

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

	Leadership	Partnering	Training	Performance Monitoring
<b>Agency Executives</b>	<ul style="list-style-type: none"> <li>Prioritize victim response goals</li> <li>Lead revision of mission, policies and procedures</li> <li>Ensure continuous feedback and improvement to refine vision and goals</li> <li>Recognize those who provide outstanding service to victims</li> <li>Advocate for resources necessary to enhance victim response</li> </ul>	<ul style="list-style-type: none"> <li>Establish common language with partner agencies</li> <li>Structure partnerships with victim service providers and other community partners</li> <li>Engage in ongoing dialogue with leaders of provider agencies</li> <li>Facilitate joint training opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Stay informed about current trends in victim response</li> <li>Identify skills and knowledge necessary to better meet victim needs</li> <li>Offer and require training in victim response</li> <li>Work with trainers to assess and improve impacts of training</li> </ul>	<ul style="list-style-type: none"> <li>Define desired outcomes of enhanced victim response</li> <li>Document and publicize positive outcomes</li> <li>Invest in data collection and analysis necessary to assess progress</li> <li>Institute performance appraisal system that evaluates victim response efforts</li> </ul>
<b>Command Staff and Middle Level Management</b>	<ul style="list-style-type: none"> <li>Communicate that victim response is a high priority</li> <li>Serve as a role model in enhancing responsiveness to crime victims</li> <li>Participate in design of tools and protocols necessary to enhance response to victims</li> <li>Help establish performance appraisal system that evaluates victim response efforts</li> </ul>	<ul style="list-style-type: none"> <li>Develop and sustain working relationships with managers of victim service agencies and other community partners</li> <li>Encourage community partners' participation in on-the-job training experiences with law enforcement</li> <li>Work with community residents to solve problems and improve community safety</li> </ul>	<ul style="list-style-type: none"> <li>Take advantage of training opportunities</li> <li>Help to identify skills and knowledge necessary for optimal victim response</li> <li>Provide employees with opportunities to apply knowledge and skills, and offer them ongoing feedback on their victim response work</li> </ul>	<ul style="list-style-type: none"> <li>Help to define desired outcomes of enhanced victim response</li> <li>Contribute to the design and implementation of record-keeping systems that can document victim response achievements</li> <li>Coordinate data collection and analysis efforts that evaluate victim response</li> </ul>
<b>First Line Supervisors</b>	<ul style="list-style-type: none"> <li>Encourage officers to respond appropriately and consistently to crime victims from first response through investigation and follow up</li> <li>Serve as a role model in responding to victims</li> <li>Lead personnel to develop tools and job aids that will improve their responses to victims</li> <li>Provide opportunities and encouragement for employees to apply knowledge and skills gained from training</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that subordinates have updated information about victim service providers</li> <li>Invite community service providers to participate in training for personnel</li> <li>Structure opportunities for service providers to ride along with officers and for officers and non-sworn personnel to "sit-along" with providers</li> </ul>	<ul style="list-style-type: none"> <li>Stay up-to-date with techniques, tools and protocols that can assist in responding to victims</li> <li>Take advantage of available training opportunities</li> <li>Participate in designing and delivering on-going training in victim response to department personnel</li> </ul>	<ul style="list-style-type: none"> <li>Monitor employee use of job aids and tools and obtain feedback for possible improvements</li> <li>Apply insights from observing and coaching officers to improving victim response policies and procedures</li> <li>Help to design performance appraisal system and adequate documentation procedures that incorporate victim response assessment and feedback</li> <li>Help to collect and analyze data about response to victims and victims' opinions</li> </ul>
<b>First Responders including Officers, Investigators, and Support Personnel</b>	<ul style="list-style-type: none"> <li>Make assisting and responding to crime victims a top priority</li> <li>Help victims and survivors understand what to expect if their case goes forward</li> <li>Participate in revising agency mission, policies and procedures</li> <li>Assist in the design or improvement of tools and strategies to enhance victim response</li> </ul>	<ul style="list-style-type: none"> <li>Refer crime victims to appropriate service providers</li> <li>Provide avenues for victims to stay in touch with law enforcement</li> <li>Get involved in ride-along and "sit-along" opportunities with victim service providers</li> <li>Learn about the services offered by providers, and participate in joint training opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Provide input to supervisors and trainers on skills and knowledge necessary for optimal response to victims</li> <li>Participate in orientation and continuing training on victim response skills and methods</li> <li>Provide feedback on the usefulness of training</li> <li>Seek constructive feedback on victim response skills from supervisors and victims</li> </ul>	<ul style="list-style-type: none"> <li>Help define departmental performance measures and employee performance appraisal criteria related to victim response goals</li> <li>Provide feedback about the usefulness of tools, methods and techniques for victim response</li> <li>Help collect and make use of data and information about the impact of responses to victims</li> </ul>
<b>Dispatchers</b>	<ul style="list-style-type: none"> <li>Offer suggestions to supervisors and leadership for improving officer and dispatcher response to crime victims</li> <li>Coordinate dispatch and first responder policies and procedures</li> <li>Be familiar with the range of victim services available</li> <li>Maintain up-to-date call-back and contact information for victim service providers, and make it available to officers</li> </ul>	<ul style="list-style-type: none"> <li>Develop and maintain working relationships with victim service providers and other community organizations that assist crime victims</li> <li>Share information with these providers about victim response strategies and methods</li> <li>Be prepared to refer victims to appropriate services</li> </ul>	<ul style="list-style-type: none"> <li>Participate in orientation and ongoing training relevant to victim response</li> <li>Request feedback and assistance from supervisors to improve victim response skills</li> </ul>	<ul style="list-style-type: none"> <li>Document information about victim and incident characteristics as required by policies and protocols</li> <li>Participate as requested in analyzing and interpreting data related to dispatcher response to crime victims</li> </ul>
<b>Trainers</b>	<ul style="list-style-type: none"> <li>Work with leaders, supervisors, officers and service providers to determine the skills and knowledge necessary for optimal victim response</li> <li>Recruit experienced officers and non-sworn personnel to provide training to others</li> <li>Collaborate with leadership to develop efficient learning methods</li> </ul>	<ul style="list-style-type: none"> <li>Invite victim service provider staff to offer training opportunities on their services</li> <li>Plan and facilitate joint training for law enforcement and victim service providers</li> <li>Advocate for improved victim response training at state academies, colleges and universities</li> </ul>	<ul style="list-style-type: none"> <li>Use a variety of techniques to train personnel in victim response skills</li> <li>Ensure that the content of classroom and on-the-job training prepares personnel for the variety of victims and situations they will encounter</li> <li>Ensure field training programs incorporate victim services components</li> </ul>	<ul style="list-style-type: none"> <li>Obtain feedback from trainees on the relevance and effectiveness of the training they receive</li> <li>Establish methods of assessing the impact of training on individual and departmental performance</li> </ul>
<b>Public Information Specialists</b>	<ul style="list-style-type: none"> <li>Work to ensure victim and survivor privacy, while also providing accurate and timely information to the media</li> <li>Facilitate creation and update of web sites and other communicative publications for community members, service providers and the media</li> </ul>	<ul style="list-style-type: none"> <li>Connect victims and their families with resources to help them deal with publicity on their cases</li> <li>Work with counterparts in victim service provider and other community partner agencies to develop a consistent message regarding overall response to crime victims</li> </ul>	<ul style="list-style-type: none"> <li>Stay up-to-date about resources available to victims and the status of departmental response to victims</li> <li>Assist trainers in designing and providing training for law enforcement on interacting with media and community representatives</li> </ul>	<ul style="list-style-type: none"> <li>Help to design and implement methods of assessing public opinion about agency's response to victims</li> <li>Monitor the impacts of the media's crime reporting and coverage of controversial policy issues that may have effects on views of law enforcement response to victims</li> </ul>
<b>Records/IT Systems Personnel</b>	<ul style="list-style-type: none"> <li>With executives, supervisors and officers, determine information necessary to assess victim response</li> <li>Help public information specialists identify confidential information</li> <li>Facilitate victims' access to information about their cases</li> <li>Advocate for resources necessary to maintain useful records for victims and overall performance monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Work with victim service providers to design methods of collecting information about victims' perceptions of the agency's response</li> <li>Assist victim service providers with analysis of information they collect that is pertinent to victim perspectives on law enforcement response</li> </ul>	<ul style="list-style-type: none"> <li>Participate in training on victim response strategies</li> <li>Assist agency leaders and trainers with collecting feedback regarding the larger impacts of victim response training</li> <li>Stay informed about the role of records management and database design in facilitating program evaluation and performance monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Participate in defining performance measures for victim response</li> <li>Design methods of collecting information necessary to monitor and assess progress toward goals</li> <li>Collaborate with other personnel in analyzing information about victim response</li> </ul>
<b>Planners &amp; Crime Analysts</b>	<ul style="list-style-type: none"> <li>Work with agency leaders to define victim response progress indicators and outcome measures</li> <li>Determine the logical inputs and outputs of progress indicators and outcome measures</li> </ul>	<ul style="list-style-type: none"> <li>Engage victim response partners in developing goals, interim indicators, and outcome measures to assess overall effectiveness</li> <li>Enable partners to collect and analyze relevant data</li> </ul>	<ul style="list-style-type: none"> <li>Offer training on planning and evaluation topics to law enforcement leaders and their counterparts in partner agencies</li> <li>Work with trainers to develop methods of assessing training impacts</li> </ul>	<ul style="list-style-type: none"> <li>Collaborate with information systems staff to establish victim response data collection systems</li> <li>Work with leadership to continuously update agency performance monitoring systems</li> <li>Maintain records documenting victim response initiative progress</li> </ul>



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