



Law Enforcement-Based Direct Victim Services Program

Key Considerations

Housekeeping

Orange Arrow:

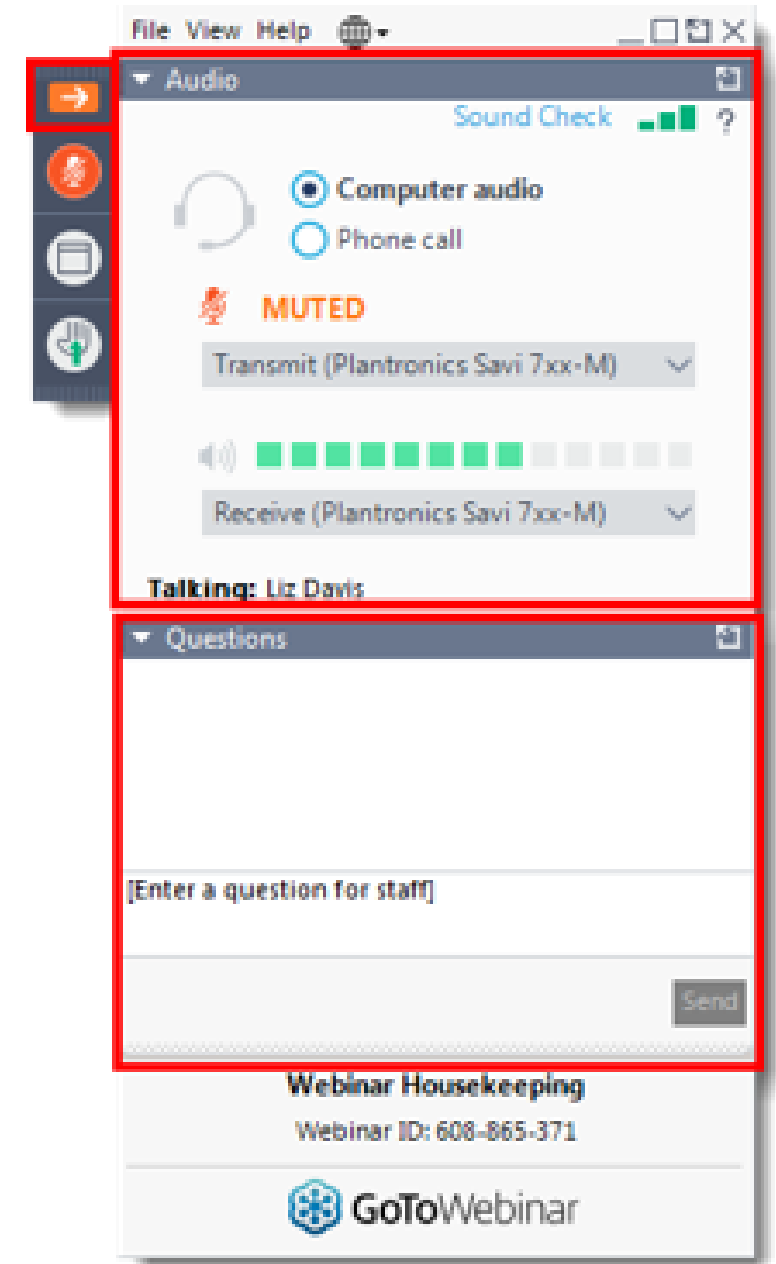
- This will minimize and maximize your control panel

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.

Questions:

- Submit questions and comments via the questions panel.





Presenters

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Objective

- Demonstrate knowledge regarding foundational elements of law enforcement-based victim services.
- Prepare for application of *Key Considerations* to jurisdiction.

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Victims' Rights

Victims' Rights

- Responsibility of ALL criminal justice professionals
- Consider:
 - State constitutional amendment and provision
 - State statutory rights
 - Agency policy on dissemination*
- NCVLI – state jurisdictional profile



Advocacy Parameters

What do we mean
by “Advocacy
Parameters”?

VICTIM
SERVICES

POLL




Personnel Hiring & Selection


- Position Descriptions
- Applications and Interview
- Background and Training
- Processes for Interns and Volunteers




Reporting Structure & Supervision






Where will victim services personnel be placed in the organizational chart?



Who will supervise victim services personnel?



How will supervision of victim services personnel be structured?

		
What are expected duties of victim services personnel?	What plans are in place to support and grow victim services?	Why is your agency providing victim services?

Span of Responsibility

Agency & Crime Type

- Agencies and Jurisdictions
- All crime types? Which ones?

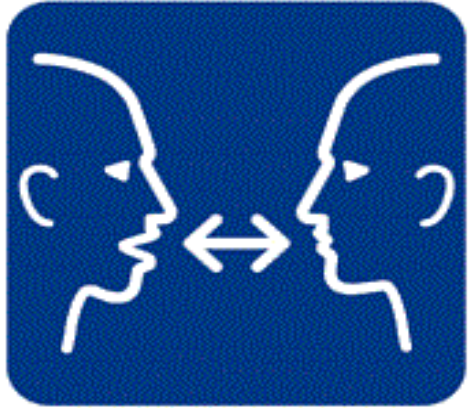
Service Delivery

- Mode of contact
- Time frames

Role Clarification

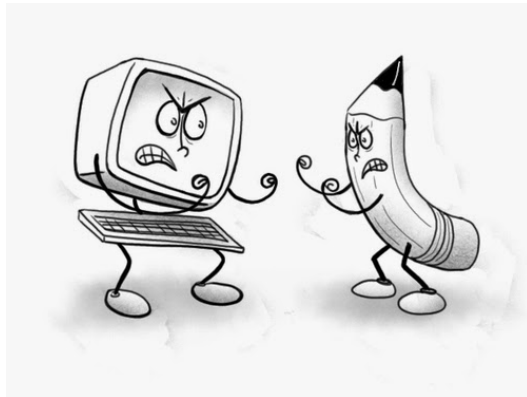
- Internal staff
- External agencies

Ethical Approaches



Documentation Practices

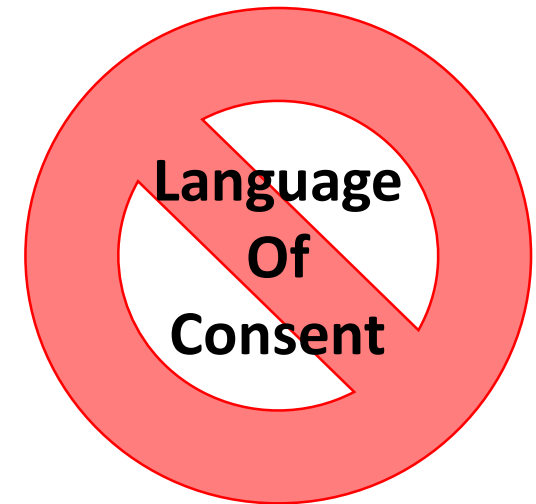
Location and Access



- **Community- or university- based personnel:**
 - Agency guidelines should be followed and explained to victims.
 - May not be accessible to other agencies, including law enforcement.
- **System-based personnel:**
 - Advise victims of wide access (public, prosecutor, perpetrator, etc.)
 - How is victim safety protected with policies for access to documentation?

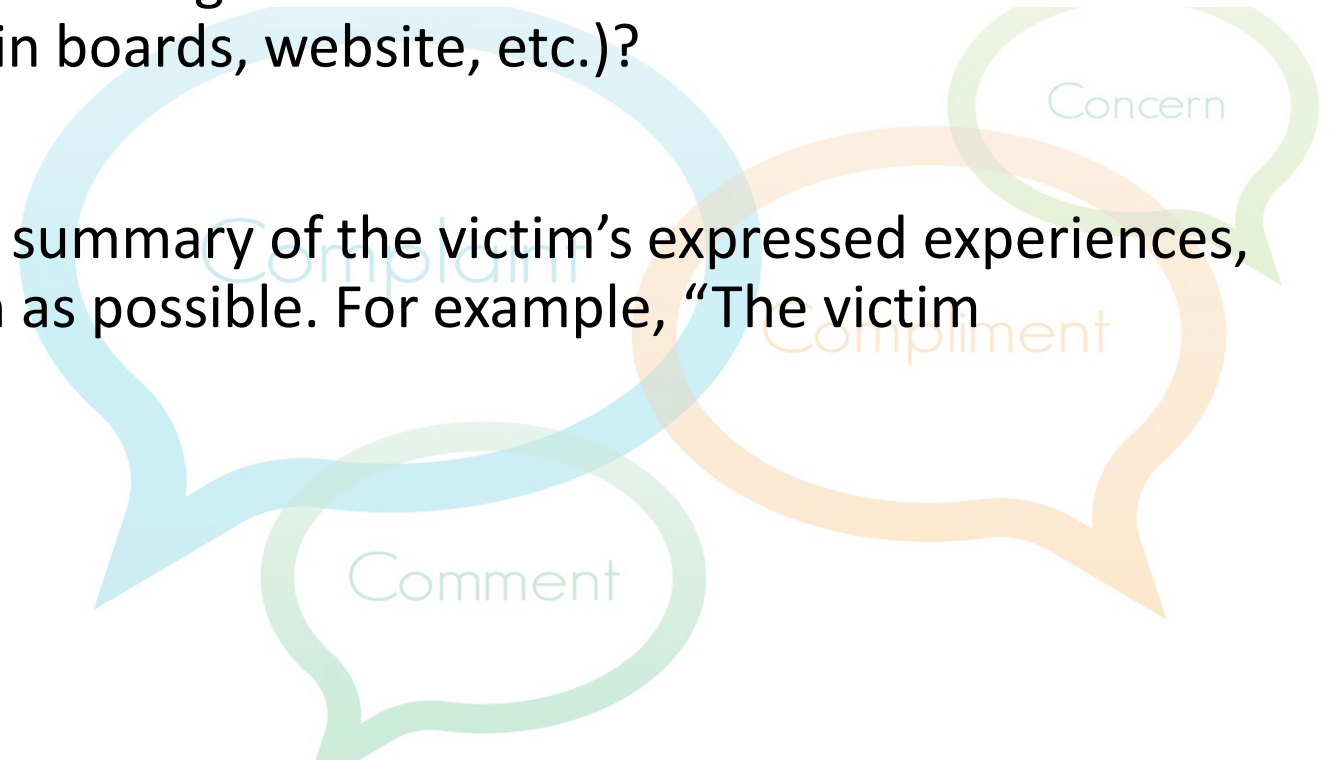
Content

- Victim services documentation = Services provided and actions taken between the advocate and victim
- Law enforcement documentation = Case details



Complex Documentation

- Are processes for reporting concerns or grievances established and communicated to victims (bulletin boards, website, etc.)?
- Documentation should include a summary of the victim's expressed experiences, using the victim's words as much as possible. For example, "The victim reported..."



POLL



Subpoena Concerns and Other Legal Intersections

- Obligations and parameters for testimony determined by whether advocate is system- or community-based and established protocol.
- Fact vs. expert witness



Partnerships & Collaboration

POLL



Internal Partners

- Cross-training
 - Mutual awareness of roles
 - Policy development
- Across hierarchy



External Partners

- Collaboration & Cross-training
- Across levels of staffing



Formal Agreements

Informal to Formal



Shared Language



Training



Consistency



Clearly Defined Roles & Responsibilities



Agency Incorporation of Victim Services

Budget Process

Salary and Benefits



Workspace and Equipment



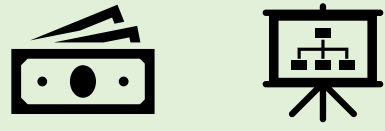
Supplies and Uniforms



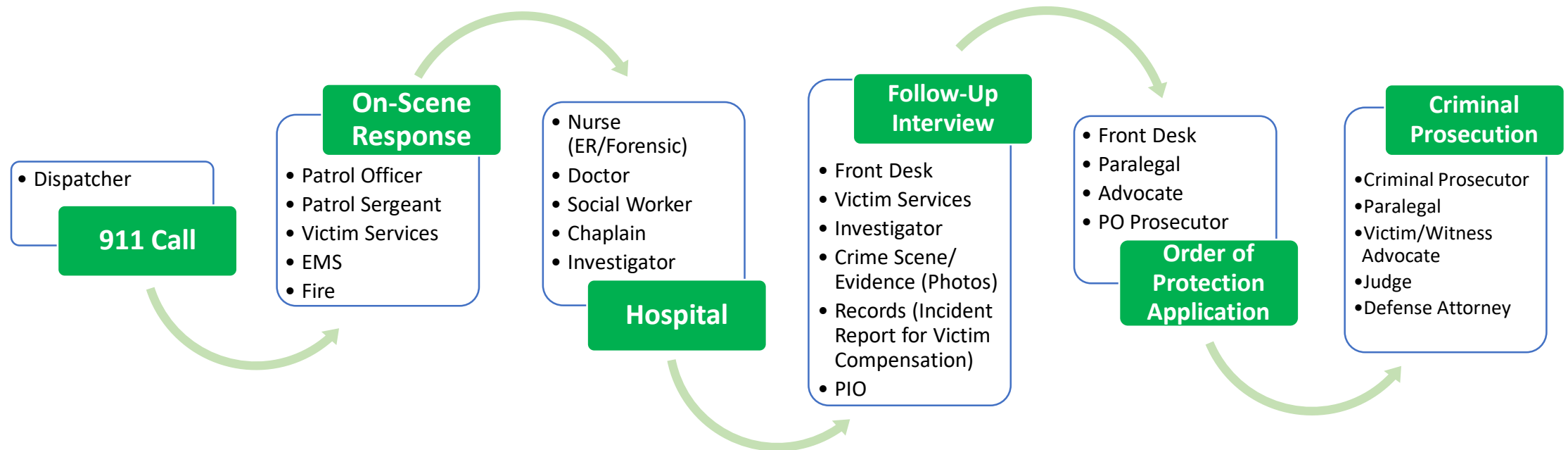
Professional Development



Sustainability Planning



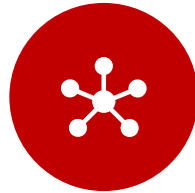
Victim Intersection Points



Crisis Response Plans



Activation of Victim Services Personnel

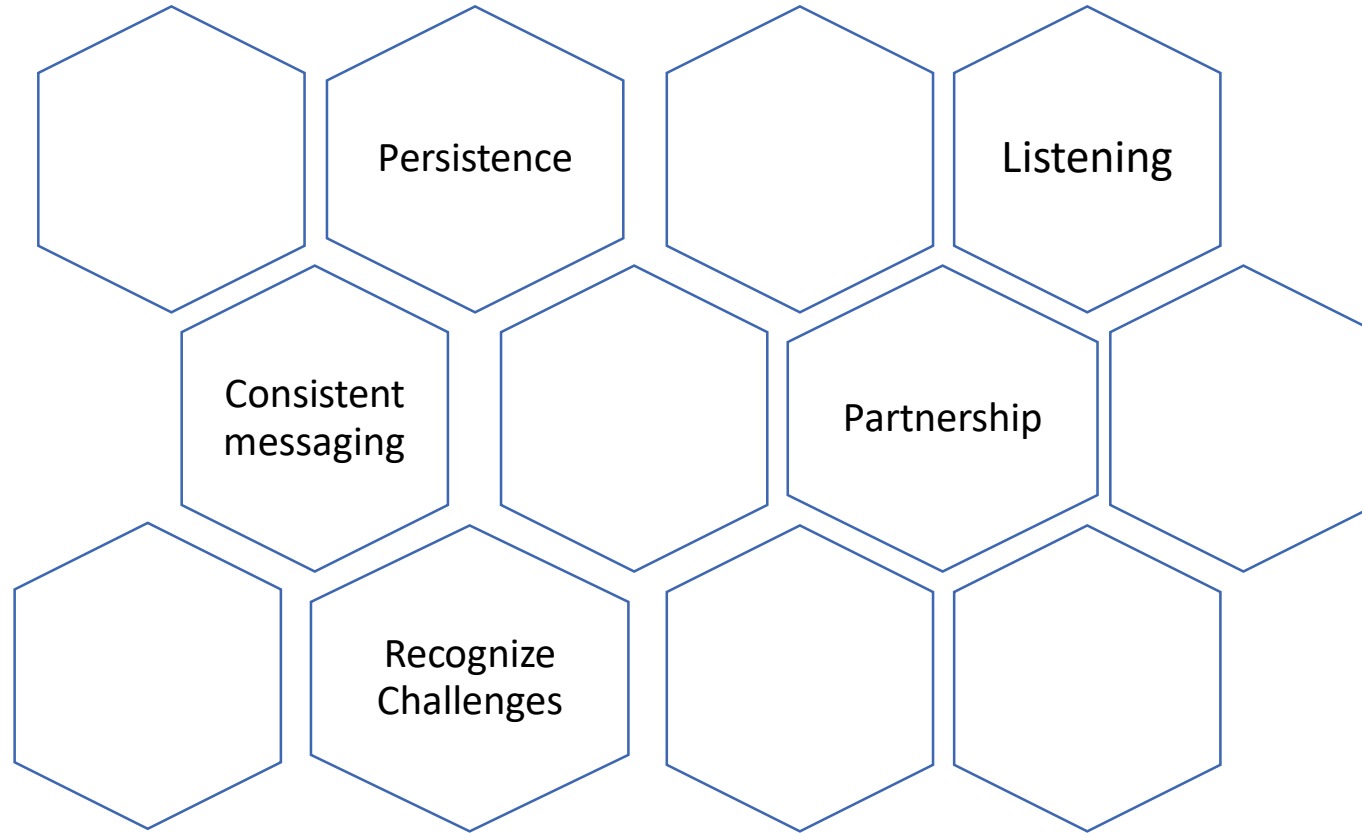


Large-scale Events



Preparedness and Cross-training

Culture Change



Reminders



Quarterly Meeting

Topic: *Key Consideration* Application

- TA Track 1: Thur, Aug 8
- TA Track 2: Fri, Aug 9
- TA Track 3: Wed, Aug 7



Sworn Personnel Virtual Training

Topic: *Key Considerations* for Victim Services

Date: Wed, Sept 25

Questions?

