LEV Template Package V: Training

**Module 6: Field Responses for Victim Services**

***Sworn Personnel Guide***

# Sworn Personnel Guide:

# Roles & Responsibilities of [*Agency*] Victim Services in Field Response

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| **Personnel Responsibilities** |
| [*Agency*] victim services personnel:   * Provide trauma-informed, victim-centered, culturally appropriate services (e.g., crisis intervention, criminal justice support, referrals to community services, and advocacy) to those impacted by criminal circumstances * Ensure availability of information regarding rights of crime victims per state constitution and statutes * Are prohibited from providing services to suspects * Promote mutual respect and public confidence with community members, colleagues, and other professionals |
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| **Personnel Standards** |
| *Role Parameters* |
| Per [*State professional licensing and certification board*] regulations, victim services personnel in their capacity with the [*Agency*]:   * Are not licensed Chemical Dependency Counselors, Professional Counselors, Marriage and Family Therapists, Clinical Social Workers, or health professionals * Cannot diagnose, engage in clinical treatment, or provide professional recommendations pertaining to medical and/or mental health of persons served * Who hold licensure are prohibited from utilizing that licensure in a clinical or medical capacity during contact with crime victims, witnesses, survivors, or co-victims |
| *Confidentiality and Privilege* |
| Crime victims, witnesses, survivors, and co-victims shall be informed of the parameters surrounding confidentiality and privilege prior to service provision.  Information provided or accessible to victim services personnel shall be released only with consent of the persons served in accordance with [*State*] statute and [*Agency*] policy. |
| *Ethics* |
| Victim services personnel shall abide by the most current [*Agency*] Victim Services Code of Ethics in the performance of all duties.  [*Agency*] Victim Services Code of Ethics is intended to complement the [*Agency*] Code of Ethics. |
| *Mandated Reporting* |
| Victim services personnel who hold a reasonable belief that:   * A minor or vulnerable adult is or has been the victim of abuse (sexual and/or physical), neglect, self-neglect, or exploitation shall immediately report this concern to [*State Child/Adult Welfare Agency*] * Crime victims, witnesses, survivors, and co-victims are at imminent risk of causing harm to themselves or to another person—**immediately report** this concern to a sworn [*Agency*] member and determine what type of immediate response is needed |
| *Investigative Processes* |
| Victim services personnel are prohibited from conducting interviews, line-ups, taking photos, collecting statements, or identifying/collecting/preserving physical or electronic evidence.  Victim services personnel with secondary language fluency may provide interpretation assistance for necessary interaction with crime victims, witnesses, survivors, and co-victims, but are prohibited from:   * Initiating questions, interjecting comments, or providing opinions about the information provided through interpretation efforts * Interpreting for officers conducting victim interviews * Providing interpretation assistance for necessary interaction with suspects   Any case-related information conveyed will be documented and shared with sworn personnel in accordance with established standards. |
| *Employee Assistance* |
| [*Agency*] employees who are crime victims, witnesses, survivors, or co-victims and require [*Agency*] response will be treated in accordance with established practices for non-employed victims, witnesses, survivors, and co-victims.  [*Agency*] Employees who are crime victims, witnesses, survivors, or co-victims that do not require [*Agency*] response shall:   * Be advised that conversations with victim services personnel are not subject to HIPAA protection and are not covered by legal privilege prior to any service provision * Consent to involvement of victim services personnel prior to referral   All contact by victim services personnel (while performing in their official capacity) with [*Agency*] employees shall be documented in accordance with established practices. |
| *Media Involvement* |
| Crime victims, witnesses, survivors, and co-victims shall be informed of the possibility of media involvement when applicable and their rights related to requests for interviews.  Victim services personnel shall not communicate with or share accessible information with any representative of the media without the expressed permission of the Victim Services Supervisor and/or the Public Information Officer (PIO).  Victims should be notified before press releases go out. |
| *Complaints and Concerns* |
| Victim services personnel will:   * Provide contact information for appropriate supervisor(s) and/or Internal Affairs when there is a voiced concern regarding the conduct of any [*Agency*] personnel (sworn or professional) * Immediately report any complaint regarding a violation of crime victims’ rights of to the victim services supervisor   Any concerns pertaining to the conduct of victim services personnel should be directed to [*Name/Title*]:   * [*phone number*] * [*email address*] |
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| **Availability for Duty** |
| *Scheduled Work Hours* |
| Victim services personnel are scheduled to work [*days*] from [*hours*]. Reports are reviewed daily and assigned to victim services personnel for contact with victims, witnesses, survivors, and co-victims of the following crimes:   * [*crime type*] * [*crime type*] * [*crime type*]   Victim services personnel are expected to initiate contact on all assigned cases within [*X*] days. |
| *In-Field Response* |
| Victim services personnel can respond during scheduled work hours at the following locations:   * Facilities – hospitals, rape crisis centers, schools, shelters, etc. * Residences – homes of victims, witnesses, survivors, or co-victims * Other locations – businesses, government buildings, community service agencies, etc. * Patrol vehicles – on assigned shifts   Victim services personnel will adhere to pre-determined criteria, request practices, and response expectations. Sworn personnel will remain present at any location when safety concerns are identified. |
| Victim Services personnel can provide short-term supervision of minors and vulnerable adults:   * A clear plan for transition of supervision to an identified guardian must be in place. * Focus will be on physical safety and addressing acute physical and emotional needs. |
| Victim Services personnel can provide transportation:   * Verified addresses must be provided for transportation to occur. * Prohibited for individuals under the influence of alcohol and/or substances, experiencing acute medical/mental health issues, and minors without guardian consent. * Use of car seats is required according to applicable laws. |
| *On-Call Response* |
| Victim Services personnel are on-call 365 days per year, 7 days per week, 24 hours per day for crisis response to victims, witnesses, survivors, and co-victims of criminal events.  Victim Services personnel can be requested for crisis response (on scene or by phone) if the following questions are answered with a yes:   * Is the victim willing to receive contact from Victim Services? AND * Is there an immediate need for assistance?   + Does the victim need assistance with safety planning/transportation to a safe location? OR   + Does the victim need assistance with immediate grief support? OR   + Does the victim need assistance with identifying an immediate support system?   All requests shall be directed through Communications [*phone number*]. |
| *Subpoena Response* |
| Victim services personnel are subject to subpoena for any actions taken, circumstances observed, or information received and/or provided while performing assigned duties |
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