



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

Building a victim-centered organization is a top-down effort. It requires a clear vision of the future. Implementing the ELERV Strategy will require some law enforcement agencies to make only minor changes to existing practices. Others may need to shift their overall approach to meeting victims' needs. Achieving lasting change starts and ends with the expressed and modeled values of agency leadership.

### GETTING STARTED

Agencies can start small and build over time. Advancements in any area of the ELERV Strategy can enhance overall response to victims. Agencies can get started by

- ▶ establishing a leadership team,
- ▶ identifying financial needs,
- ▶ developing goals and an implementation plan,
- ▶ securing buy-in from all stakeholders, and
- ▶ institutionalizing efforts.

### ESTABLISHING BUY-IN

Leaders can encourage buy-in from agency staff and external stakeholders. Leaders can

- ▶ be transparent and communicate clearly,
- ▶ engage all agency personnel and external stakeholders,
- ▶ create participation and feedback opportunities, and
- ▶ recognize individuals who demonstrate effective victim response skills.

### LEADERSHIP

- ▶ **Emphasize** that every member of the agency has a role to play in victim response.
- ▶ **Include** victim response strategies in the agency's mission, vision, core values, policies, and procedures.
- ▶ **Ensure** all personnel receive victim response training.
- ▶ **Develop** partnerships with agency-employed and community-based victim services personnel and other community partners.
- ▶ **Include** victim response knowledge and skills assessments into hiring practices, personnel performance evaluations, and promotional processes.
- ▶ **Consider** victim response in every aspect of agency management (e.g., policy development, staffing, training, communications, accountability practices).

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