

# Police-Based Victim Services

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## Learning Objectives

Have a working knowledge of Police Based Victim Services and the benefits of it, understand the advocacy parameters for Police Based Victim Services, and be able to identify and refer to the appropriate Department's Program.

Be able to explain, to victims they serve, the benefits of connecting with a Police Based Victim Services Advocate.

Know the Law Enforcement obligations through the Victims Bill of Rights.

Understand the role of Police Based Victim Services in mass casualty events, death notification, Human Trafficking efforts and other unique situations for victims.


### Delaware State Police Victim Services Delaware Victim Center

24-HOUR TOLL FREE HOTLINE

# 1-800-VICTIM-1

(1-800-842-8461)

## How we get cases



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    graph TD
      A[Offices located at Police Departments] --> C[911 calls]
      B[Reporting System/LEISS] --> C
      D[DSP Hotline Calls] --> E[Calls from victims or community services]
  
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## SERVICES

- ▶ **CRISIS INTERVENTION**
  - ▶ EMERGENCY RESPONSE/DEATH NOTIFICATION
  - ▶ CRIME SCENES
  - ▶ HOSPITALS
  - ▶ DEBRIEFINGS (CISM)
  - ▶ 24 HOUR HOTLINE **1-800-VICTIM-1**
- ▶ **INFORMATION**
  - ▶ Status of Arrest
  - ▶ Complaint Number and Victim Copy of Reports
  - ▶ Investigator Information
  - ▶ What happens next...

- ▶ **REFERRAL**
  - ▶ Counseling
  - ▶ Social Services
  - ▶ Victims Compensation Assistance Program
  - ▶ Shelter Services
- ▶ **CASE MANAGEMENT**
  - ▶ Hospital and court accompaniments
  - ▶ Transportation
  - ▶ Assistance in filing Victim Compensation
  - ▶ Landlord/Employer intervention
  - ▶ Limited Emergency Financial Assistance

▶ Many great services in the community

- ▶ DV shelters
- ▶ Rape Crisis Services
- ▶ Victim/Witness in AG office
- ▶ Community Based counselors/caseworkers



▶ Timing is everything!

- ▶ Police are often the first responder
- ▶ **Bridging the Gap**
- ▶ Allows police based advocates access to victim info to reach out to them rather than victim having to look for and contact services
- ▶ Purpose NOT to duplicate what is already there but to link the victim to those services

## Collaboration and training

- ▶ Participate on statewide committees and groups
  - ▶ Domestic Violence Task Force
  - ▶ Victim Rights Task Force
  - ▶ Delaware Alliance Against Sexual Violence
  - ▶ Human Trafficking Interagency Coordinating Council
- ▶ Collaborate with other agencies
  - ▶ Victim/Witness program in the Attorney General's office
  - ▶ Probation and parole/Corrections
  - ▶ Shelter services
  - ▶ Rape crisis
  - ▶ Victims Compensation
- ▶ Training
  - ▶ Police
  - ▶ Community groups (senior centers, schools)
  - ▶ Other stakeholder agencies




## MDT: Multidisciplinary Team

- ▶ Formally exists for child abuse/child death investigations through MOU
- ▶ Generally, exists for all criminal investigations
- ▶ Ensures smooth transition between levels of services
- ▶ Promotes inter networking for professional development
- ▶ Respects the roles of every agency/individual partner involved

## Goals

- ▶ Reduce trauma
- ▶ Eliminate additional trauma
- ▶ Coordinate resources
- ▶ Increase positive interaction between victims and law enforcement
- ▶ Provide smoother transition into the Criminal Justice System
- ▶ Information and referral source
- ▶ Short and Long term crisis intervention

## Victims Need...

- ▶ **Safety and Security**
  - ▶ Nonthreatening atmosphere
  - ▶ Reassurance that we (police & advocates) care
  - ▶ Reassure it is not their fault
- ▶ **Ventilation and Validation**
  - ▶ Chance to tell their story
- ▶ **Prediction and preparation**
  - ▶ Next steps in the process, contact numbers

## Trauma Informed Response

- ▶ Education/Training
  - ▶ Police/Service Providers/Victims/Community
- ▶ Being aware of reactions/triggers
- ▶ Evaluate how/when victims access help

## Key Concepts

- ▶ **Safety** – ensuring physical and emotional safety
- ▶ **Trustworthiness** – maintaining appropriate boundaries and making tasks clear
- ▶ **Choice** – provide options, allow choices
- ▶ **Collaboration** – utilize resources (VS)
- ▶ **Empowerment** – rebuild sense of control

## Bill of Rights

## Victim Bill of Rights

- ▶ Victim Bill of Rights
  - ▶ Chapter 94 of Title 11 of the Delaware Code
- ▶ Initial contact with law enforcement
  - ▶ Information about resources
  - ▶ "Victim" copy of report
  - ▶ Information about victim compensation
  - ▶ Information about pretrial release
  - ▶ Follow up contact number
  - ▶ Confidentiality

## Specialized Populations

## Immigrant Victims

- ▶ Language barriers
- ▶ Culture shock
- ▶ Fears and concerns with working with LE
  - ▶ Past experiences
  - ▶ Differences between governments
- ▶ Immigration relief programs and LE assistance

## Cases Involving Children

- ▶ Police-based advocates primarily assist the Caregivers
- ▶ Collaboration with DFS and CAC to avoid duplicating services
- ▶ Referrals



## WPD Youth Response Unit

- ▶ Additional service offered at Wilmington Police Department.
- ▶ A partnership with the City of Wilmington, Wilmington Police Department, Division of Prevention and Behavioral Health and A Seed of Hope Counseling.
- ▶ Free counseling to any child who has been exposed to any type of violence or trauma.
- ▶ Victim Services screens reports for referrals, anyone can call for services.
- ▶ **Phone: (302) 576-3183**



## Human Trafficking Efforts

- ▶ Coordinated response is key
- ▶ POLARIS/Human Trafficking Hotline
- ▶ Work frequently with Federal Partners, Community Services and groups such as Human Trafficking Interagency Coordinating Council or Dept. of Transportation
- ▶ Assist with initial outreach (on scene with police) and/or provide a connection to the Law Enforcement investigation for the victim

National Human Trafficking Hotline **1-888-373-7888**

## Final thoughts

- ▶ Self-Care
- ▶ Referrals



**SELF CARE IDEAS**  
(by mellow doodles)

- Read more books than tweets
- Limit your consumption of bad news
- Turn off your notifications
- Listen to what your body needs
- Plan something to look forward to
- Wear clothes that make you happy (and comfy)
- Say no to (at least) things that make you feel bad
- Ask for help and advice with difficult tasks

## Police Based Victim Services

- ▶ Delaware Victim Center 1-800-VICTIM-1
- ▶ Dover Police Department 736-7134
- ▶ Georgetown Police Department 856-6613
- ▶ NCCo. Police Department 395-8000
- ▶ Millsboro Police Department 934-8174
- ▶ Newark Police Department 366-7100 x3137
- ▶ Wilmington Police Department 576-3622