



## ENHANCING LAW ENFORCEMENT RESPONSE TO VICTIMS (ELERV) STRATEGY, 2ND EDITION

### *Performance Monitoring*

Measuring the progress of new initiatives is vital in their implementation. Ensuring the agency is strategically capturing data and monitoring both internal and external performance measures can help build a roadmap to implementation, identify gaps, and provide opportunities for improvement to best meet the needs of those served.

#### INTERNAL PERFORMANCE MONITORING

Assessment of internal agency factors may impact response to victims. This can include personnel perceptions, training, and skill development.

#### EXTERNAL PERFORMANCE MONITORING

Assessment of external factors may impact response to victims. This can include victims' and community members' perceptions of law enforcement response, crime reporting rates, and the quality of partnerships between law enforcement and community-based agencies.

#### PARTNERING WITH RESEARCHERS

Including a research partner can help expand an agency's capacity to collect and analyze data. Benefits include the researchers' expertise and increased objectivity in data collection and analysis. Research partners can

- ▶ Assist in documenting current policies and practices
- ▶ Identify and collect existing data
- ▶ Identify appropriate methods for additional data collection
- ▶ Help to document the ELERV Strategy implementation process
- ▶ Explore questions about agency and community culture that may be difficult to assess internally
- ▶ Provide opportunities for internal and external stakeholders to express their views anonymously
- ▶ Develop short- and long-term data tracking and analysis tools

#### IDENTIFYING A RESEARCH PARTNER

Research partnerships may be developed through local colleges and universities or research organizations. Faculty members from disciplines with the skill sets needed, such as members of departments of Criminal Justice, Sociology, Political Science, Social Work, and Psychology, may assist with data collection and research.

#### DATA COLLECTION METHODS

**Existing Records and Documents** - Agency records can provide baseline information about the agency, status of current victim response, and the community.

**Surveys** - Surveys can be valuable, cost-effective tools used to gather information from a variety of stakeholders. Anonymity can encourage openness and honesty from participants.

- ▶ **Internal Agency Personnel Surveys** - Understanding the culture of an agency is an important factor since the agency's personnel will be enacting the changes to support the initiative.
- ▶ **Victim Surveys** - Victim feedback can help agencies understand what victims need and want from the criminal justice system, assess whether their own agency's response to victims is effective, and identify where they can make improvements.
- ▶ **Community Member Surveys** - Not all victims report their victimization to law enforcement. Identifying the barriers that prevent reporting can be valuable. Community members can provide helpful insights and solutions.
- ▶ **Community Partner Surveys** - Community partners working with victims could share information that has been provided by victims about the effectiveness of an agency's response.

**SWOT Analysis** - A method of gathering information from stakeholders by identifying strengths, weaknesses, opportunities, and threats.

*For comprehensive information on the ELERV Strategy, including tools, templates, and additional resources, please visit [www.responsetovictims.org](http://www.responsetovictims.org).*

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