain consent from the suspect to collect any evidence from the body of the suspect, take photographs of any findings on the body, or collect clothing. If an exam is conducted with the suspect's consent, document that the suspect was informed of his or her right to decline any part of the examination and to leave at any time.
    - 3) Collect evidence.

- i. If a health care provider is conducting the forensic examination of the suspect, a law enforcement officer will be present at all times.
  - ii. If in custody, the suspect will be given a Miranda warning before being asked medical history questions by the health care provider or investigator.
- 3) When possible, enter information into the FBI Violent Criminal Apprehension Program Database or forward to the appropriate agency for entry.
- 4) Identify potential modus operandi when suspect is unknown.
- 19. Evaluate sources of digital evidence including photographs, video, social networking sites, blogs or forums, hidden video recording devices, and computer spyware programs for information related to the sexual assault or sexual abuse. Look for evidence of, investigate, and document any monitoring, surveillance, targeting, and grooming behaviors employed by the suspect through technological means.
- 20. Follow evidence collection, crime scene processing, and chain of custody policies and protocols, see Section VI of this directive.
- 21. Complete mandatory report writing requirements, see Section III of this directive.
- 22. Consult with State's Attorney's Office to determine what additional information is needed.

#### IV. SUPERVISOR DUTIES

- A. Supervisors should have an understanding of the impact of trauma on a victim and proper trauma-informed responses by officers. Officers supervising officers responding to and investigating sexual assault and sexual abuse cases should:
  - 1. Ensure that officers responding to and investigating sexual assault and sexual abuse utilize evidence-based, trauma-informed, victim-centered policies, procedures, programs, and practices.
  - 2. If requested by an officer, or when deemed necessary, respond to assist officers investigating sexual assault and sexual abuse.
  - 3. Review all sexual assault police reports for accuracy, consistency, and victim-centered responses.
  - 4. Provide officer mentoring and accountability.
  - 5. Work to increase interagency communication between law enforcement and prosecutors to ease the transition for victims moving from the investigation phase to prosecution.
  - 6. Ensure officers and investigators understand case coding and appropriately clearing sexual assault cases.



7. Review all sexual abuse or sexual assault cases cleared by exception or unfounded to ensure cases were not prematurely closed. A case should not be cleared by exception or unfounded until the results of the sexual assault evidence testing are returned and all evidence is reviewed.
8. Suspend, inactivate, or otherwise remove cases not cleared by arrest, cleared by exceptional means, or unfounded from an officer's active caseload when all leads have been exhausted and no further investigation is possible.
9. Ensure officer and investigator training requirements are met.

V. EVIDENCE COLLECTION, CRIME SCENE PROCESSING, AND CHAIN OF CUSTODY

- A. An officer will take possession of sexual assault evidence collected by hospital personnel within no more than five days of the completion of the medical forensic exam and document the possession of the evidence in the report.
- B. If a victim declines to consent to testing the evidence, the agency will store evidence for five years from completion of medical forensic exam or five years from victim's 18th birthday, whichever is longer.
  1. The victim or the victim's designee will be provided the following information: "Storage and Future Testing of Sexual Assault Evidence Form", P.A. 99-0801 - Form C will be used. (See Appendix C)
    - a. The evidence will be stored at the Hanover Park Police Department.
    - b. The victim may provide consent for testing at a later date by:
      - 1) Contacting the Hanover Park Police Department.
      - 2) Working with a sexual assault advocate.
      - 3) Providing verbal consent with follow-up verification by email, mail, or fax to the Hanover Park Police Department.
  2. The Hanover Park Police Department's Property Custodian will notify:
    - a. A victim or victim's designee if the agency's storage period for sexual assault evidence exceeds five years or the victim's reaches his or her 23<sup>rd</sup> birthday.
    - b. A victim or victim's designee that the storage period for their sexual assault evidence will be ending soon, if such notice has been previously requested by the victim, in order to provide the victim sufficient time to decide whether to consent to testing the evidence.
- C. If a victim consents to testing the sexual assault evidence, the officer will:

1. Submit evidence, including but not limited to the Illinois State Police Sexual Assault Evidence Collection Kit, urine specimen, clothing, and crime scene evidence such as condoms, tissue, and bedding, for testing within 10 days of receipt of consent pursuant to the Sexual Assault Evidence Submission Act and document the submission in the case report. No law enforcement agency having jurisdiction may refuse or fail to send sexual assault evidence for testing that the victim has consented to be tested.
  2. Provide the victim or victim's designee with written information informing the victim of his or her right to request information regarding the submission and results of the testing. "Mandatory Notice of Victim's Right to Information Regarding Sexual Assault Evidence Form" P.A. 99-0801 - Form B will be used. (See Appendix B).
- D. Drug- and alcohol-facilitated sexual assault.
1. If a drug- or alcohol-facilitated sexual assault is suspected, it is recommended that urine be collected as soon as possible after the assault.
    - a. If possible, transport the victim to a facility where the sample can be taken.
    - b. If the first urine has been voided, urine collection should still be encouraged up to 120 hours (five days) after the sexual assault has occurred, as it could still have evidentiary value.
  2. No sample analysis may be performed unless the victim returns a signed written consent form after the sample was collected. The victim has five years after the sample was collected to consent to testing.
  3. If samples are taken by the hospital for medical purposes, the officer should not request the hospital personnel to test a victim's blood or urine without the consent of the victim.
  4. With the victim's consent, any blood or urine samples collected will be submitted to an Illinois State Police Crime Laboratory or other appropriate laboratory (Northeastern Illinois Regional Crime Laboratory or DuPage County Forensic Science Center) for analysis.
  5. A victim should be notified that once a written consent form for analysis is signed, he or she has 48 hours to revoke consent.
  6. An officer should check for digital evidence corroborating the narrative, such as video, credit card purchases, mobile phone records, and receipts.
  7. An officer should obtain a warrant, when appropriate, to search the home(s) of the suspect(s) for drugs and paraphernalia and conduct searches of computers of the suspect(s).
- E. DNA
1. When evidence analysis indicates an association with an individual (CODIS hit), the Illinois State Police Crime Laboratory or other appropriate laboratory will

request that the law enforcement agency obtain a confirmatory buccal swab (reference standard) from the suspect.

2. Every effort should be made to locate the suspect to obtain a confirmatory swab.

## VI. OFFICER-INVOLVED CRIMINAL SEXUAL ASSAULT

- A. Pursuant to Public Act 100-0515 (50 ILCS 705/7.7) each officer-involved criminal sexual assault investigation shall be conducted by at least 2 investigators or an entity comprised of at least 2 investigators, one of whom shall be the lead investigator. The investigators shall have completed a specialized sexual assault and sexual abuse investigation training program approved by the Illinois Law Enforcement Training Standards Board or similar training approved by the Department of State Police. No investigator involved in the investigation may be employed by the law enforcement agency that employs the officer involved in the officer-involved criminal sexual assault. For investigations involving Hanover Park Officer(s), assistance will be requested from the appropriate investigative task force/agency.
- B. Upon notification of an alleged officer-involved incident, an internal investigation may be initiated as per the procedures outlined in Hanover Park Police Directive 181-A, Internal Investigations. The internal investigation may be conducted into the alleged officer-involved criminal sexual assault as long as the internal investigation does not interfere with the investigation conducted under the requirements of Section 10 of Public Act 100-0515, (50 ILCS 705/7.7).

## VII. VICTIMS' RIGHTS AND VICTIM NOTIFICATION

- A. Officers will provide the Statement of Marsy's Rights to victims within 48 hours of initial contact, informing victims of the rights provided by the Illinois Constitution, the Rights of Crime Victims and Witnesses Act, and the Crime Victims Compensation Act. [725 ILCS 120/4(b)] (55.1.3d)
- B. Officers will advise victims of the availability of crime victim compensation and that any information concerning the Crime Victims Compensation Act and the filing of a claim may be obtained from the Office of the Attorney General. [740 ILCS 45/5.1(b)]
- C. Crime victims have the right to be treated with fairness and respect for their dignity and privacy and to be free from harassment, intimidation, and abuse throughout the criminal justice process. [725 ILCS 120/4(a)(1)]
- D. At the request of the crime victim, officers will provide notice of the status of the investigation, except where the State's Attorney determines that disclosure of such

information would unreasonably interfere with the investigation, until such time as the alleged assailant is apprehended or the investigation is closed.

- E. Officers will provide notice to a victim if a closed case is reopened to resume the investigation, except where the State's Attorney determines that disclosure of such information would unreasonably interfere with the investigation.
- F. Victims may have a person, advocate, or attorney with them for the purposes of support or consultation.
  - 1. A victim has a right to request information regarding the submission and testing of forensic evidence. Upon the request of the victim who has consented to the testing of sexual assault evidence, officers will provide the following information in writing: (83.2.7d)
    - a. The date the sexual assault evidence was sent to an Illinois State Police Crime Laboratory or other appropriate laboratory (Northeastern Illinois Regional Crime Laboratory or DuPage County Forensic Science Center), within seven days of submitting the evidence to a laboratory.
    - b. Any test results provided to the law enforcement agency by the laboratory, within seven days of receipt of the results by the agency, including, but not limited to whether:
      - 1) a DNA profile was obtained from the testing of the sexual assault evidence from the victim's case;
      - 2) the DNA profile developed from the sexual assault evidence has been searched against the DNA Index System or any state or federal DNA database;
      - 3) an association was made to an individual whose DNA profile is consistent with the sexual assault evidence DNA profile, provided that disclosure would not impede or compromise an ongoing investigation; and
      - 4) any drugs were detected in a urine or blood sample analyzed for drug-facilitated sexual assault and information about any drugs detected.

## VIII. WORKING WITH THE PROSECUTOR

- A. An officer should contact the Cook or DuPage State's Attorney's Officer for assistance with an investigation or felony review, when appropriate.

## IX. FOLLOW-UP INVESTIGATIVE PROCEDURES

- A. Forensic and offender hits (CODIS matches) relating to sexual assault and sexual abuse cases from Illinois State Police Crime Laboratories or other laboratories are to be received by the Hanover Park Police Department Property Custodian who should:
    - 1. Log receipt of hit information from laboratories;
  - B. The property custodian will forward this information to the assigned investigator who should:
    - 1. Investigate the CODIS hit and potential impact on the investigation;
    - 2. Document all investigative steps taken as a result of the CODIS hit; and
    - 3. Consult with the local state's attorney's office about the results of the investigation following the CODIS hit.
  - C. Victim Notification.
    - 1. If the status of a cold case changes, including instances where a case is reopened to resume investigation, a crime lab has notified law enforcement of a DNA database "hit," or an offender has been arrested on a warrant, notice to the victim will be provided unless it would unreasonably interfere with the investigation.
    - 2. Prior to notification and communication with the victim, officers should consult with the agency social worker or rape crisis advocate. Notification to the victim should be coordinated with the social worker or rape crisis advocate to permit the social worker or advocate to be present if possible. Officers should attempt to notify the victim at a time, place, and manner that provides as much privacy as possible.
- X. AGENCY PARTNERSHIPS WITH VICTIM ADVOCATES
- A. Victim Advocates. Officers responding to and investigating sexual assault and sexual abuse cases should be aware of victim advocate resources available within the agency's jurisdiction and how to contact an advocate for assistance.