



ROLES AND OPPORTUNITIES—INTERNAL PARTNERSHIPS

All law enforcement agency personnel can support victim-centered practices. Agencies should encourage all personnel to seek out opportunities to improve response to victims. Examples of victim-centered practices in various roles follow.

AGENCY EXECUTIVES

- ▶ Communicate that victim response is a top priority
- ▶ Define desired implementation outcomes
- ▶ Advocate for resources necessary to enhance victim response
- ▶ Include victim-centered, trauma-informed training at all levels
- ▶ Invest in data collection and analysis to assess progress
- ▶ Institute performance appraisals that evaluate victim response skills

COMMAND STAFF AND MID-LEVEL MANAGEMENT

- ▶ Communicate that victim response is a top priority
- ▶ Translate agency mission, vision, and values into actionable strategies
- ▶ Identify the skills and knowledge necessary to better meet victims' needs
- ▶ Participate in training to strengthen these skills
- ▶ Model victim response skills in daily practice
- ▶ Help develop and implement victim response policies and protocols
- ▶ Facilitate joint training opportunities among agency departments
- ▶ Coordinate data collection and analysis to evaluate victim response

“It’s not just the Victim Services Unit’s job to support victims of crime, it’s all of our jobs. From the front desk staff all the way to somebody in the chief’s office. It’s all of our responsibilities. Everybody can know what it means to treat a victim of crime with dignity and respect, whether they’re coming in to pick up their police report, or they’re coming in to claim the property of their child who was killed in a homicide.”

Chattanooga Police Department

FIRST-LINE SUPERVISORS

- ▶ Communicate that victim response is a top priority
- ▶ Participate in victim-centered response training and apply these principles in daily practice
- ▶ Serve as a role model for victim-centered, trauma-informed response
- ▶ Encourage officers and other personnel to provide high-quality service to victims from first response through investigation and follow-up
- ▶ Recognize those who provide outstanding service to victims
- ▶ Apply insights from observing and coaching officers and other personnel to improve victim response policies and procedures



- ▶ Facilitate ride-alongs and sit-alongs with sworn and professional staff members to increase their understanding of roles and responsibilities
- ▶ Create opportunities for personnel to apply victim response knowledge and skills and provide feedback
- ▶ Help with data collection and analysis to evaluate victim response

TRAINERS (ACADEMY, IN-SERVICE, ONBOARDING)

- ▶ Communicate that victim response is a top priority
- ▶ Work with leaders, supervisors, officers, and victim services personnel to determine the skills and knowledge necessary for optimal victim response
- ▶ Develop classroom and on-the-job training content to prepare personnel to respond to victims effectively
- ▶ Invite victim services personnel to train others on their services
- ▶ Facilitate joint and co-facilitated training for law enforcement and victim services personnel (agency employed and community based)
- ▶ Assess the impact of training on individual and agency performance in serving victims

FIELD TRAINING OFFICERS

- ▶ Communicate that victim response is a top priority
- ▶ Model effective victim response for trainees
- ▶ Provide trainees with opportunities to apply victim response knowledge and skills
- ▶ Evaluate trainee victim response knowledge and skills
- ▶ Offer trainees feedback and mentoring around effective victim response
- ▶ Be familiar with community agencies and the services available

FIRST RESPONDERS INCLUDING OFFICERS AND INVESTIGATORS

- ▶ Help victims and survivors understand their rights, what to expect from the criminal justice system, and how to access support services in the community
- ▶ Learn about agency-based victim services and participate in joint training
- ▶ Provide ways for victims to stay in touch with law enforcement
- ▶ Participate in victim response training and apply these principles in daily practice
- ▶ Participate in joint training with victim services personnel
- ▶ Provide feedback about the value of victim response tools and strategies



AGENCY-EMPLOYED VICTIM SERVICES PERSONNEL

- ▶ Help victims and survivors understand their rights, what to expect from the criminal justice system, and how to access support services in the community
- ▶ Explain to victims the parameters of confidentiality when working with law enforcement
- ▶ Educate and assist victims with navigating the criminal justice system and connect them to appropriate services
- ▶ Participate in victim response knowledge and skills training
- ▶ Participate in victim response training and apply these principles in daily practice
- ▶ Educate law enforcement personnel about the role of victim services personnel
- ▶ Ask for feedback from victims on their experiences with the agency's response
- ▶ Communicate victim feedback to agency leadership

COMMUNICATIONS PERSONNEL

- ▶ Offer suggestions to improve officer and dispatcher response to victims
- ▶ Maintain up-to-date callback and contact information for victim services personnel (agency employed and community based)—and make it available to officers
- ▶ Refer victims to community services when appropriate
- ▶ Participate in victim response training and apply these principles in daily practice
- ▶ Help collect and use victim response data

CRIME SCENE INVESTIGATORS

- ▶ Help victims and survivors understand the role of crime scene investigators on scenes and during investigations
- ▶ Partner with victim services personnel (agency employed and community based) to support victims when they participate in potentially traumatic investigative activities (e.g., infant death doll reenactment)
- ▶ Participate in victim response training and apply these principles in daily practice
- ▶ Train agency personnel on crime scene protocols and practices
- ▶ Include victim response training for unit personnel

PUBLIC INFORMATION OFFICERS/SPECIALISTS

- ▶ Prioritize victim and survivor privacy, while also providing accurate and timely information to the media
- ▶ Create and update websites and other publications for community members, victim services personnel, other service providers, and the media
- ▶ Connect victims and their families with resources to help them understand their rights and manage publicity on their cases
- ▶ Help assess public opinion about the agency's response to victims
- ▶ Participate in victim response training and apply these principles in daily practice



RECORDS / INFORMATION SYSTEMS PERSONNEL

- ▶ Help victims access information about their cases
- ▶ Help define victim response performance measures
- ▶ Help agency leaders and trainers collect feedback about the impact of victim response training
- ▶ Design methods to monitor and assess progress toward victim response goals
- ▶ Design methods to assess victims' perceptions of the agency's response

PLANNERS AND ANALYSTS

- ▶ Help define victim response progress indicators and outcome measures
- ▶ Help develop victim response goals, interim indicators, and outcome measures
- ▶ Help develop victim response data collection systems
- ▶ Maintain records documenting progress toward victim response goals
- ▶ Translate collected data to help integrate findings into agency policy, practices, and decision-making

OTHER PROFESSIONAL PERSONNEL (E.G., FRONT DESK STAFF, ADMINISTRATIVE ASSISTANTS)

- ▶ Support victim and survivor engagement in the criminal justice system
- ▶ Participate in victim response training and apply these principles in daily practice
- ▶ Participate in joint training opportunities with other agency personnel
- ▶ Be familiar with community agencies and the services available
- ▶ Refer victims to community services when appropriate
- ▶ Notify agency personnel and leadership when victim participation barriers are identified