



# Law Enforcement-Based Direct Victim Services Program

*Key Considerations*

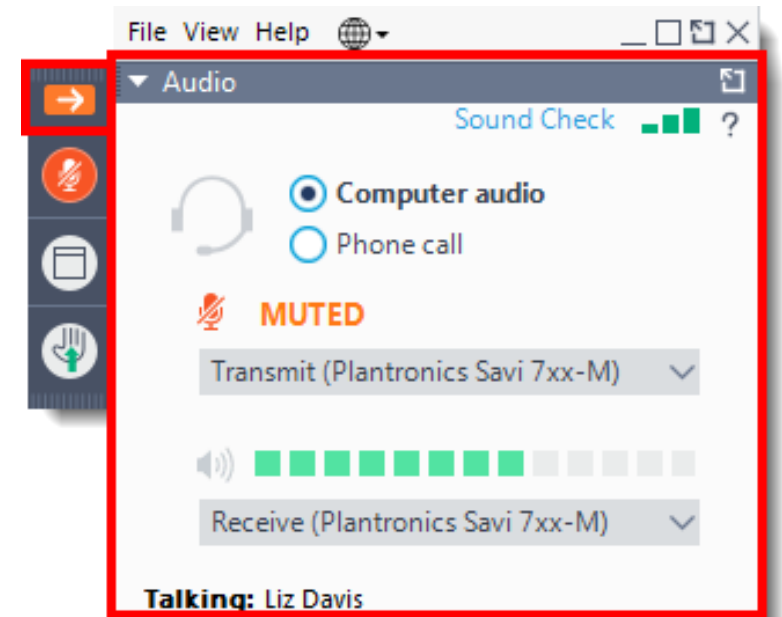
# Housekeeping

## 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.



# Housekeeping

## Poll Questions:

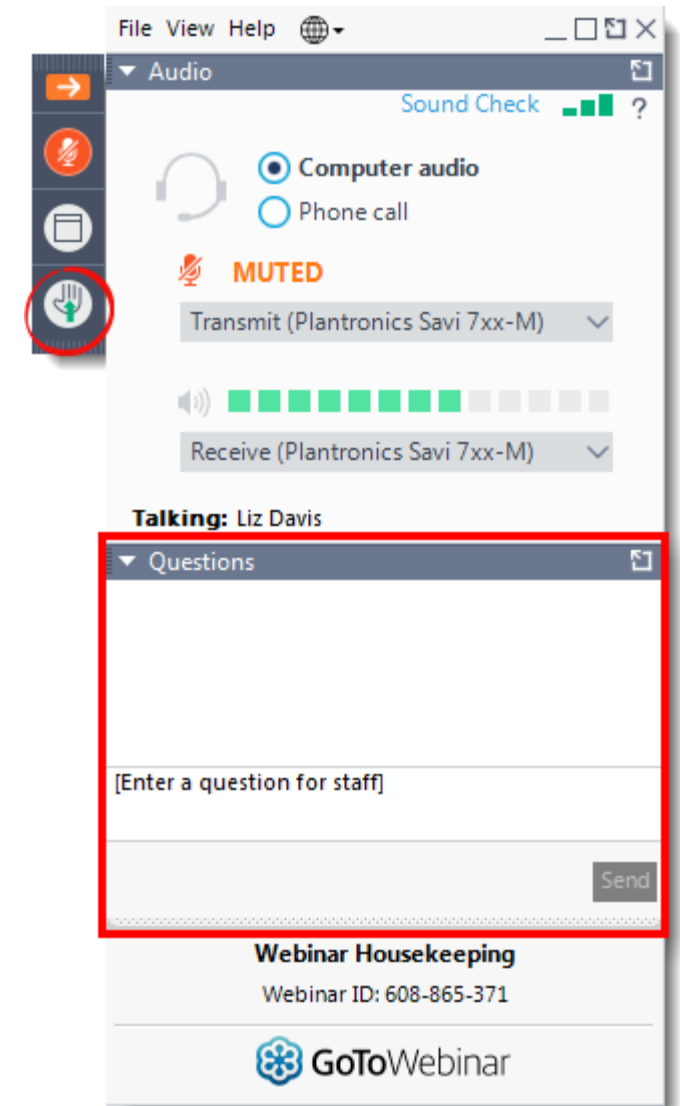
- Select your answer(s) on screen

## Raise Hand:

- Raise virtual hand if you have a comment or when asked by facilitators

## Questions:

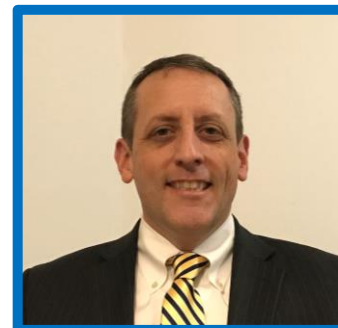
- Submit questions and comments via the questions panel.



## Presenters



Chief Fred Fletcher  
*(Retired)*



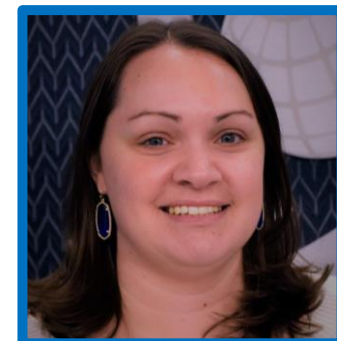
LT Jordan Satinsky  
*Montgomery Co. PD*



Emily Burton-Blank  
*Project Manager (IACP)*



Amy Durall  
*Project Manager (IACP)*



Heather Dooley  
*Project Manager (IACP)*

# Objectives

- Demonstrate knowledge regarding foundational elements of law enforcement-based victim services.
- Prepare for continued integration of victim services within law enforcement agency.

*This presentation was developed by the International Association of Chiefs of Police (IACP) under 2018-V3-GX-K049, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this presentation are those of the contributors and do not necessarily represent the official position of the U.S. Department of Justice.*

# Law Enforcement-Based Direct Victim Services Program (LEV)

# LEV Overview

*“Assist state, tribal, and local law enforcement agencies to **develop or enhance, and sustain a comprehensive victim assistance program** that provides services to all identifiable victims of crime, their families, and the community that are: **coordinated, collaborative, multidisciplinary, and trauma-informed**”*

# LEV Overview

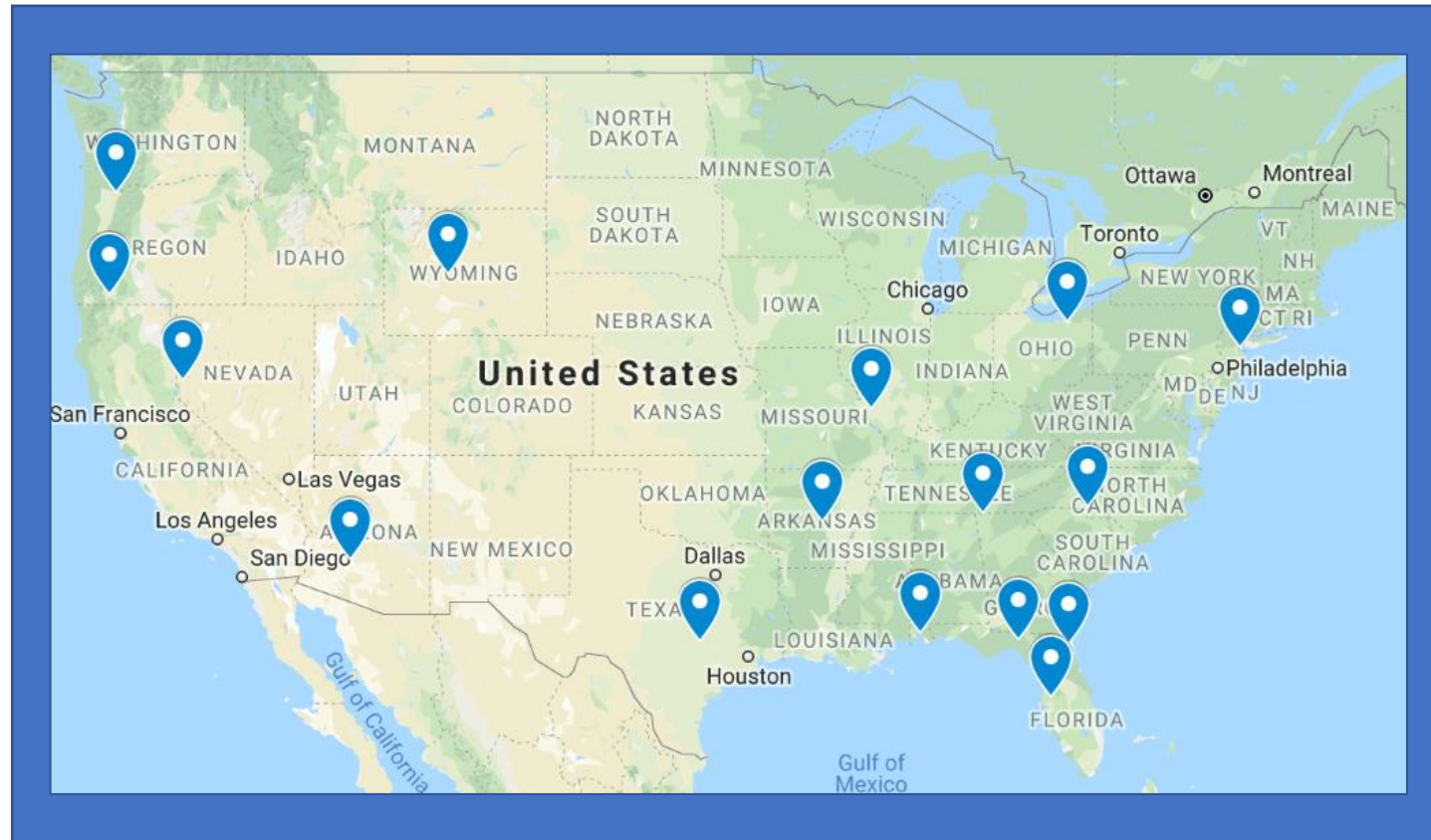
- Office for Victims of Crime (OVC) initiative
- Training & Technical Assistance provided by IACP
  - Webinars
  - Site Visits
  - Publications
- 3-year grant (Oct 2018 – Sept 2021)





# LEV Overview

- 📍 Buckeye Police Department
- 📍 Central Point Police Department
- 📍 Charlotte-Mecklenburg Police Department
- 📍 Chattanooga Police Department
- 📍 Cleveland Police Department
- 📍 Jacksonville Sheriff's Office
- 📍 Jefferson County Sheriff's Office
- 📍 Little Rock Police Department
- 📍 Manor Police Department
- 📍 Metropolitan Police Department, City of St. Louis
- 📍 Mobile Police Department
- 📍 Pasco County Sheriff's Office
- 📍 Portland Police Bureau
- 📍 Riverton City Police Department
- 📍 Union County Prosecutors Office
- 📍 University of Nevada, Reno Police Services
- 📍 FY19 LEV: Possible **80** additional sites!



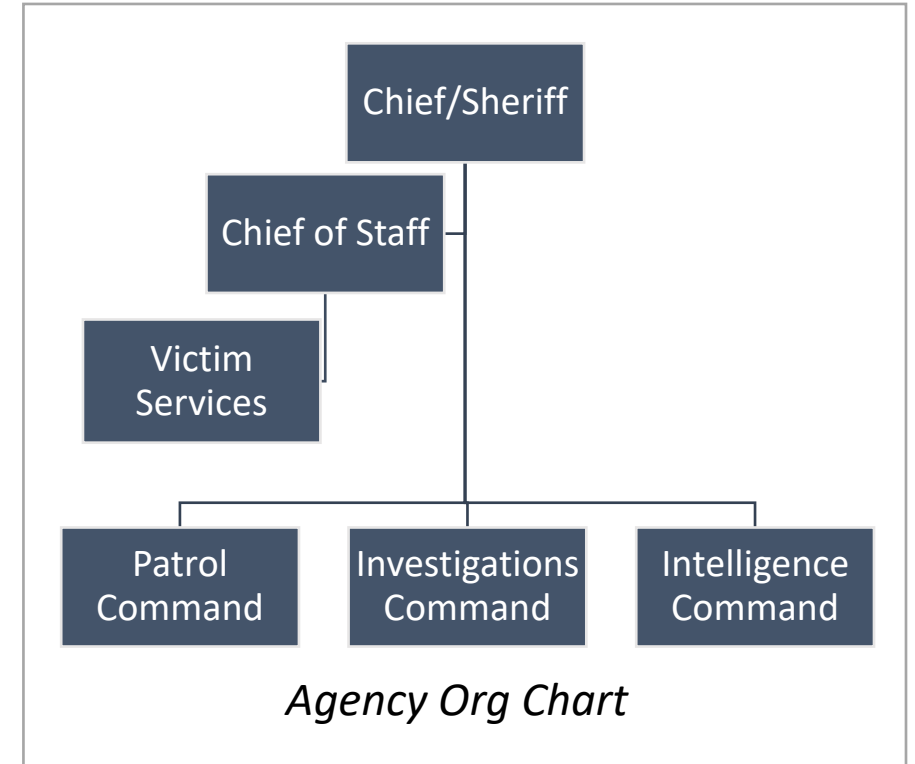
# Advocacy Parameters

What does  
“advocacy  
parameters”  
mean?

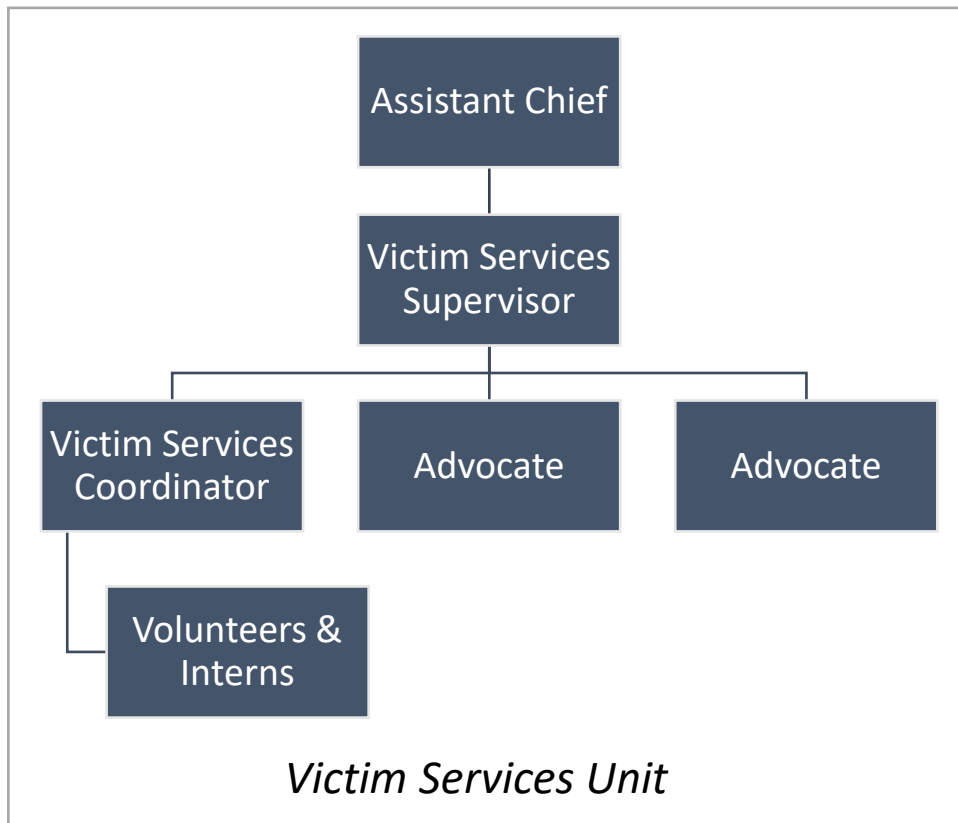


# Reporting Structure

- Why is your agency providing victim services?
- Where will victim services personnel be placed within organization?



# Unit Structure & Supervision



- Who will supervise victim services personnel?
- How will supervision of victim services personnel be structured?
- What duties are expected of victim services personnel?
- What plans are in place for support and growth?

# POLL



# Span of Responsibility

## Agency & Crime Type

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

## Service Delivery

- Mode of contact
- Time frames

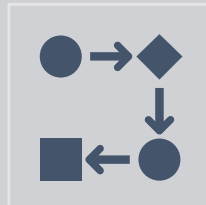
## Role Clarification

- Internal staff
- External agencies

# Discussion



Were there difficulties in utilizing professional staff to supervise victim services unit?

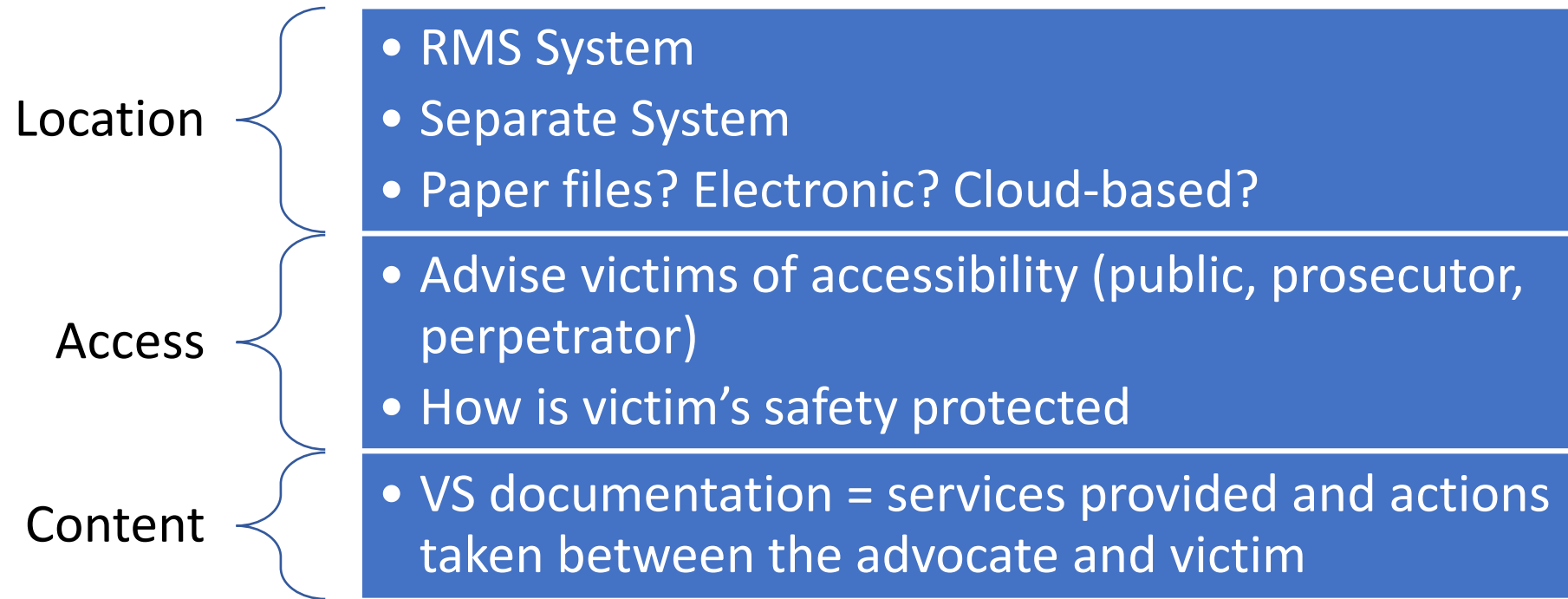


How did you prepare unit and agency for victim services program growth?



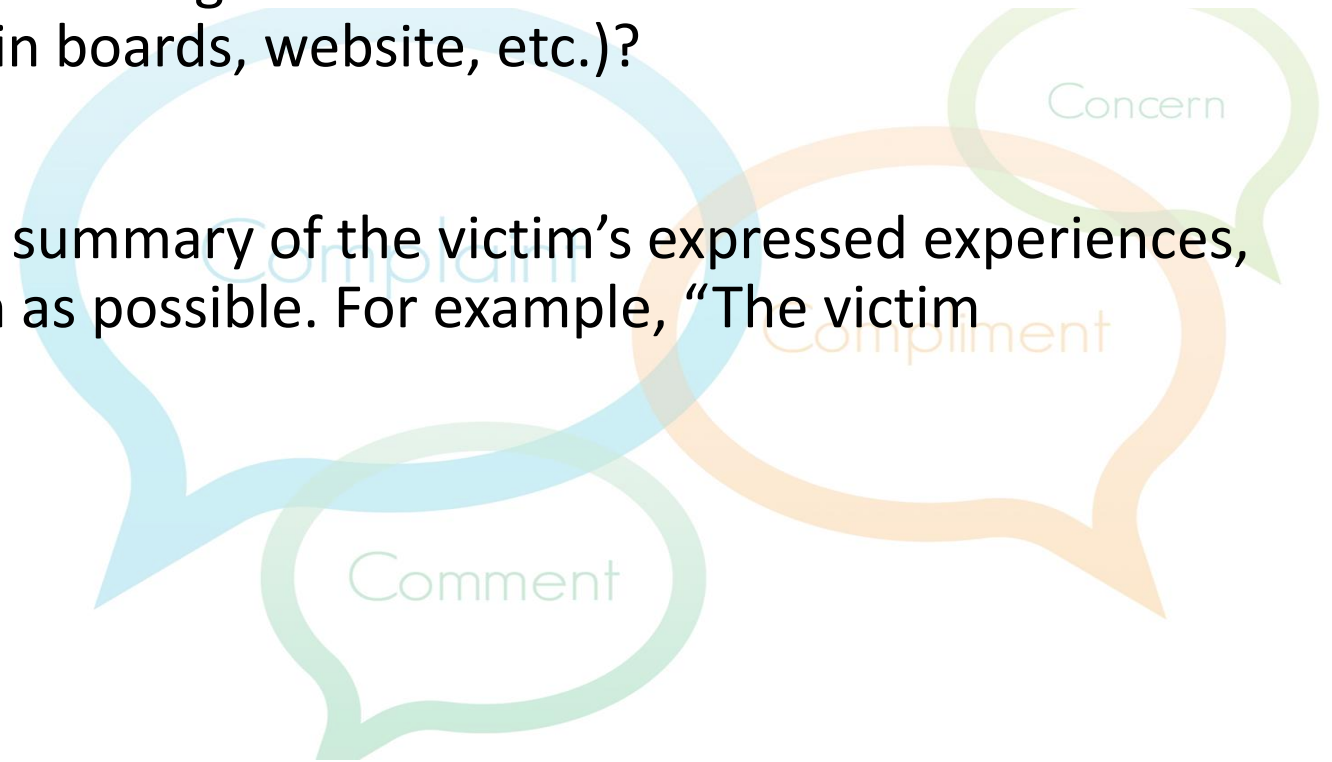
# Documentation Practices

# Documentation Basics



# 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..."



# Subpoena Concerns & Other Legal Intersections

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



# POLL



# Discussion



What legal concerns did you have before and after implementing victims services into your agency?

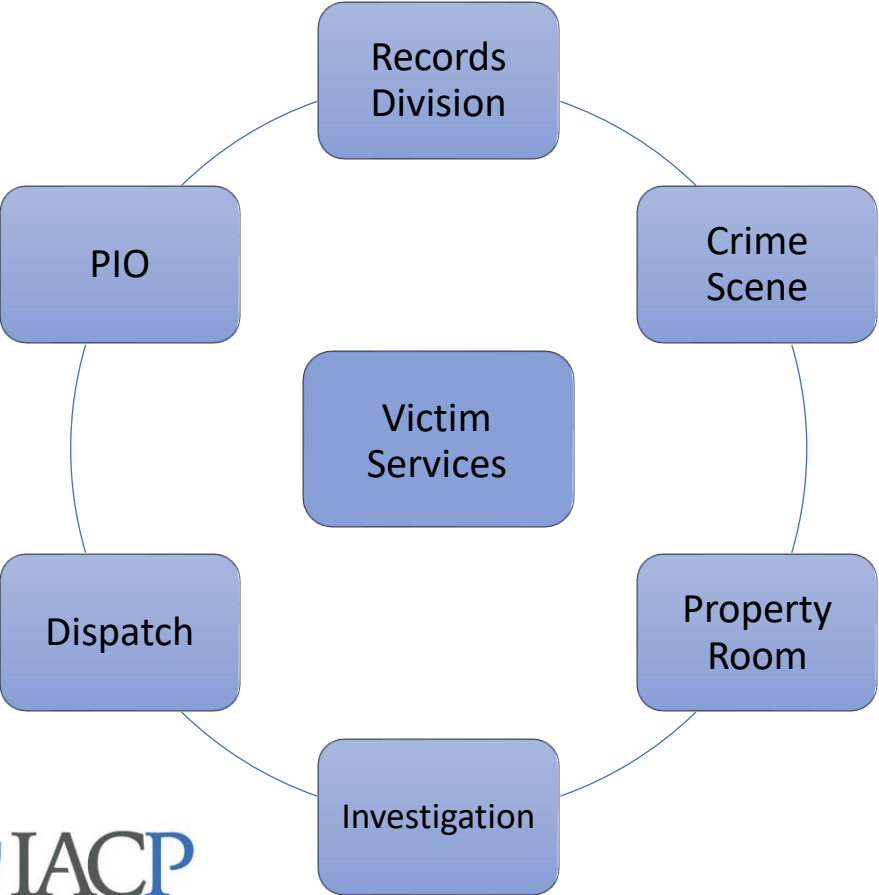


What benefits did you see for victim services personnel to document within the police reporting system?

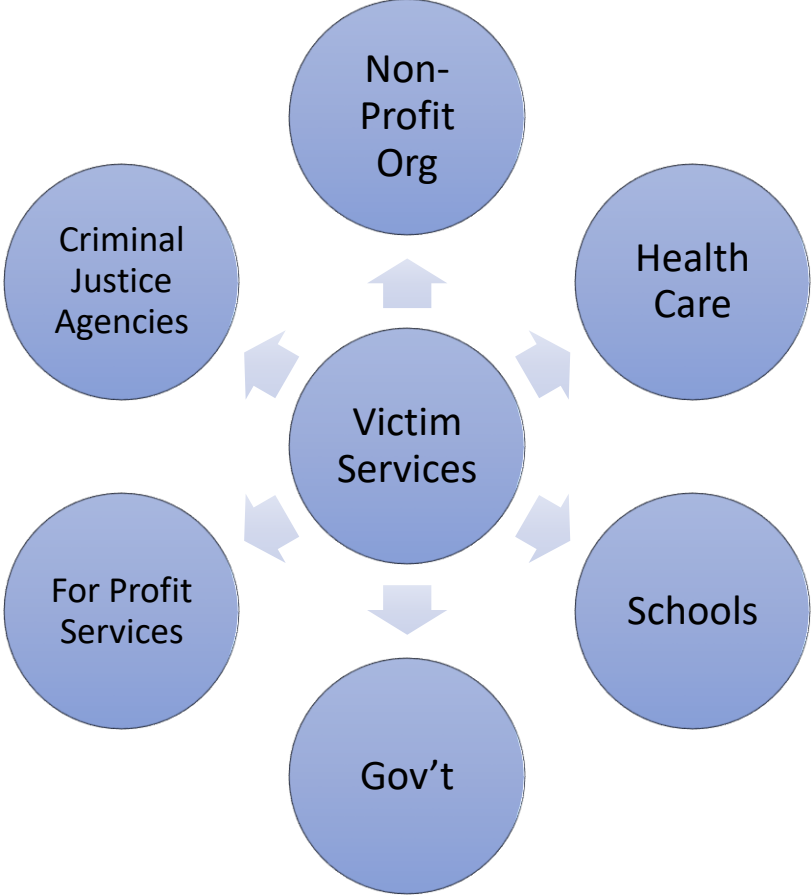
# Partnerships & Collaboration

# Partners

## Internal (within LE)



## External (outside LE)

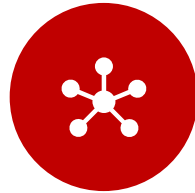




# Crisis Response Plans



Activation of Victim Services Personnel




Large-scale Events



Preparedness and Cross-training

# Formal Agreements

Informal to Formal

A blue rectangular box containing the text "Informal to Formal" at the top. Below the text are two black icons: a telephone handset on the left and a document with lines of text on the right.

Shared Language

A blue rectangular box containing the text "Shared Language" at the top. Below the text is a black icon depicting three stylized human figures with a speech bubble above them, representing communication or shared language.

Training

A blue rectangular box containing the text "Training" at the top. Below the text is a black icon showing a person standing and pointing at a whiteboard, with three smaller figures seated in front, representing a training session.

Consistency

A blue rectangular box containing the text "Consistency" at the top. Below the text is a black icon of a target with an arrow hitting the bullseye, symbolizing consistency or a goal.

Clearly Defined Roles & Responsibilities

A blue rectangular box containing the text "Clearly Defined Roles & Responsibilities" at the top. Below the text is a black icon of two stylized human figures sitting at a table, representing a meeting or defined roles.

# Discussion



What inter-agency changes did you see after incorporating victim services?



How were barriers overcome to better integrate victim services within your agency?

# Agency Incorporation of Victim Services

# Budget Process

## Salary and Benefits



## Workspace and Equipment



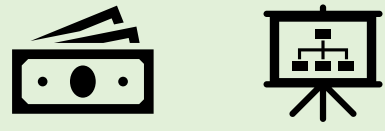
## Supplies and Uniforms



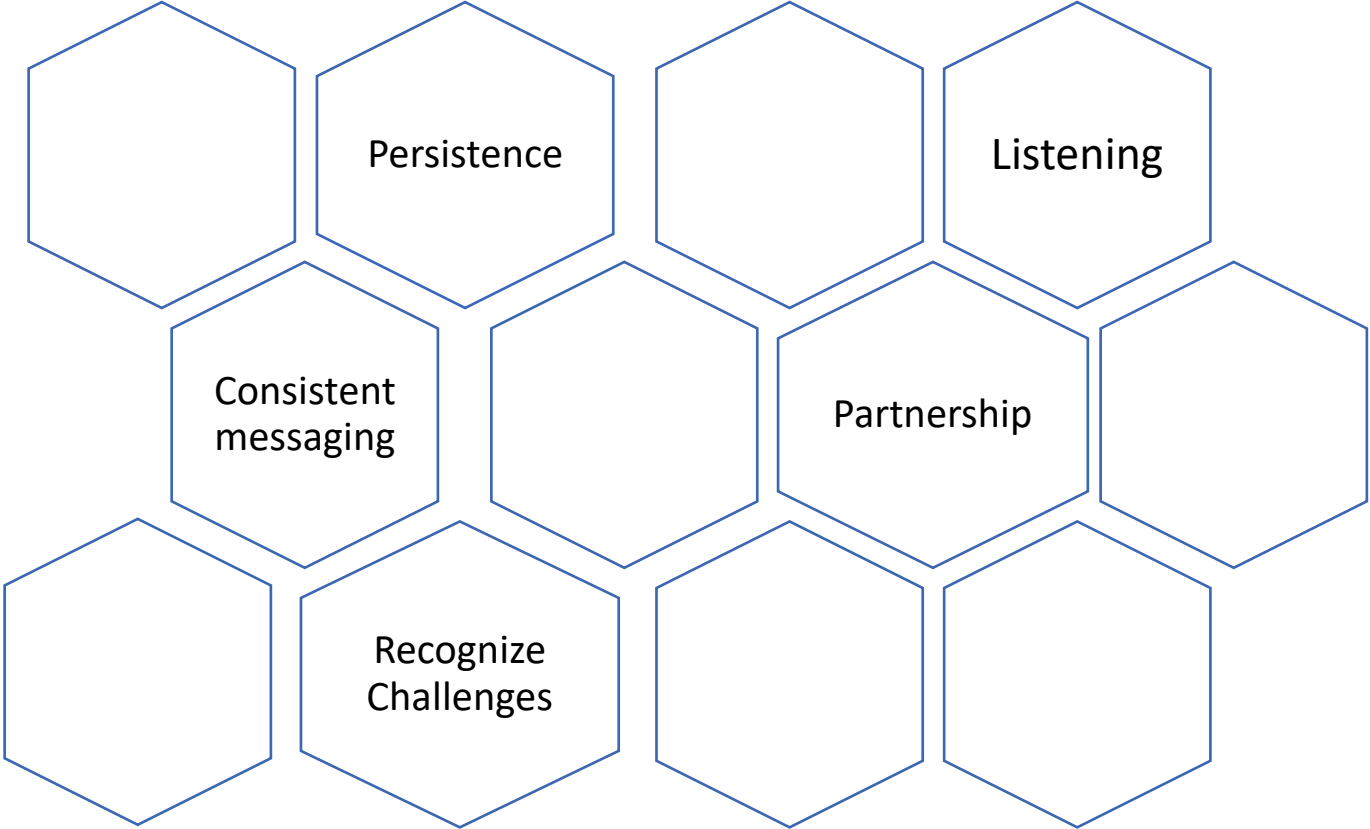
## Professional Development



## Sustainability Planning



# Culture Change



# Discussion



What was the most difficult part of incorporating victim services into your law enforcement agency?



How did incorporating victim services change the way you made law enforcement decisions? How did this shift change you as a leader?

# Questions





# Reminders



## Sworn Personnel Virtual Training

*Victim Services Documentation Standards*

**March 2020**



## LEV Website

*<https://www.theiacp.org/projects/law-enforcement-based-direct-victim-services-lev>*