



## ABOUT THE CIVILIAN ASSISTANCE UNIT

The Civilian Assistance Unit (CAU) helps individuals navigate the investigative process after filing a CCRB complaint. As the City strives to create a system where all New Yorkers have access to the support they need, the CAU provides a free and confidential program that pairs civilians with advocates who use a trauma-informed and victim-centered approach to help civilians connect with city resources in a meaningful way.

## CONTACT US

100 Church Street, 10<sup>th</sup> Floor  
New York, NY 10007  
1-800-341-2272  
Email: [CAU\\_Referrals@CCRB.nyc.gov](mailto:CAU_Referrals@CCRB.nyc.gov)  
<https://www1.nyc.gov/site/ccrb/index.page>

# CIVILIAN ASSISTANCE UNIT

**NYC** Civilian Complaint Review Board



\* The Civilian Assistance Unit is supported in part by grant funding by the New York State Office of Victim Services.

## HOW CAN THE CAU HELP YOU?

The CAU is staffed by victims' advocates, licensed social workers, and trauma services professionals who serve to empower and support civilians that are direct victims and/or witnesses in CCRB complaints who may have experienced trauma following a police encounter. CAU staff members act as an important point of contact to connect vulnerable populations with needed social and psychological support services. CAU staff provide comprehensive case management services, assist individuals with navigating the CCRB processes, and connect civilians to City-wide services.

## THE CAU CAN HELP CONNECT YOU TO:

- Mental Health Services
- Financial Education and Assistance
- Public Benefits
- Legal Service
- Immigration Assistance
- Food Pantries
- Housing and Homelessness Services
- Other social services



## CONNECTING TO A CAU ADVOCATE

You can ask at any time during a CCRB investigation to connect with the CAU and an advocate. Your investigator can send a referral to the CAU and an advocate will reach out to you within a few days.

## CONFIDENTIALITY

All interactions with the CAU are confidential and separate from CCRB investigations.

## THE CAU AND CCRB INVESTIGATIONS

A CAU advocate can be with you through every step of your CCRB investigation. CAU advocates can:

- Accompany you to interviews or mediation
- Help you understand the investigative process
- Provide emotional support
- Serve as a liaison between you and the CCRB
- Help you understand the disposition of your case
- Answer questions you have about your case
- Provide information on your rights

**\*All individuals with active CCRB cases, regardless of actual or perceived race, national origin, sexual orientation, gender identity, prior arrests or convictions, religion, language, immigration status, disability, or military status are eligible for the CAU services. The CCRB has translation services available in all languages for people with limited English proficiency.**