



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

Victims are best served when law enforcement agencies have strong internal partnerships and work closely with external community organizations. Partnerships allow agencies to maximize service to victims. This can be done by establishing coordinated internal response practices and referring victims to community organizations offering long-term support and services.

EFFECTIVE PARTNERSHIPS

- ▶ **Understand each other's work**—Discuss each other's roles in serving victims, what each partner can or cannot do, and successes and challenges in meeting victims' needs.
- ▶ **Set and meet expectations**—Identify what each hopes to gain from the partnership and establish success indicators.
- ▶ **Communicate clearly and regularly**—Maintain open lines of two-way communication, in person and by phone or email.
- ▶ **Share information**—Establish clear parameters around confidentiality and information access.
- ▶ **Engage in joint training and networking**—Train together to support ongoing education and group problem-solving. Share ideas and resources.
- ▶ **Reciprocate efforts**—Engagement and input should be balanced and support a shared goal.
- ▶ **Formalize partnerships**—Develop policies, protocols, and interagency agreements (e.g., MOUs).

INTERNAL

Include sworn and professional staff across all ranks and disciplines. Examples include

- ▶ Agency executives
- ▶ Command staff and mid-level management
- ▶ First-line supervisors
- ▶ Trainers (e.g., academy, in-service, onboarding)
- ▶ Field training officers
- ▶ First responders (e.g., officers, investigators)
- ▶ Agency-employed victim services personnel
- ▶ Communications personnel
- ▶ Crime scene investigators
- ▶ Public information officers/specialists
- ▶ Records/information systems personnel
- ▶ Planners and analysts
- ▶ Other professional personnel (e.g., front desk staff, administrative assistants)

EXTERNAL

Engage community partners to help meet the short- and long-term needs of victims. Examples include

- ▶ Crime victims, survivors, witnesses, and co-victims
- ▶ Community members
- ▶ Community-based victim services agencies
- ▶ Advocacy organizations representing victims' interests
- ▶ Criminal justice agencies
- ▶ Human services and health care agencies
- ▶ Child/Adult protective services
- ▶ School systems, colleges, and universities
- ▶ Research partners
- ▶ Elected officials
- ▶ Businesses
- ▶ Faith communities
- ▶ Media

For comprehensive information on the ELERV Strategy, including tools, templates, and additional resources, please visit www.responsetovictims.org.