Law Enforcement-Based Direct Victim Services Program

Advocacy Parameters
Housekeeping
Housekeeping

Audio:

• Click the audio icon and then choose “Select Speaker” to use your computer’s speakers for sound.
• Click the phone icon to use your telephone for sound. Then, dial-in using the information provided or a provide dial-out number.

Raise Hand:

• Raise virtual hand if you have a comment or when asked by facilitators. Select the dropdown for other options.
Housekeeping

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

Chat Box
• Visible to attendees and hosts/presenters
• Use to chat to whole audience and to respond to presenter questions

Q&A Box
• Visible only to hosts/presenters
• Submit any questions

Handouts:
• Handouts can be downloaded via the Files box.
Presenters

Heather Dooley, Project Manager (IACP)

Amy Durall, Project Manager (IACP)

Elynne Greene, Lead Facilitator – TA Track 5 (IACP)

Rachel Lane, Project Partner (Unified Solutions)
Featured Guests

Nicole Carroll
Victim Services Unit Director
Louisville Metro PD

Orlando Lilly
Captain
Baltimore County Police PD

Lindsey Holden
Department Analyst, Grants and Community Services Division
Michigan State Police
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”? 
Community-Based Advocacy

Victim advocates employed by a private, autonomous, often nonprofit 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
Community-Based Victim Services

Law Enforcement-Based Victim Services

Hybrid Community-Based Victim Services

Community-Based Victim Services
Personnel Hiring and Selection

Elynne Greene
Lead Facilitator – TA Track 5
(IACP)
Position Descriptions

Interview Process
Background Check and Records Access
Volunteer and Intern Selection
Discussion

How does Baltimore County PD approach hiring and selection of the Victim Services Manager to

• ensure you find the right fit?
• ensure the position has the authority and autonomy to build a solid program?
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

Domestic Violence Unit
Sex Crimes Unit
Sex Offender Registration
Victim Services Personnel

Professional Staff
Crime Analyst

Supervisor

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

Supervisor

Intelligence Unit
SWAT Unit
Victim Services 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?
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

• Describe the supervisory structure of LMPD’s Victim Services and how it has changed over time?

• What are the benefits of this structure
  • for victims?
  • for Victim Services staff?
Span of Responsibility

Rachel Lane
Training and Technical Assistance Specialist
(Unified Solutions)
In-Field / On-Call

Phone / Virtual Contact

Letter, Email, Text

Office Appointments

Victim Services Delivery

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?

Are services provided during non-criminal crisis circumstances (i.e., suicide, traffic fatalities)?
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?
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?
How did Michigan State Police approach development of the Victim Services Program?
Reminders

Quarterly Meeting
Topic: *Advocacy Parameters*

- TA Track 1: TBD
- TA Track 9: Mon., Nov. 16th
- TA Tracks 2 & 4: Tues., Nov. 17th
- TA Tracks 3 & 5: Wed., Nov. 18th
- TA Tracks 6 & 7: Thurs., Nov. 19th

Resources
- Template Package I: Getting Started
- Template Package II: Protocols & Documentation

*Advocacy Parameters & Documentation – NEW!!!*

LEV Network

Victims’ Rights Jurisdiction Profiles
*Developed by National Crime Victim Law Institute (NCVLI)*

January 2021

Mini-Grant Proposals
Due October 22, 2020
Questions?