



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

Measuring the progress of new initiatives is essential. Capturing data and monitoring internal and external performance measures can help build an implementation roadmap. This can also help identify gaps and opportunities to enhance response to victims.

INTERNAL

Assess internal agency factors that may impact victim response (e.g., personnel perceptions, training, skill development).

EXTERNAL

Assess external factors that may impact victim response (e.g., victims' and community members' perceptions of law enforcement response, crime reporting rates, quality of partnerships between law enforcement and community-based agencies).

PARTNERING WITH RESEARCHERS

Research partners can help agencies collect and analyze data. Their expertise and objectivity in data collection and analysis can be beneficial. Research partners can

- ▶ Document current policies and practices.
- ▶ Identify and collect existing data.
- ▶ Identify appropriate methods for additional data collection.
- ▶ Help document ELERV Strategy implementation.
- ▶ 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 multiple disciplines (e.g., criminal justice, sociology, political science, social work, psychology) may assist with data collection and research.

COLLECTING DATA

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

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

- ▶ **Internal Agency Personnel Surveys** - Understanding the culture of an agency is important. Agency 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 response to victims is effective, and identify opportunities for improvement.
- ▶ **Community Member Surveys** - Not all victims report their victimization to law enforcement. Identifying barriers that prevent reporting can be valuable. Community members can provide helpful insights and solutions.
- ▶ **Community Partner Surveys** - Community partners may share their observations and information provided by victims about the effectiveness of an agency's response.

SWOT Analysis - is a way to gather 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.