Law Enforcement-Based Direct Victim Services Program

Advocacy Parameters
Housekeeping

Orange Arrow:
- This will minimize and maximize your control panel.

Audio:
- Choose “Computer Audio” to use your computer’s speakers for sound.
- Choose “Phone Call” to use your telephone for sound, then dial in using the information provided.
- Click “Sound Check” if you have any issues.
Housekeeping

Poll Questions:
• Select your answer(s) on screen

Questions:
• Submit questions and comments via the questions panel
Presenters

Emily Burton-Blank, Project Manager (IACP)
Heather Dooley, Project Manager (IACP)
Amy Durall, Project Manager (IACP)
Featured Guests

Samantha Montemayor, Manor Police Dept

Sergeant Vince Butler, Buckeye Police Dept

Commander Curtis Graves, Mobile Police Dept
Objective

• Demonstrate knowledge regarding advocacy parameters, including hiring, unit structure, service delivery, and ethical considerations.

• Prepare for review of own advocacy parameters and application of lessons learned.

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What do we mean by “Advocacy Parameters”?
Personnel Hiring and Selection

Heather Dooley
Project Manager (IACP)
Background Check and Records Access
Volunteer and Intern Selection
Discussion

- Manor PD victim services is currently working to develop a volunteer and intern program. How do you plan to utilize volunteers and interns? What led you to look into these personnel changes?
Reporting Structure and Supervision Practices

Amy Durall
Project Manager (IACP)
Supervisor of Victim Services Personnel

What are some considerations?
Role and Authority

Does the Victim Services supervisor have adequate training, experience, and understanding of the role of Victim Services?

Does the Victim Services supervisor have authority to make agency-wide decisions?
Supervision of Other Personnel

Does the Victim Services supervisor also supervise other units or personnel?
Expectations of Victim Services Personnel

Are Victim Services personnel expected to manage and provide direct services?

Is there an expectation for Victim Services personnel to grow and expand services?
Supervision Parameters

Are Victim Services personnel expected to supervise multiple personnel?

Do these expectations equate to expectations of other agency staff?
Supervision Practices

Are there regular opportunities for supervision access?

Are there opportunities for supervision contact beyond incidents and crisis circumstances?
Supervision and Professional Requirements

Does the Victim Services supervisor have knowledge about professional requirements and code of ethics for behavioral health degrees?

Does the Victim Services supervisor have adequate credentials and experience to supervise interns and volunteers?
Discussion

• What was your experience and reaction to being assigned as supervisor of the victim services unit?

• What have you done to adapt to this added role?

Sergeant Vince Butler
Victim Services Manager
Buckeye Police Dept
Span of Responsibility

Emily Burton-Blank
Project Manager (IACP)
On-Call  

Phone Contact  

Victim Services Delivery  

Letter, Email, Text  

Office Appointments  

Specific time frames established?
Are Victim Services personnel expected to serve more than one agency or jurisdiction?

Have formal agreements been executed?
Are Victim Services personnel expected to provide services to all crime types?
POLL
Has clear delineation been established between Victim Services personnel and Peer Support?

Has clear delineation been established between Victim Services personnel and Chaplain programs?
Has clear delineation been established between law enforcement-based and community Victim Services personnel?

**Community-Based Advocacy**

Victim advocates who work for a private, autonomous, often non-profit agency within the community

**System-Based Advocacy**

Victim advocates employed by a public agency such as law enforcement, prosecutor’s office, or some other entity within the city, county, state, or federal government
Ethical Approaches

Heather Dooley
Project Manager (IACP)
Advocacy in Action

Are all agency personnel clear that the role of Victim Services personnel is to recognize the interest of the person served as a primary responsibility?

Are Victim Services personnel prepared to engage in advocacy without alienation of others?

Are Victim Services personnel clear on the distinction between advocacy and activism?
Confidentiality, Records Access and Disclosure

Have clear expectations been set related to:

• Confidentiality of communication between Victim Services personnel and those they serve?

• Access to and disclosure of restricted records?
Mandated Reporting Obligations

Are the mandated reporting obligations per state law for Victim Services personnel clear?
Language Access and Interpreters

Have clear expectations been set related to language access and use of interpreters?

• Professional interpreters vs. family members/third parties, to include minimum ages of interpreters?

• Levels of interpreters on varying legal needs?

• Interpreters who have confidentiality or privilege through their employment?
Policies and Practices

Has a Code of Ethics for Victim Services personnel been developed?

Have policies and practices for Victim Services personnel been developed?

Have policies and practices been established for referrals to other service providers?
Discussion

• Establishing protocols for new staff can be resource-intensive and challenging. Mobile PD has prioritized establishing protocols for victim services professionals. Why did you make this a priority? What challenges did you face?
Closing and Questions

Emily Burton-Blank
Project Manager (IACP)
A clear understanding of the Job is Required to:

Identify and manage bottom performers

Benchmark/Evaluate jobs to compensate employees fairly

Develop an equitable salary structure

Protect your company from regulatory sanction

Protect your future with effective succession plans

Evaluate employee productivity & performance

Motivate employees with engaging Career Paths

Recruit the right people

Identify Employee Training Gaps

*From http://www.hrmis.com/job-description-management.html
Reminders

Quarterly Meeting

Topic: Advocacy Parameters: Application to your Jurisdiction

TA Track 1: Thurs, Nov 7
TA Track 2: Fri, Nov 8
TA Track 3: Wed, Nov 6

Template Package II: Protocols & Documentation

Victims’ Rights Jurisdiction Profiles

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Questions?