Utilizing funds from the Department of Justice Office for Victims of Crime, CSN is already piloting a call/text/chat program to support cybercrime victims in West Michigan, Central Florida and Rhode Island that utilizes the existing 211 national network — a toll-free, human services phone number and chat line supporting over 95 percent of Americans — as a reporting and triage line for victims of cybercrime.

CSN is training 211 referral specialists in the pilot areas to assist victims with reporting and referring them to response and recovery resources.

National Cyber 211

In September 2019, the Department of Homeland Security signed a cooperative agreement with CSN to establish a State, Local, Tribal, and Territorial (SLTT) Reporting and Threat Information Sharing pilot. For this pilot, CSN will help the Cyber and Infrastructure Security Agency (CISA) to:

1. **Standardize Cybercrime Reporting**
   CSN will design a process for cybercrime reporting which ensures threat data can be analyzed and disseminated effectively improving our understanding of the evolution of cyber threats.

2. **Establish Resource Database**
   Working with stakeholders, CSN will identify and organize existing resources which will help the victims of cybercrime get back on their feet and better protect their data.

3. **Develop Info Sharing Processes**
   CSN will work with CISA and other federal partners to examine how best to analyze and disseminate cyber threat reports shared by victims of cybercrime.

By standardizing the reporting mechanism for cybercrime impacting consumers and SMBs and providing a catalog of resources available to victims, this pilot will help ensure Americans are better prepared to recover from cybercrime.