

CELEBRATE

HISTORY

HAPPY 40TH BIRTHDAY
NORTHWEST VICTIM SERVICES
VICTIM NO MORE

THANK YOU Catherine
Bachrach for your vision 40 years
ago which CHANGED the city of
Philadelphia.

Founder of Northwest Victim
Services (NVS)

OCTOBER 27, 2026

DONATE TO HELP THOSE AFFECTED BY CRIME

\$40, \$400, \$4,000



NORTHWEST VICTIM SERVICE (NVS)

CELEBRATING 40 YEARS

NVS EXECUTIVE DIRECTORS 1986 to 2026



Catherine Bachrach, Founder
1986 to 1992



Janet Lemoine, 1992 to 1999



Jackie Kemp 1999 to 2000



Leslie Seymour 2000 to 2004



Patricia A. Payne 2005 to 2012
Interim ED from 2004 to 2005



Donna Hull, 2012 to 2014



Melany P. Nelson 2014 to 2022



Tobi Downing, 2022 to 2023

April 1, 2024 to Present

CATHERINE BACHRACH, HER HUSAND BILL, THEIR DAUGHTERS AND THEIR PARTNERS.



DO YOU NEED A REASON TO DONATE?

When someone becomes a victim of crime, they should not have to navigate trauma, financial hardship, and the justice system alone. A donation helps make sure support is available when they need it—and that victims can receive that support at NO cost!



The NVS Advocates fight for underserved individuals affected by crime.



The NVS Advocates filed **1962** claims from September 1, 2016 to September 1, 2026

The NVS Advocates recovered **\$2,276,533.52** from 2016 to 2026

Through the Victims Compensation Program. Reimbursements for funeral expenses, loss wages, medical expenses, relocation expenses, stolen cash, therapy expenses, and loss of support.



NVS is Advocating for carjacking victims and victims who have their vehicles stolen to ensure they are not revictimized.



NVS STAFF

BUCKET OF CHOICE



Bucket of HOPE will help
Domestic Violence Victims
with temporary Hotel
Accommodations
\$1,000.00



Bucket of INSPIRATION
will help with six therapy
sessions for a youth of color
affected by gun violence.
\$980.00



Bucket of LOVE will help a
carjacking victim faced with
towing and storage fees once
their vehicle is recovered by
law enforcement.
\$175.00
Based on the City Code



NORTHWEST VICTIM SERVICES

SUPPORT • ADVOCACY • SAFETY • HEALING

SCAM SAFETY & FINANCIAL PROTECTION

BE INFORMED • STAY ALERT • PROTECT YOURSELF

Scammers are getting more creative — using phones, texts, emails, social media, and even in-person contact to trick people. Anyone can be targeted. The best defense is knowledge, awareness, and a plan.

Real People.
Real Stories.
Real Support. ♥

Think.
Verify.
Stay Safe. ♥



COMMON SCAMS

Scammers use a variety of tactics, including:



Romance Scams

Fake online relationships, emotional manipulation, and requests for money.



Family Emergency Scams

Pretending a loved one is in trouble and needs money right away.



Tech Support Scams

Fake calls or messages claiming your device is hacked or needs repair.



Government Impersonation

Scammers posing as IRS, Social Security, or other agencies demanding payment or personal information.



Fake Jobs & Investments

Promises of high pay, easy work, or guaranteed returns — often with fake websites or checks.



Prize & Shopping Scams

You're told you won a prize, or are asked to pay for a package, upgrade, or shipping fee.



Online Shopping & Delivery Scams

Fake stores, non-existent products, or requests for payment before delivery.



KEEP YOUR INFORMATION PRIVATE



Don't share passwords, PINs, or verification codes.



Be cautious with links, emails, texts, and phone calls.



Use secure websites (look for "https" and a lock icon).



Adjust privacy settings on social media and your devices.



RED FLAGS

Be on the lookout for:



They pressure you to act quickly or say it's a limited-time offer.



They ask for money, gift cards, or personal information.



They claim to be from a trusted company, government agency, or organization — but it feels unfamiliar.



They want you to keep the conversation a secret.



They use fear, threats, or emotional manipulation.



They ask for your bank account, Social Security number, or login information.



The offer sounds too good to be true.



SAFETY PLANNING

If you're meeting someone online or making a purchase:



Never meet in a private location. Meet in a public place and tell someone where you're going.



Bring a trusted friend or family member if possible.



Let someone you trust know the details (if you're meeting or traveling).



Trust your instincts — if something feels off, it probably is.

Your safety matters.
You're not alone. ♥



DO's

Keep yourself and your information safe.



Take your time and think it through.



Verify the person or company (look up the phone number or website).



Keep your personal information private (bank info, SSN, passwords).



Use strong, unique passwords and enable two-factor authentication.



Keep your devices, software, and antivirus up to date.



Talk to a trusted family member, friend, or advocate.



Report suspicious activity.



DON'Ts

Avoid common mistakes.



Don't share your bank information, credit card numbers, or PINs.



Don't click on unknown links or download attachments.



Don't meet someone in person who you only know online.



Don't assume it's real just because it looks professional or official.



Don't send money, gift cards, or checks to someone you don't know.



IF YOU'VE ALREADY BEEN SCAMMED

It's not your fault — take action.



Contact your bank or credit card company immediately.



Change your passwords.



Report it to the Federal Trade Commission (FTC) at reportfraud.ftc.gov



Call the Elder Fraud Hotline at 833-372-8311



Report to local authorities (if there is a safety concern).



Reach out to Northwest Victim Services for support and resources.

PAUSE • CHECK • ASK

Scammers want you to act quickly. You do not have to decide right away. Stop, check the information using a trusted source, and ask someone you trust before sending money or personal information.

RED FLAGS: STOP & CHECK

- **Urgency:** "You must pay right now."
- **Secrecy:** "Don't tell your family, advocate, bank, or anyone else."
- **Threats:** arrest, losing benefits, account closure, deportation, or harm to someone you love.
- **Unexpected contact:** a message, call, pop-up, or social-media account you did not expect.
- **Unusual payment:** gift cards, cryptocurrency, wire/bank transfer, cash, or a payment app.
- **Remote access:** someone asks to control your phone or computer.
- **Personal information:** passwords, PINs, Social Security number, bank details, or verification codes.
- **Isolation:** someone wants you to meet them, travel somewhere, or keep the relationship secret.

COMMON SCAMS

- **Imposter scams:** someone pretends to be family, police, a bank, Social Security, a government agency, or a company.
- **Romance scams:** an online friend or love interest asks for money, gifts, travel expenses, or financial help.
- **Tech-support scams:** a pop-up or caller says your device is infected and asks for payment or remote access.
- **Prize/lottery scams:** you "won," but must pay a fee or send money first.
- **Fake jobs/investments:** promises of easy money, high returns, or a job that requires upfront payment.
- **Family-emergency scams:** someone claims a loved one is in trouble and needs money immediately.
- **Shopping/delivery scams:** fake sellers, refunds, packages, or links designed to steal information.

DOs & DON'Ts

✓ PROTECT YOURSELF

- **DO** hang up, close the message, or leave the website if something feels wrong.
- **DO** verify independently—use the company's official website, the number on your bank card, or a known family number.
- **DO** use strong, unique passwords and multi-factor authentication when available.
- **DO** turn on bank/card alerts and review statements or transactions regularly.
- **DO** keep trusted people involved in major financial decisions if that is part of your support plan.
- **DO** save suspicious texts, emails, usernames, receipts, phone numbers, screenshots, and transaction details.

X WATCH OUT

- **DON'T** share passwords, PINs, one-time verification codes, or remote access.
- **DON'T** send money because someone says you must keep it secret.
- **DON'T** meet someone you only know online without a safety plan and trusted person knowing where you are.
- **DON'T** deposit a check and send part of the money back. A check can appear to clear and still be fake.

FOR ADVOCATES, CAREGIVERS & TRUSTED SUPPORT PEOPLE

Support without shame or blame. Scammers are skilled at creating urgency, fear, trust, and isolation. If someone has already sent money or shared information, avoid "Why did you do that?" Instead ask: "Are you safe right now?" "What happened?" "What can we do together to stop further loss?" Use plain language, repeat information when needed, and involve the person in decisions as much as possible. For people who receive support with finances, consider agreed-upon safeguards such as transaction alerts, trusted contacts, spending limits, or a second-person check for unusually large transactions.

IF A SCAM HAS ALREADY HAPPENED

1. **Stop contact.** Do not send additional money or information—even if they promise to return what was lost.
2. **Act quickly.** Contact the bank, card company, gift-card issuer, payment app, wire service, or cryptocurrency exchange used to send the money. Ask whether the transaction can be stopped or reversed.
3. **Secure accounts.** Change compromised passwords and contact the financial institution if account information or login credentials were shared.
4. **Save evidence.** Keep screenshots, messages, receipts, account details, phone numbers, usernames, and dates.
5. **Report it.** Report fraud to the FTC. Older adults can also contact the DOJ National Elder Fraud Hotline. If an older adult or person with a disability is being financially exploited, contact Adult Protective Services as appropriate.

HELP & REPORTING — PHILADELPHIA Immediate danger: 911 | Philadelphia Corporation for Aging / Older Adult Protective Services: 215-765-9040 | National Elder Fraud Hotline: 833-FRAUD-11 (833-372-8311) | FTC: ReportFraud.ftc.gov

Sources: Federal Trade Commission (FTC) Consumer Advice; Consumer Financial Protection Bureau (CFPB); U.S. Department of Justice Elder Fraud Initiative; City of Philadelphia resources. Information reviewed September 2026.

Northwest Victim Services • Use this handout as general education alongside individualized safety planning, agency policy, confidentiality requirements, and applicable reporting obligations.

The NVS agency stands with individuals and families affected by missing-person cases

5th Police District



14-year-old, missing juvenile Seaira Benn. Seaira was last seen August 29, 2026, at 2:40p.m., on the 61xx block of Ridge Ave

14th Police District



18-year-old Lilliana M. Kravitz, Lilliana was last seen on September 7, 2026, at approximately 6:21 p.m.

35th Police District



16-year-old Shantelle Thomas, Shantelle was last seen at approximately 3:45 p.m. Thursday, Sept. 17, 2026, at her residence on the 200 block of Kenilworth Avenue .

39th Police District



Jayne Jeffries, 68-years-old, Jeffries was last seen by family in October 2025 and was last contacted in November 2025. She is from the 5200 block of Schuyler Street in Philadelphia.

For a complete list of missing individuals from the 5th, 14th, 35th, and 39th police districts:

<https://www.phillypolice.com/news-blotter-cat/missing-persons/>

Tips: Northwest Detectives at 215-686-3353 or call 911

Northwest Victim Services extends our deepest care, compassion, and support to the families and loved ones of the women who are missing from the Chew Avenue House in the Northwest section of Philadelphia.

We understand that not knowing where your loved one is can bring overwhelming fear, uncertainty, and heartache. During this difficult time, please know that you do not have to face these emotions alone. Your concerns, your questions, and your loved one's safety matter.

We encourage families to remain connected with the appropriate authorities and victim-service professionals as information becomes available. If you have information that may assist in locating a missing loved one, please share it with law enforcement or the appropriate investigative team.

Northwest Victim Services is here to provide compassionate support, help you understand available resources, and stand alongside families as they navigate this challenging experience.

To every family waiting for answers: your loved one matters, your family matters, and NVS is standing with YOU.

PPD tip line at 215-686-TIPS (8477)

40 YEARS OF SERVICE. ONE COMMUNITY ONE MOVEMENT

JOIN US FOR OUR VIRTUAL FUNDRAISER:
MEANS FOR THE MOVEMENT

OCTOBER 27, 2026

SUGGESTED DONATION: \$40.00 (FOR 40 YEARS OF SERVICE)

NVS WAS THE FIRST COMMUNITY-BASED
AGENCY IN PHILADELPHIA CREATED
AND DEDICATED TO HELPING THOSE
AFFECTED BY CRIME:
CATHERINE BACHRACH,
FOUNDER

North Central
Victim Services

Center City
Victim Services

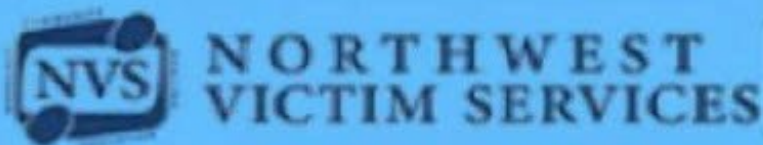
West/Southwest
Victim Services

Northeast
Victim Services

East Division
Victim Services

South Philadelphia
Victim Services

Northwest
Victim Services



Each community base
agency was molded after
NVS.

Philly 6

DONATE \$40 AND JOIN THE MOVEMENT!