GAINING BUY-IN, BUILDING TRUST, AND OPERATIONALIZING VALUES

Agency leadership sets clear expectations for a victim-centered response to domestic and sexual violence. The following actions can support agency leadership in building trust, operationalizing values and obtaining buy-in from agency members and outside partners.

CLEARLY OUTLINE AGENCY STANDARDS FOR RESPONDING TO DOMESTIC AND SEXUAL VIOLENCE:

- Clarify terminology such as trauma-informed and victim-centered in the context of the daily work of agency staff and ensure that all partners are on the same page.
- Use opportunities such as roll call to discuss agency standards related to domestic and sexual violence.
- Feature specific expectations about the response to, and the investigation of, domestic and sexual violence in the field training officer program.

IDENTIFY, ENGAGE AND REWARD INTERNAL CHAMPIONS:

- Seek out staff from across the agency and at multiple ranks with strong backgrounds in responding to domestic and sexual violence and involve these staff in developing strategies to implement trauma-informed, victim-centered, and offender-focused policies and procedures.
- Delegate authority and support growth by sending internal champions, regardless of tenure or rank, to specialized or advanced training and providing mentoring and coaching.
- Foster leadership opportunities, which may include participation in multiagency teams, creating training bulletins, developing roll call or in-service training, analyzing data and agency statistics, reviewing/creating policy, and conducting agency audits.

CREATE EXPECTATIONS AND IDENTIFY BENCHMARKS TO PROMOTE INDIVIDUAL AND AGENCY EXCELLENCE:

- Create performance indicators that align with agency core values and vision and assess for trauma-informed, victim-centered, and offender-focused response in annual and promotional reviews.
- Equip supervisors with the knowledge to guide and oversee agency staff in their response to and investigations of domestic and sexual violence.
- Implement routine coaching and mentoring by immediate supervisors that includes reviews of written reports and victim interviews.
- Evaluate officer response, supported by victim feedback gathered through surveys, and discussion with victim service providers.
- Establish and implement clear consequences for failure to demonstrate agency values and priorities as established in agency procedures and policies.

COLLABORATE WITH EXTERNAL PARTNERS AND SUBJECT MATTER EXPERTS:

- Collaborate, coordinate and seek feedback from system and community partners such as victim advocates, forensic nurse examiners, prosecutors and survivors through formal processes such as multidisciplinary teams, surveys and informal communication.
- Establish MOUs with clearly defined roles, functions, and responsibilities, where there are formal partnerships. Annually revisit and discuss these MOUs to ensure objectives are being met.
- Work with system and community partners to host cross-system and multidisciplinary training.
- Create opportunities for survivors to provide agency feedback and input anonymously through victim advocates to preserve victim privacy.
- Recognize and celebrate agency and community partnership successes.

For additional resources, visit: www.theiacp.org/GenderBasedViolence.