Roles and Responsibilities of Law Enforcement in the Core Areas of Enhancing Response to Victims

**Leadership**
- Phoricies victim response goals
- Lead mission of victim, policies and procedures
- Ensure continuous feedback and improvement to refine vision and goals
- Recognize those who provide outstanding service to victims
- Advocate for resources necessary to enhance victim response

**Partnering**
- Establish common language with partner agencies
- Structure partnerships with victim service providers and other community partners
- Engage in ongoing dialogue with leaders of provider agencies
- Facilitate joint training opportunities

**Training**
- Stay informed about current trends in victim response
- Identify skills and knowledge necessary to better meet victim needs
- Offer and require training in victim response
- Work with trainers to assess and improve impacts of training

**Performance Monitoring**
- Define desired outcomes of enhanced victim response
- Document and publicize positive outcomes
- Identify in-depth case studies and analyses necessary to assess progress
- Institute performance appraisal system that evaluates victim response efforts

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**Agency Executives**
- Coordinate that victim response is a high priority
- Serve as a role model in enhancing responsiveness to crime victims
- Participate in designing and metrics necessary to enhance responses to victims
- Help establish performance appraisal system that evaluates victim response efforts

**Command Staff and Middle Management**
- Determine the logical inputs and outputsof progress indicators and outcome measures
- Work with agency leadersto define victim response progress indicators and outcome measures
- Facilitate creation and update of websites and other communicative publications for community media representatives
- Connect victims and their families with resources to help them deal with publicity on their cases
- Work with counterpart in victim service provider and other community partners to develop a consistent message regarding overall response to crime victims

**First Responders including Officers, Investigators, and Systems Personnel**
- Work with leaders, supervisors, officers and service providers to determine the skills and knowledge necessary to optimal victim response
- Facilitate culturally diverse officers to better understand individual and cultural differences
- Develop and maintain victim information systems and other community organizations that assist crime victims
- Share information with those providers about victim response strategies and methods
- Be prepared to refer victims to appropriate services

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**DisPATCHers**
- Work with leaders, supervisors, officers and service providers to determine the skills and knowledge necessary to optimal victim response
- Facilitate culturally diverse officers to better understand individual and cultural differences
- Develop and maintain victim information systems and other community organizations that assist crime victims
- Share information with those providers about victim response strategies and methods
- Be prepared to refer victims to appropriate services

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**Trainers**
- Work with leaders, supervisors, officers and service providers to develop the skills and knowledge necessary to optimal victim response
- Facilitate culturally diverse officers to better understand individual and cultural differences
- Develop and maintain victim information systems and other community organizations that assist crime victims
- Share information with those providers about victim response strategies and methods
- Be prepared to refer victims to appropriate services

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**Public Information Specialists**
- Work on emergency public information campaigns, speed up communication channels with media representatives, and create community media
- Facilitate contact with key leaders and other public information mechanisms to deliver information to crime victims
- Work with leaders, supervisors, officers and service providers to develop the skills and knowledge necessary to optimal victim response
- Facilitate culturally diverse officers to better understand individual and cultural differences
- Develop and maintain victim information systems and other community organizations that assist crime victims
- Share information with those providers about victim response strategies and methods
- Be prepared to refer victims to appropriate services

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**Records/IT Systems Personnel**
- With executives, supervisors and officers, determine information necessary to assess victim response
- Help public information specialists identify confidential information
- Facilitate contact with key leaders and other public information mechanisms to deliver information to crime victims
- Advocate for resources necessary to maintain useful records for both historic and current performance management

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**Planners & Crime Analysts**
- Work with agency leaders to define victim response progress indicators and outcome measures
- Determine the logical inputs and outputs of progress indicators and outcome measures
- Engage victim response partners in developing goals, interim indicators, and outcome measures to assess overall effectiveness
- Enable partners to collect and analyze relevant data
- Ensure that victim response progress indicators and outcome measures are used to enhance the quality of victim response services

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**Performance Monitoring**
- Define desired outcomes of enhanced victim response
- Document and publicize positive outcomes
- Identify in-depth case studies and analyses necessary to assess progress
- Institute performance appraisal system that evaluates victim response efforts

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