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Processes to Support Policy Development and Implementation

March 18, 2020

Michelle Rivard Parks



Webinar Information



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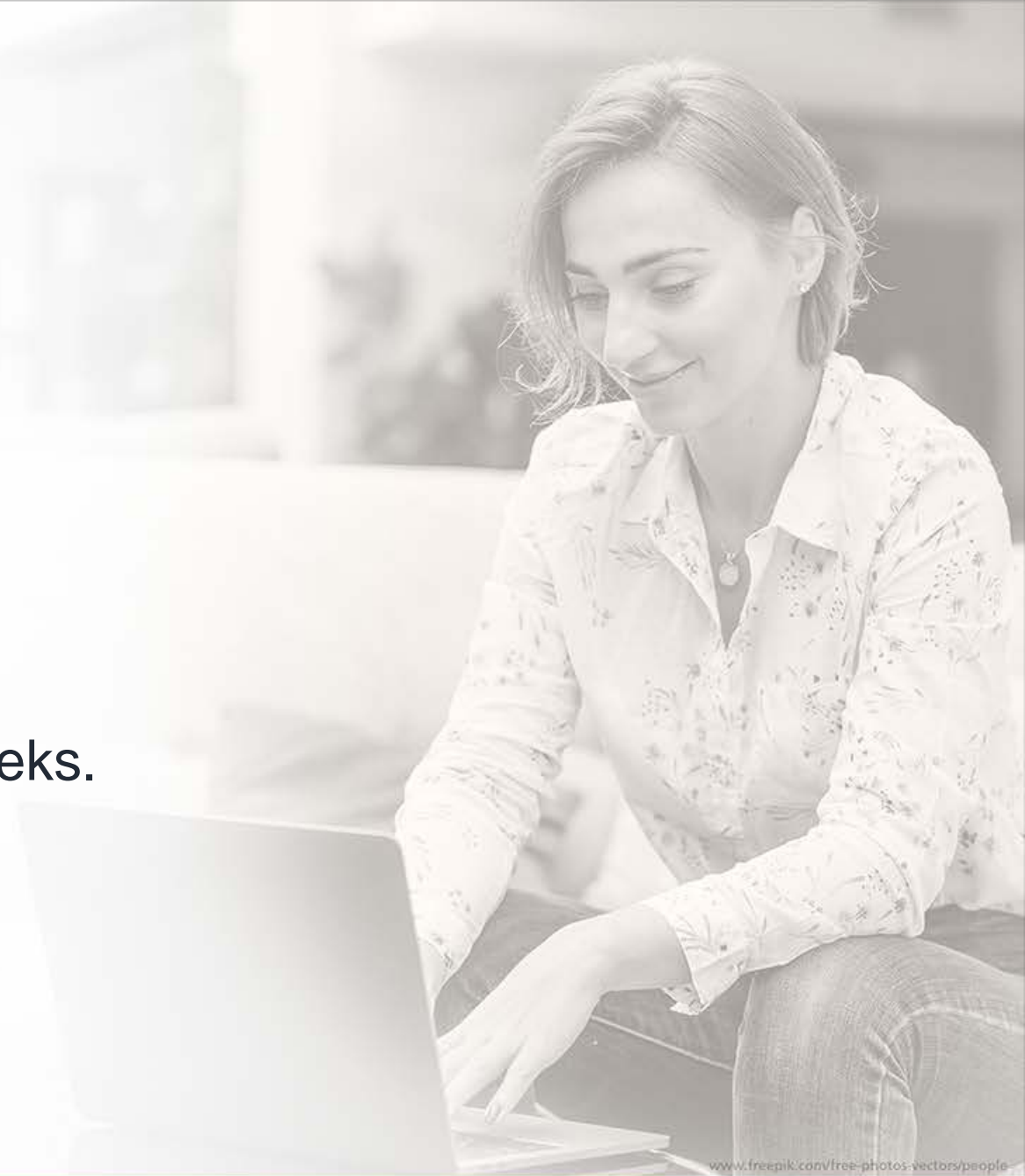
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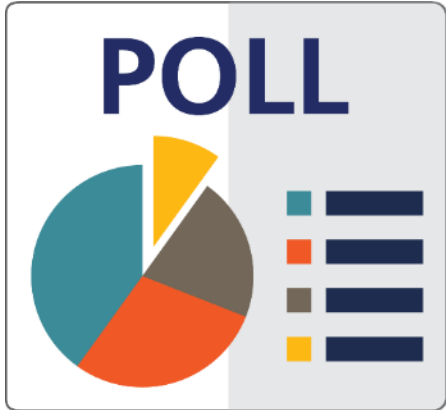
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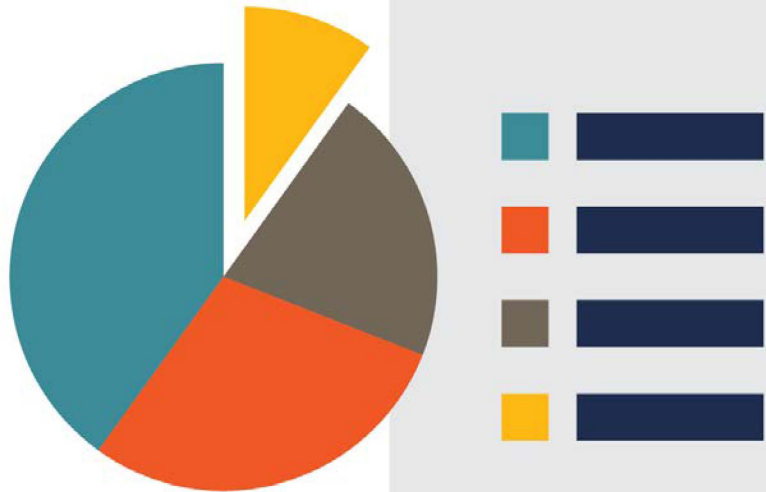
Poll questions may be asked during the webinar.

This is your time to weigh in with your thoughts.



Please respond promptly; polls are open for a short period of time.

POLL



Which of the following best describes your role?

- Victim Services Provider
- Judge or Attorney
- Law Enforcement
- CAC, Social Worker, Mental Health
- Other



Michelle Rivard Park

Associate Director

University of North Dakota School of Law
Tribal Judicial Institute

Learning Objectives

Upon completion of this webinar, participants will be able to....

- 1 Describe policy development procedures.
- 2 Discuss methods that can be used to organize thoughts and ideas.
- 3 Explain the importance of style in writing policy.

POLL



Which do you believe is the most important goal of establishing policies and procedures?

- Educate program personnel
- Clarify roles and responsibilities
- Promote understanding of processes and delivery of services
- All seem equally important

GOALS OF POLICIES AND PROCEDURES

EDUCATE program personnel about larger systemic responses to crimes

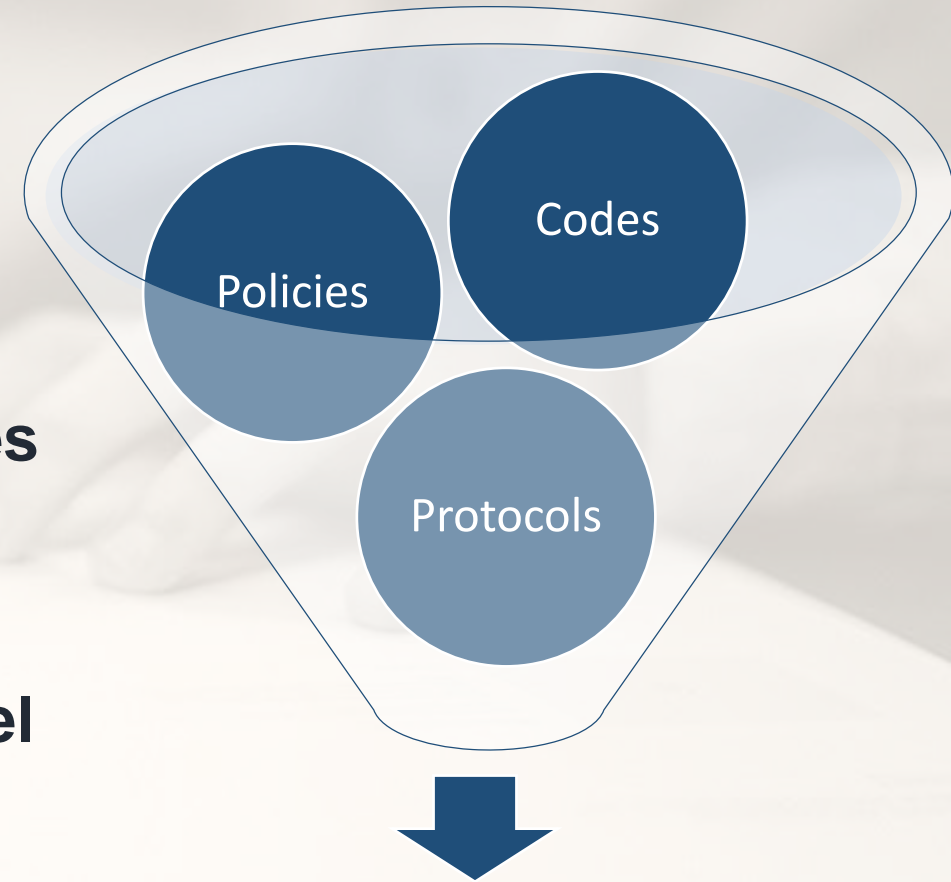
- reference applicable laws/codes

CLARIFY agency roles and responsibilities with a Systemic Response

- reference any collaborative agreements

PROMOTE UNDERSTANDING of personnel regarding specific roles, responsibilities, and process in delivery of services

- should identify agency mission & purpose statements
- should outline process for delivery of services



SYSTEMIC RESPONSE



Victim-Centered Agency Policies

- Focus on the needs and concerns of victims
- ***Goal: the compassionate delivery of services to ensure victims' rights***



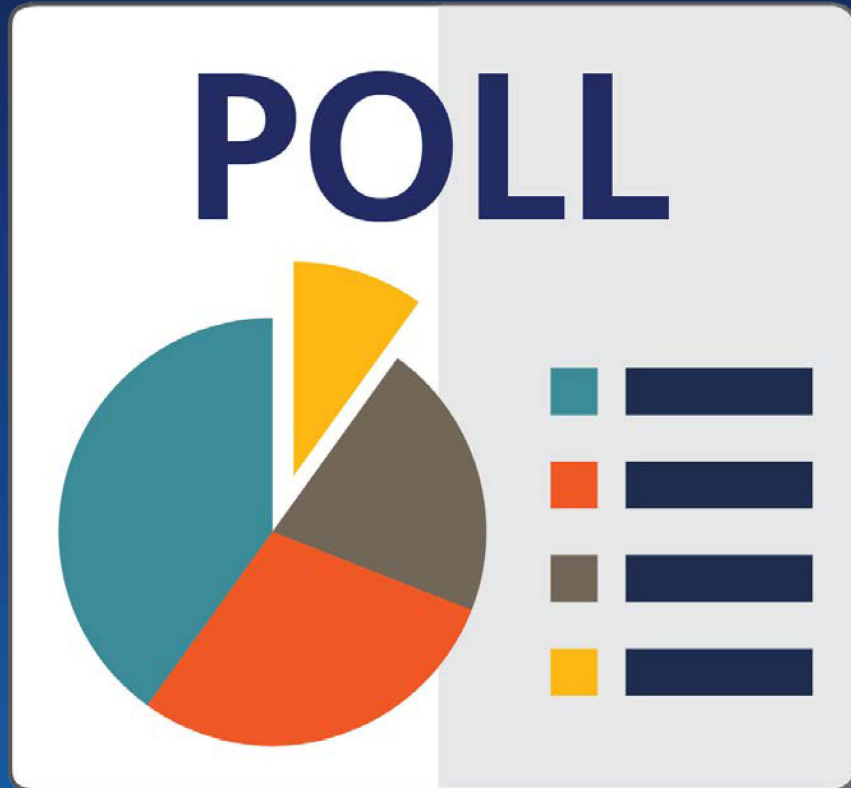
Victim-Centered Agency Policies

- *Placing the crime victim's priorities, needs, and interests at the **center** of the work with the victim*
- *Providing **nonjudgmental** assistance*
- *Emphasizing client **self-determination***
- *Assisting victims in making **informed choices***
- *Restoring victims' feelings of safety and security*

INTRODUCTION TO POLICY DEVELOPMENT PROCEDURES

Victim-Centered Agency Policies are Important Because...

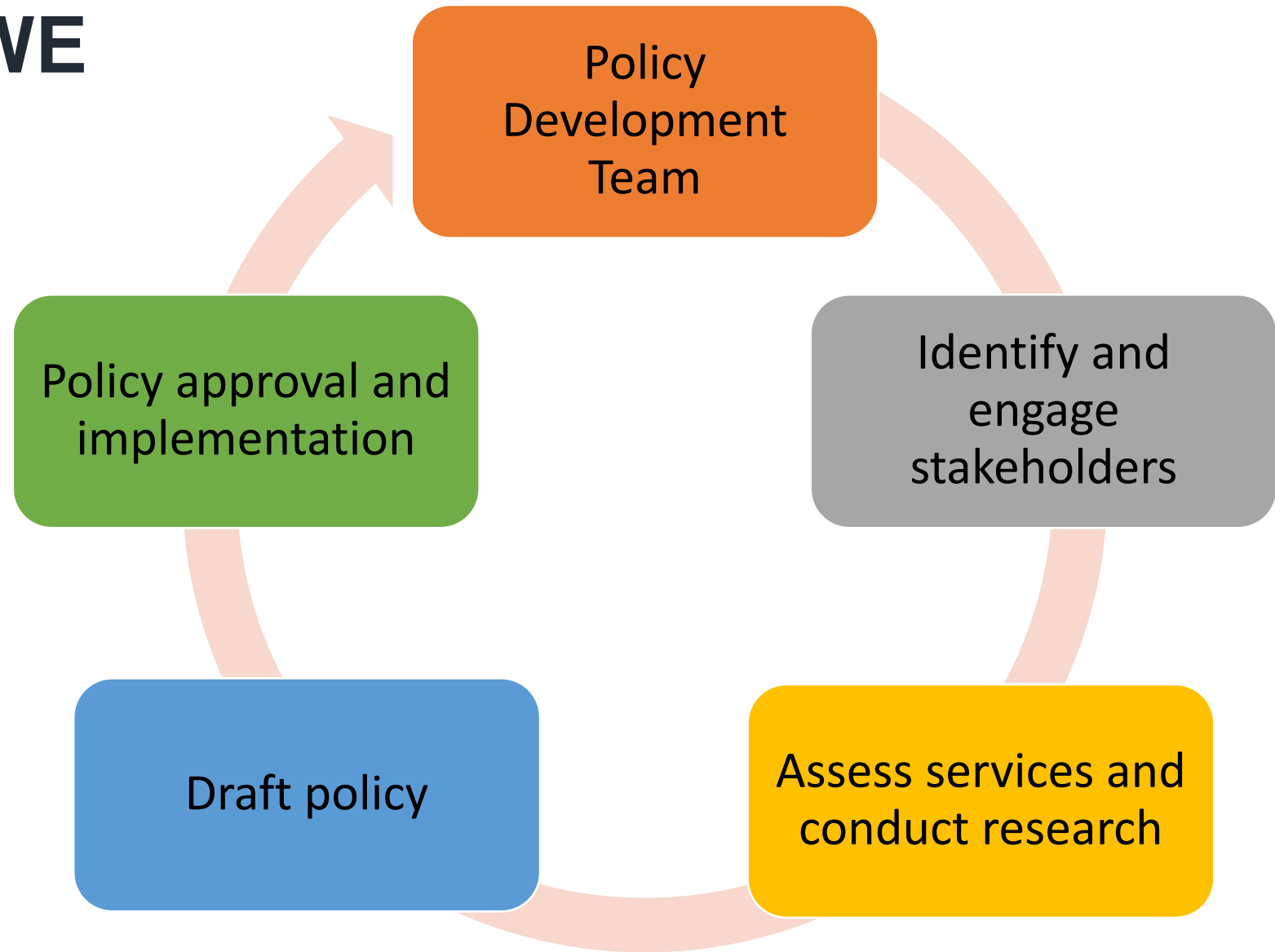
- Reduce further trauma to the victim
- Maintain open communication with the victim
- Clarify agency roles and responsibilities as part of a systemic response
- Improve collaboration by specifying how agencies will work together
- Improve outcomes for victims
- Enforce the victims' rights



From the list below, which do you believe is the first step in developing policies and procedures?

- Identify stakeholders
- Conduct research
- Establish a policy development team
- Develop draft policies
- Seek approval of policies and procedures

WHERE DO WE START?



IDENTIFY Key Stakeholders

- Program / Agency Personnel
- Advocates / Victim-Specialists
- Justice System Personnel
- Attorneys
- Collaborative Partners (Service Providers)
- Elders / Community
- Tribal Leadership
- Others?

ENGAGE Key Stakeholders

- Letter of Invitation or formal appointment to policy development team
- Establish roles & responsibilities within the team
- Establish process for team meetings
- Task-oriented, and actionable meeting outcomes

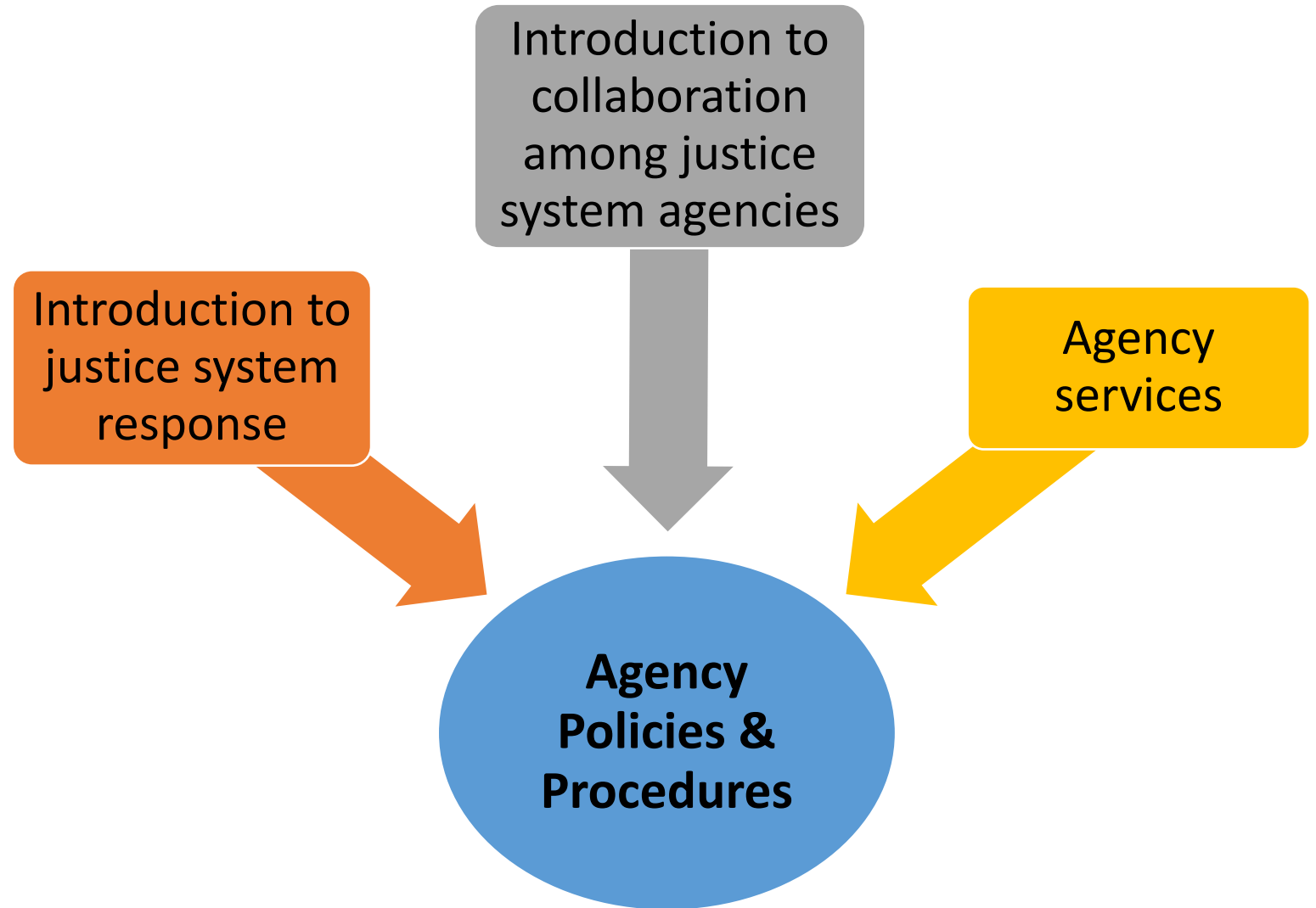
BASELINE KNOWLEDGE FOR YOUR TEAM

Have your team develop or review:

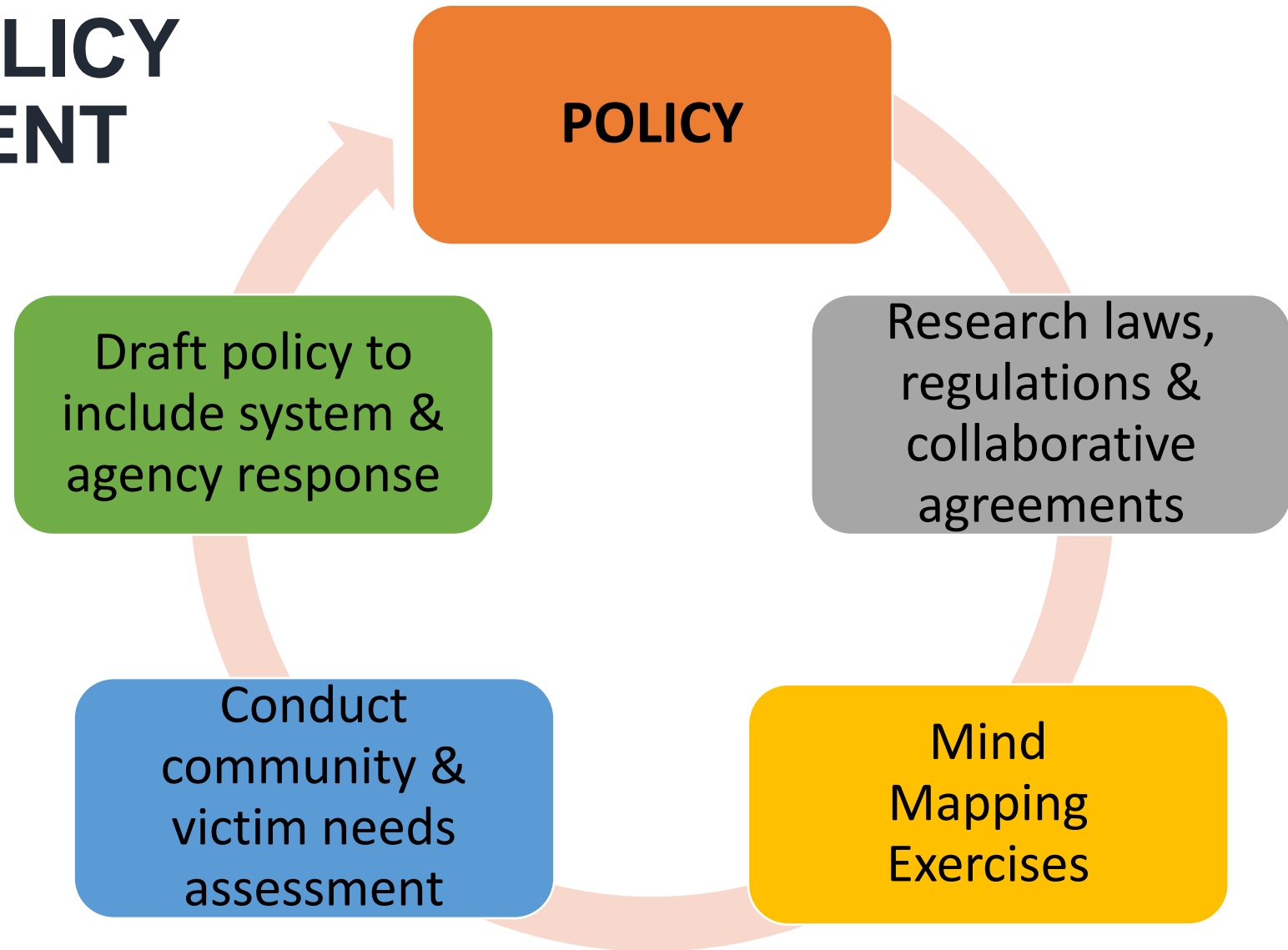
- Vision & Mission statements
- Existing policies and procedures
- Applicable laws and regulations

Victim-Centered

- Be sure that all stakeholders know what this means
- All policies and procedures should be developed with the needs, concerns and safety of the victims in mind



STEPS TO POLICY DEVELOPMENT

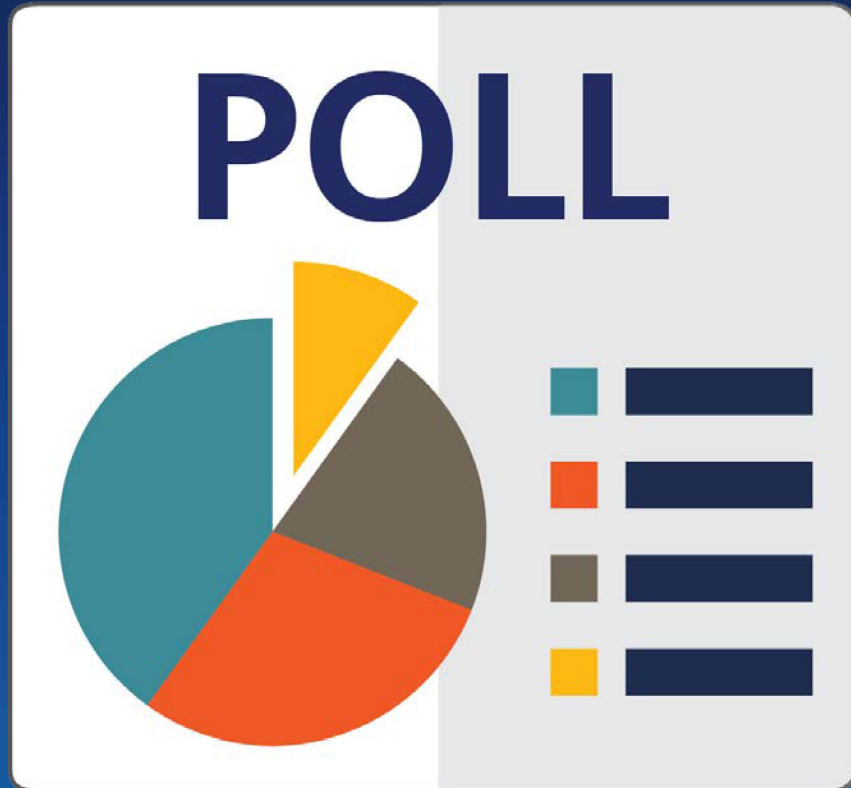


CONDUCTING RESEARCH

Productivity: Task planning should take place at each and every policy team meeting and can begin with research

Description of TASK	TEAM Member(s) Assigned	Deadline for Completion
Ex. Research child protection codes & inform larger team on what law requires of agency/ service provider	Attorney	30 days OR (specific date)
Ex Research collaborative agreements	Agency director	30 days OR (specific date)
Ex. Develop community needs assessment	Victim advocate	60 days OR (specific date)

Are you familiar with mind mapping techniques?



- Yes, I have actually done some mind mapping
- I am familiar with the mind mapping but have never actually used the process
- No, I am not familiar with mind mapping

MIND MAPPING

A person with short brown hair, seen from the back, is looking at a wall covered in various papers, sketches, and mind maps. The papers include diagrams, photos, and handwritten notes, suggesting a creative or analytical workspace. The person is wearing a grey and black striped sweater.

ORGANIZING YOUR THOUGHTS

Making Sense of Research

Codes & regulations

- Can help to identify legal standards for delivery of services
- Can help to understand victims rights to shape how agency delivers services

Collaborative agreements

- Help to identify areas where communication and information-sharing is needed

Community and victim assessment results

- Can help to identify strengths and weaknesses with current process

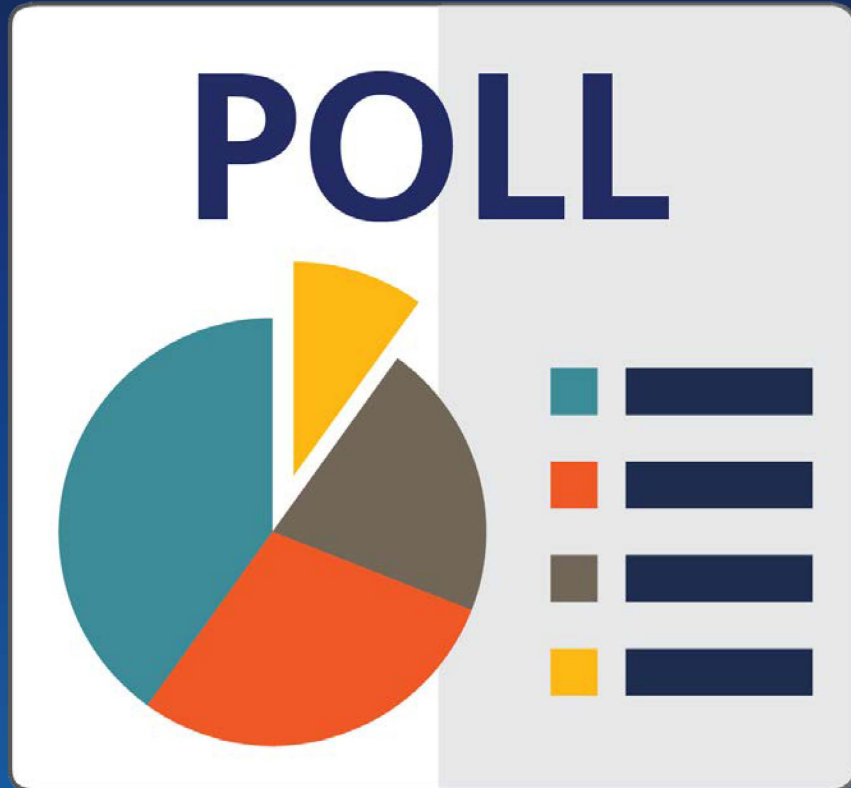
Revisit the Purpose of Your Policy

- Reflect your agency role within larger justice system
- Provide overall direction for program and program personnel
- Provide a roadmap for day-to-day operations
- Ensure compliance with applicable laws and regulations
- Support fair and equitable delivery of services (***very important in a victim-centered approach***)
- Provide guidance to personnel:
 - Understand their role and responsibilities
 - Make decisions
 - Work with other agencies

Policies Tell a Story



WRITING METHODS



Thinking about your organization, which aspect of writing policies and procedures do you feel needs the most attention?

- Organization of materials
- Avoiding “steamroller language”
- Assigning responsibility for writing and maintaining policies and procedures
- Including visuals like checklists and charts
- Something else not listed

Establish Table of Contents



EXAMPLE (*not exhaustive*)

I. Agency Vision & Mission Statements

II. Overview of Justice System & Role of Agency within Justice System

- Applicable codes & regulations (including victims rights' legislation)
- Collaborative agreements and forums

III. Agency/ Program Specific Policies & Procedures

- Key personnel roles & responsibilities
- Communication & confidentiality
- Agency and program services & eligibility
- Process for delivery of services

IV. Appendix

- Protocols and checklists
- Forms
- Copies of laws and collaborative agreements

Assign Writing Responsibilities

Strength Based:

- Consider the particular stakeholder and why they are on the team
- Assign writing responsibilities based upon stakeholder knowledge and skill set





Writing Style DO's

- Utilize an organized approach to writing
 - Headlines
 - Banners
 - Icons
- Be consistent with the use of words, terminology, and phrases throughout the policy
- Be concise, clear and direct
- Be sure that language used throughout reflects a victim-centered approach



Writing Style DONT's

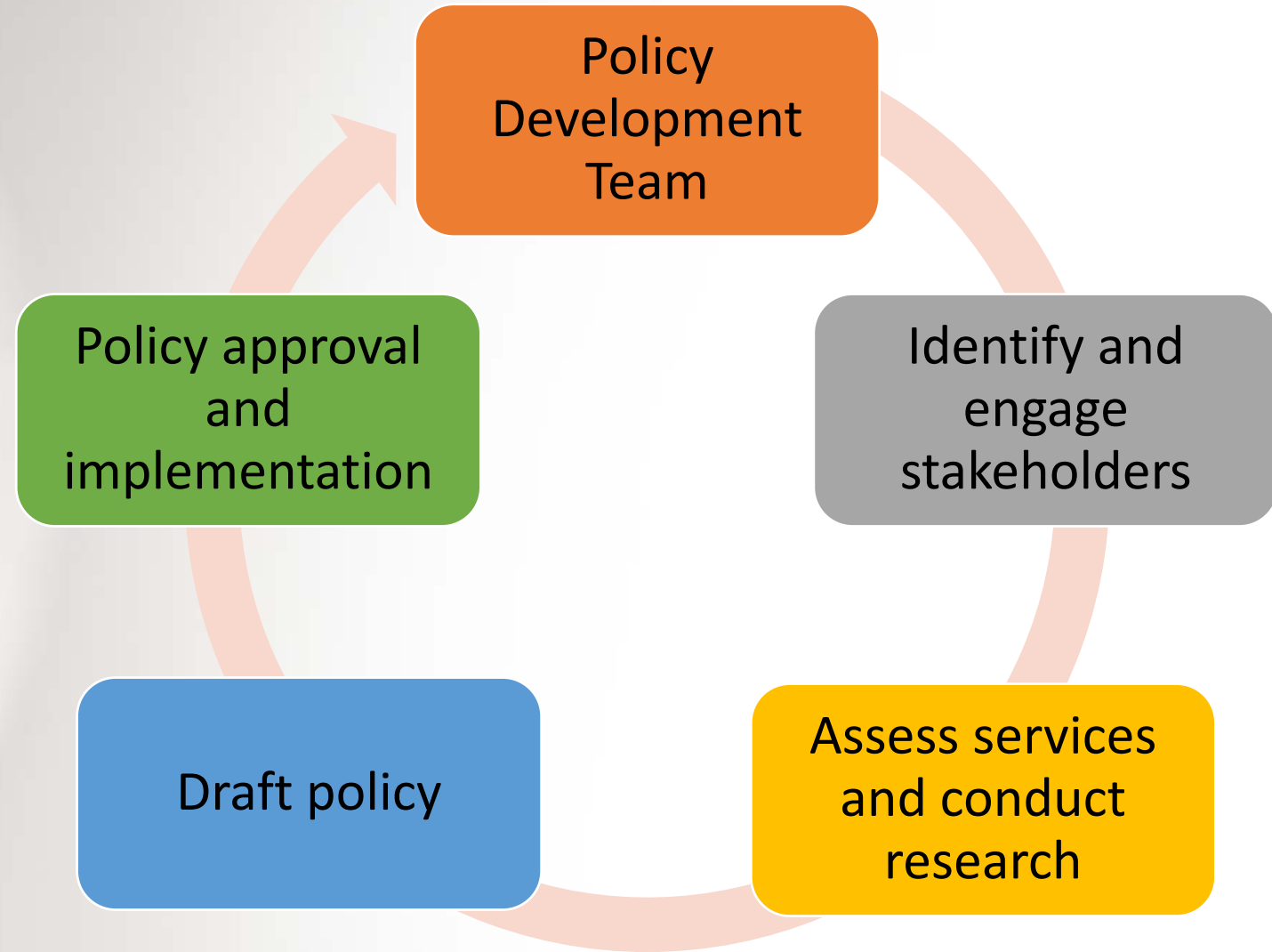
- Do not use ***steamroller language***
 - Steamroller language refers to a tone that is overly harsh, critical or pessimistic
 - Be direct, but do not “talk down” to the reader
- Be careful of words, phrases, terminology that do not support a victim-centered approach

VISUAL AIDS

- Wherever possible, develop flowcharts and checklists that summarize and align with policy and procedures
- These tools and aids can be helpful to:
 - refresh recollection of key personnel
 - aid in consistent delivery of services



In Summary...







Contact Information

Michelle Rivard Park

Associate Director

University of North Dakota School of Law
Tribal Judicial Institute

michelle.rivard@und.edu

General Inquiries –

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- **Part 3 - Policy Development: Key Inclusions, Resources, and Implementation**

Registration information will be emailed

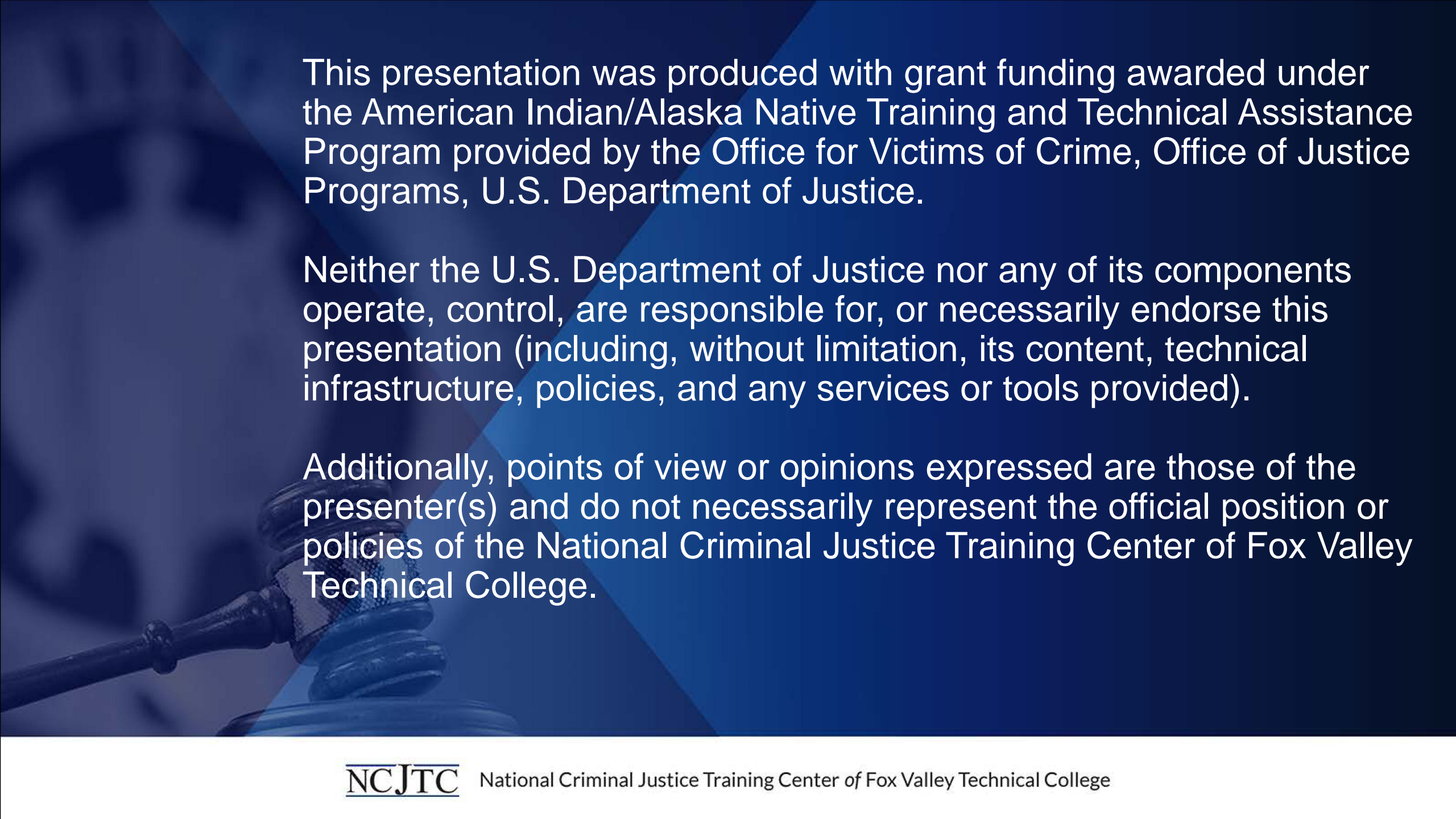
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