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# Policy Development: Key Inclusions, Resources, and Implementation

April 15, 2020

**Michelle Rivard Parks**



# Webinar Information

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# Technical Overview

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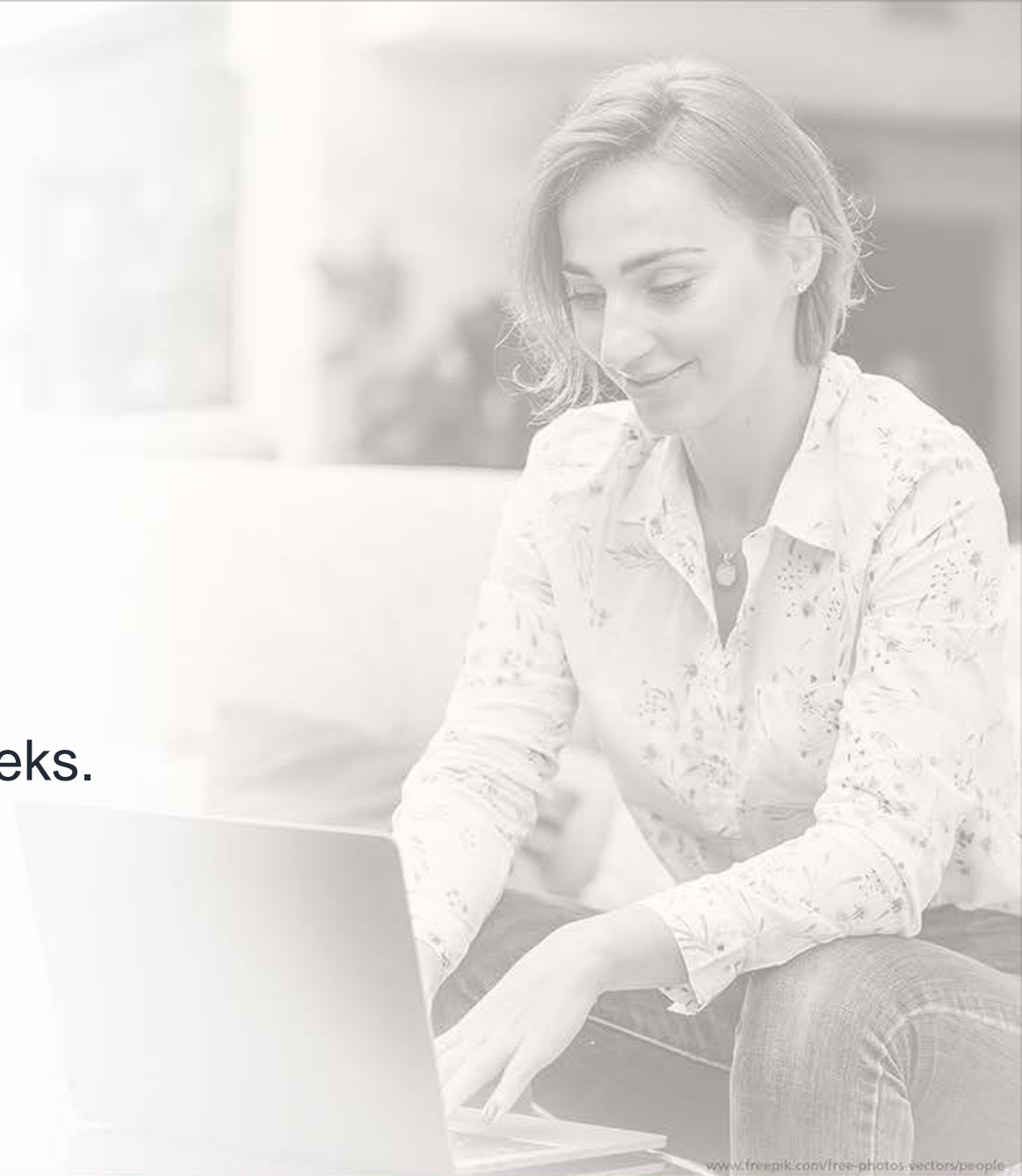
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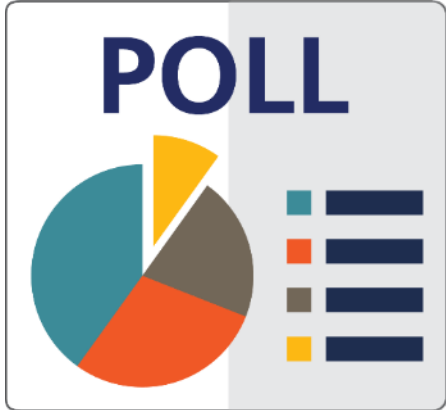
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# Poll Questions

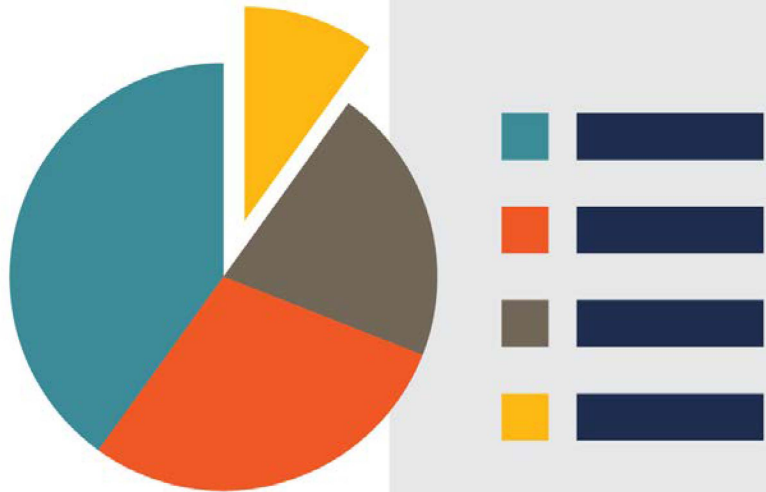
Poll questions may be asked during the webinar.

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

# REVIEW

## Three-part series designed to:

- Promote understanding and purpose of victim-centered agency policies and procedures (*Webinar #1*)
- Educate on effective process to support the development of victim-centered agency policies (*Webinar #2*)
- **Provide information relevant to key policy inclusions, resources and strategies to support policy development and implementation (*Webinar #3*)**

# Learning Objectives

- 1 Identify key inclusions, templates, and design elements to be considered when developing policy
- 2 Explain strategies to reduce legal liability
- 3 Describe the implementation process
- 4 Describe the importance of community involvement
- 5 Discuss ongoing evaluation of policy and importance of updates



# What are we trying to accomplish?

## Victim-Centered Agency Policies

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




# How do we do that?

## Victim-Centered Agency Policies

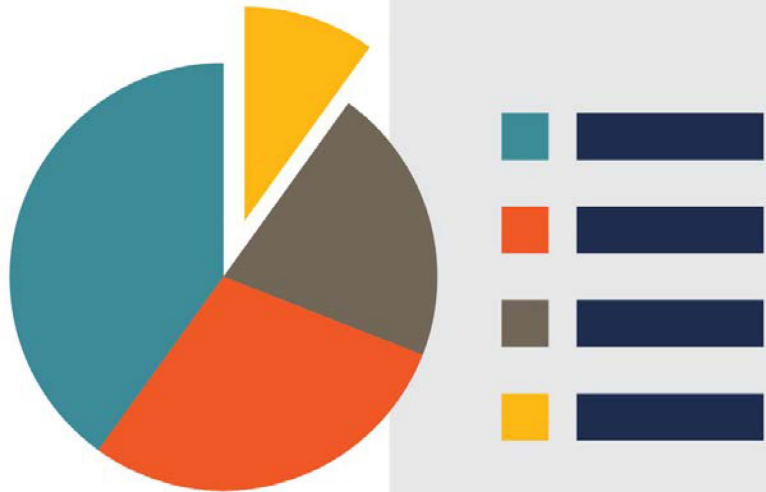
- *Placing the crime victim's priorities, needs, and interests at the **center** of the work with the victim*
- *Providing **nonjudgmental** assistance*
- *Emphasizing client **self-determination***
- *Assisting victims in making **informed choices***
- *Restoring victims' feelings of safety and security*





# KEY INCLUSIONS, TEMPLATES & DESIGN ELEMENTS

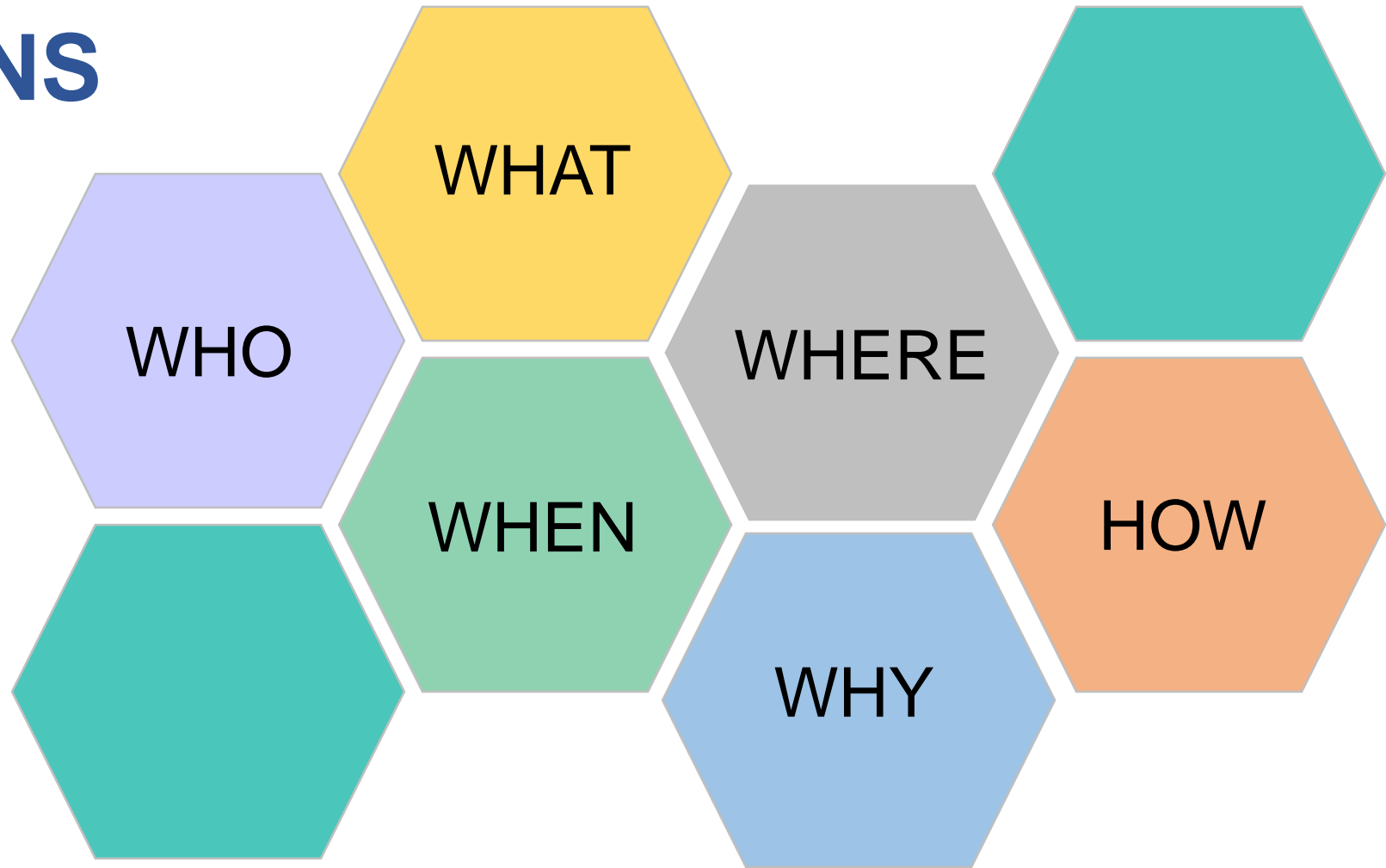
# POLL



**Which items / topics listed below do you feel should be included in a policy and procedure manual or website? (check all that apply)**

- ☐ Vision and mission statements
- ☐ Personnel roles and responsibilities
- ☐ Confidentiality
- ☐ Forms
- ☐ Collaborative agreements

# KEY INCLUSIONS



# KEY INCLUSIONS - 1



- **Vision**
- **Mission**
- **Purpose of policy**
- **Governing law:**
  - Overview of tribal codes applicable to victims/ crimes/ safety
- **Definitions**
- **Personnel roles & responsibilities**
- **Services:**
  - Overview of agency services, eligibility for services, and process for delivery of services

# KEY INCLUSIONS - 2



- **Intake & referral process**
- **Record maintenance & retention**
- **Confidentiality**
  - Records and communications
- **Collaboration**
  - MOU's, MOA's or other collaborative agreements applicable to provision of agency services
- **Forms**
- **Safety planning for personnel**



# TEMPLATES

## Consider existing resources:

- Look for examples of templates within other tribal agencies
- Reach out to other victim services programs
  - *Note: if you are using policies from another agency be sure NOT to simply cut & paste*
- Consider including visual aides such as charts or checklists
- Include job descriptions



# Where can you find templates, checklists & charts?



- Subject matter specific publications that include guidance, checklists and charts/visual aides online at:
  - OVC TTAC Tribal Victim Assistance  
<https://www.ovcttac.gov/TVA/>
- If you are looking for a specific template, chart, visual aide or checklist, request assistance from your TTA provider:
  - National Criminal Justice Training Center (NCJTC)
  - Unified Solutions

# Design Elements

- **Clear title, purpose and scope**
- **Well-defined Table of Contents**
  - Helps reader to navigate the policy and procedures
  - Should be in a logical/organized sequence
- **Clear definitions section**
  - Helps reader to interpret and understand various sections of policy
  - Also be sure to define acronyms
- **Clear and organized title and sections**
  - Helps reader to navigate and reference



# Additional Considerations

- **Active links**

- If you incorporate any web-based links, make sure those links are active

- **Approval reference**

- Authorizing resolution/act

- **Approval and implementation date(s)**



# Tracking Comments and Changes

- When multiple people are drafting, reviewing and commenting on draft policies and procedures, tracking changes and amendments is important. This can be done by using the “track changes” and “enable comments” feature.
  - Identify authorship
  - Identify issues or concerns considered
  - Ensure that people know their concerns or comments are being taken into account/addressed
  - Establish a history for the development of the policy

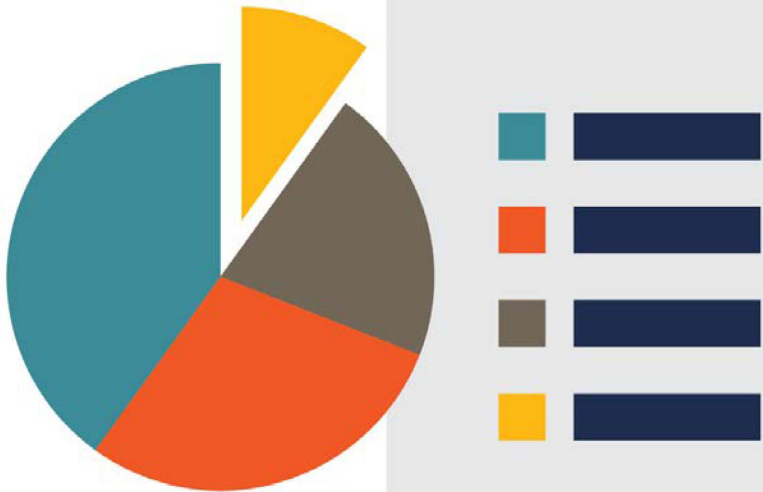






# STRATEGIES TO REDUCE LIABILITY

# POLL

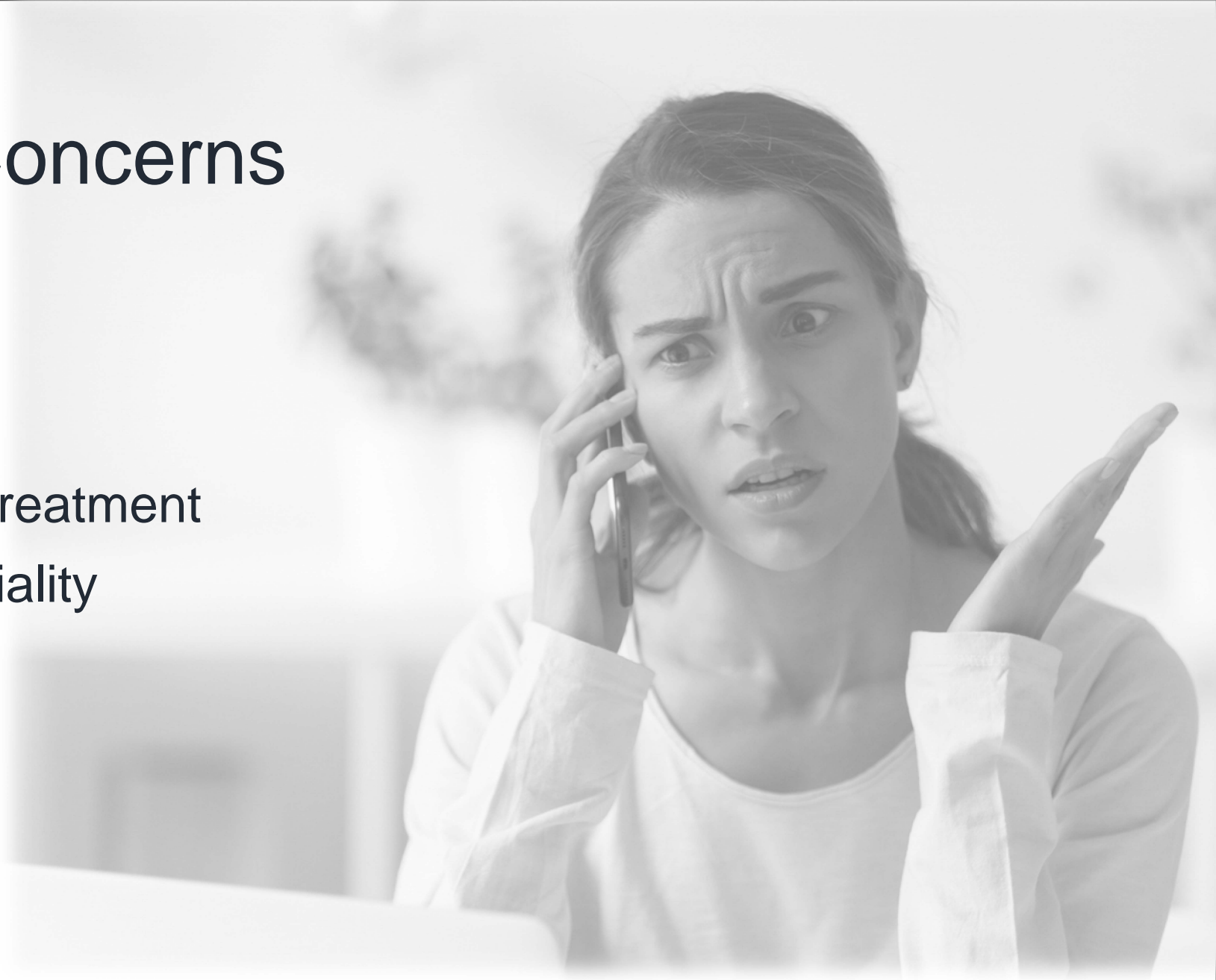


**Do you believe that having documented policies will eliminate liability risk?**

- ☐ Yes
- ☐ No
- ☐ I'm not sure

# Liability Concerns

- Employees
- Dissatisfied clients
  - Inconsistent/unfair treatment
  - Breach of confidentiality
- Misinformation
- Injuries



A background image featuring a balance scale, a stack of books, and a gavel, symbolizing justice and law.

# Mitigating Risk

- **ESTABLISH** policies and procedures that reflect best practices and provide guidance on how things should be done in various situations.
- **EDUCATE** employees on policies and procedures to ensure policies are understood and properly implemented.



# Addressing Liability Concerns in Written Policies and Procedures

- Include disclaimers
- Write safety nets/waivers into procedures or forms
- Avoid discriminatory language
- Verify the validity of content
  - Ensure policies and procedures are up to date and based upon credible/reliable sources







# IMPLEMENTATION & COMMUNITY ENGAGEMENT



# Implementation Process

- Identify and understand the approval process in your community
- Develop a process to introduce and implement formal policies
- Educate the community to prevent resistance to policy implementation & manage expectations
- Orient staff to formal policies and procedures
  - Set expectations that policies are to be followed
- Plan for publishing procedures

# Importance of Community Engagement

- **Be sure that the community is informed about your agency to manage expectations:**
  - DO inform about the important services you are able to provide to victims
  - DO clarify what your agency is NOT able to do
- **Offer opportunities for community feedback**
  - Helpful for self assessment
  - Provides feedback on what you are doing well
  - Helps you identify areas where you might need to improve on provision of services to victims



# Engaging the Community

- **Education**

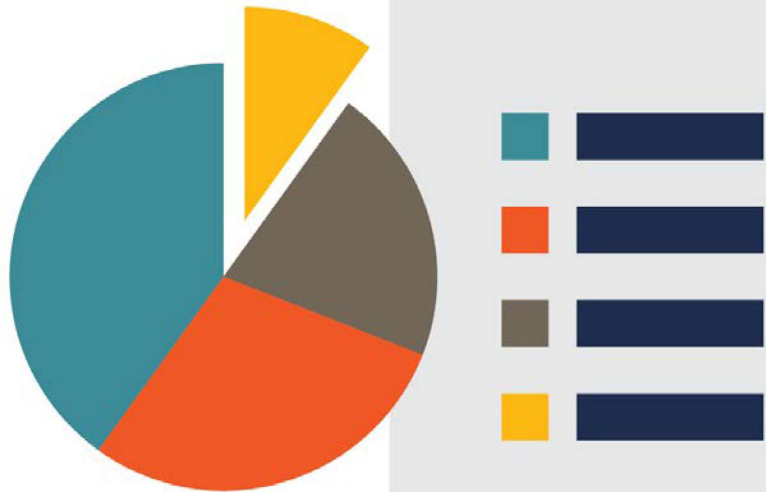
- Community meetings, websites, and published resources

- **When Soliciting Community Input/Feedback**

- Consider community forums, trainings, or survey instruments
- Non-identifying instruments
- Engage victims/ clients



# POLL



**Thinking about your community, which method below do you believe is the best way to engage the community in providing feedback?**

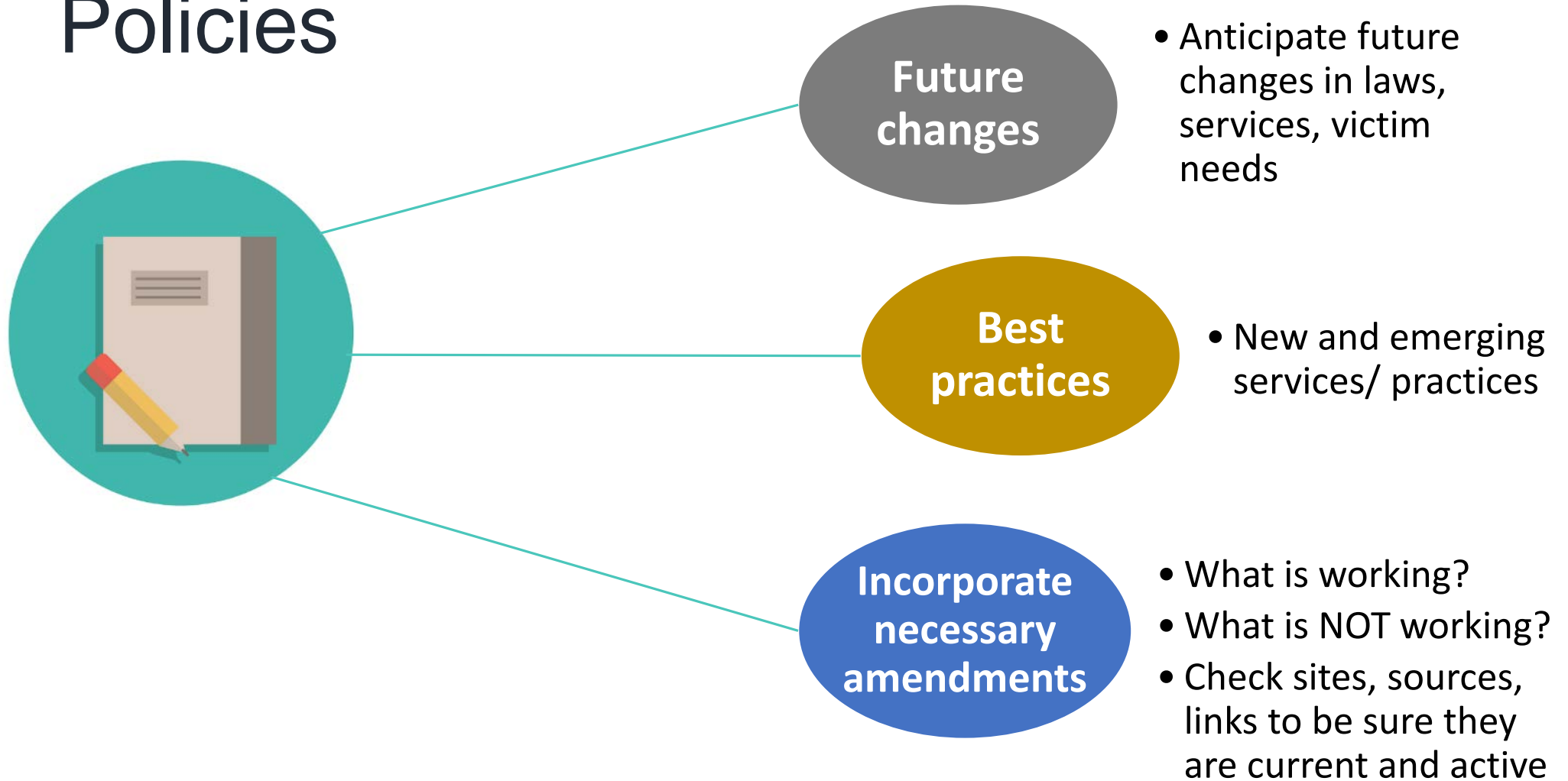
- Community meetings / forums
- Website form
- Survey form
- Some other method

A silhouette of a person with long hair, sitting on the floor and holding a tablet device. The background is a dark blue gradient with a large, light blue diagonal stripe. The text 'UPDATING AND AMENDING' is written in white, bold, sans-serif capital letters.

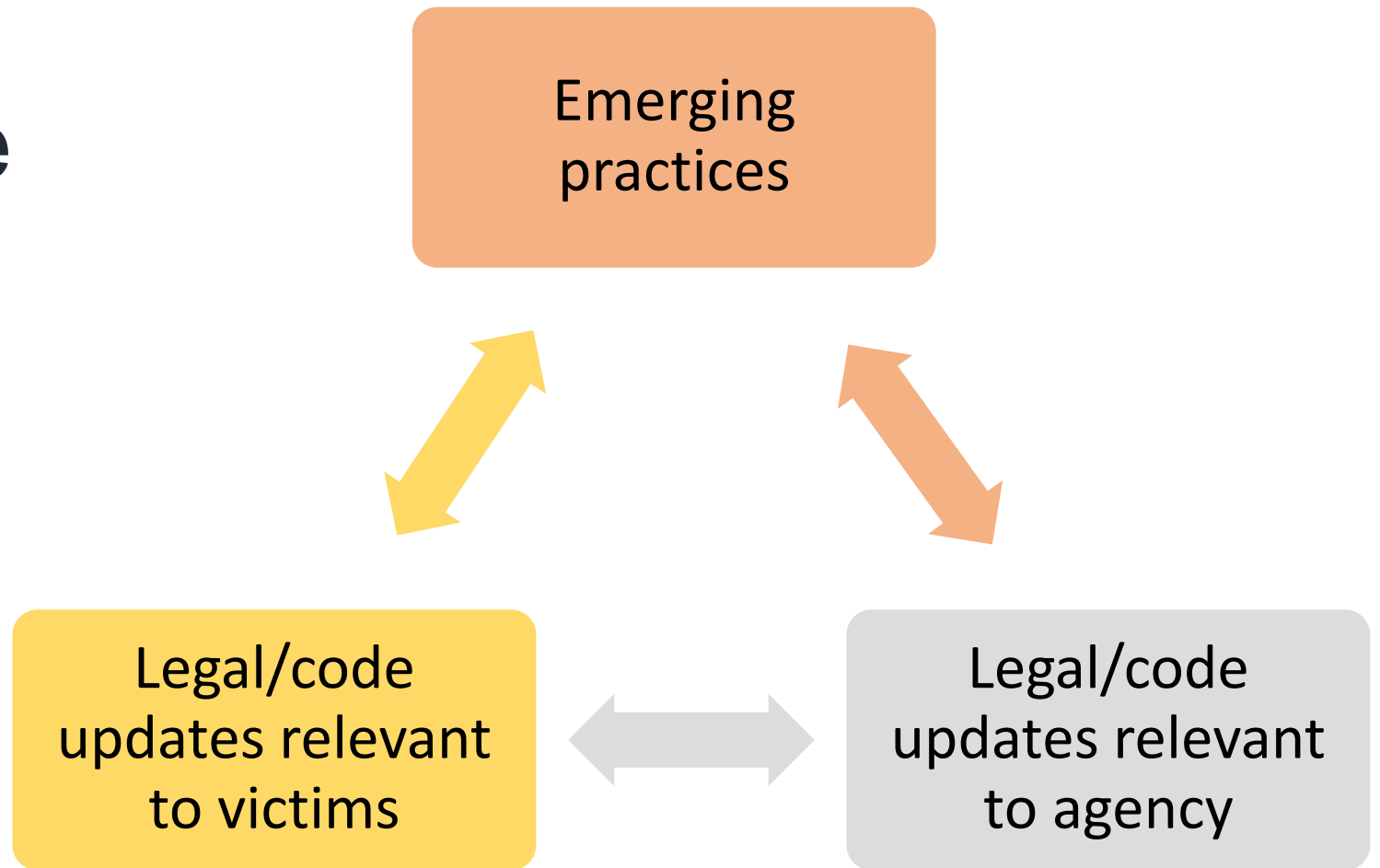
# UPDATING AND AMENDING



# Reviewing and Amending Policies



# What Should We Review?



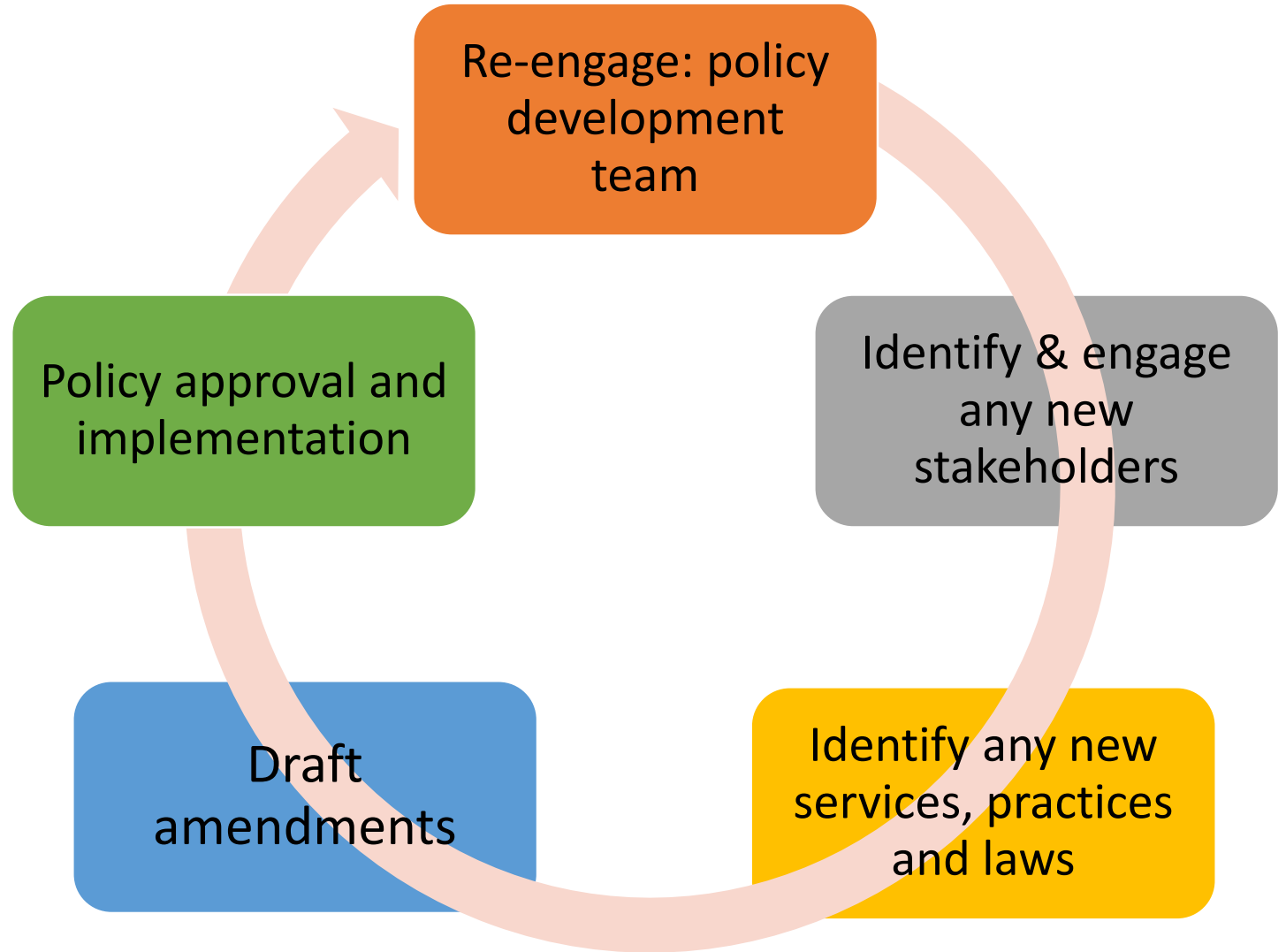


# Revisit Vision, Mission & Purpose

Reflect on any changes to:

- Agency role within larger justice system
- Applicable laws and regulations (policy should reinforce laws)
- Overall direction for program and program personnel
- Day-to-day operations to support the fair and equitable delivery of services (***very important in a victim-centered approach***)
- Guide personnel to aide in understanding their role, fulfill their responsibilities, make decisions and work with other service providers

# How Should We Approach Review and Amendments?







# Contact Information

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## General Inquiries –

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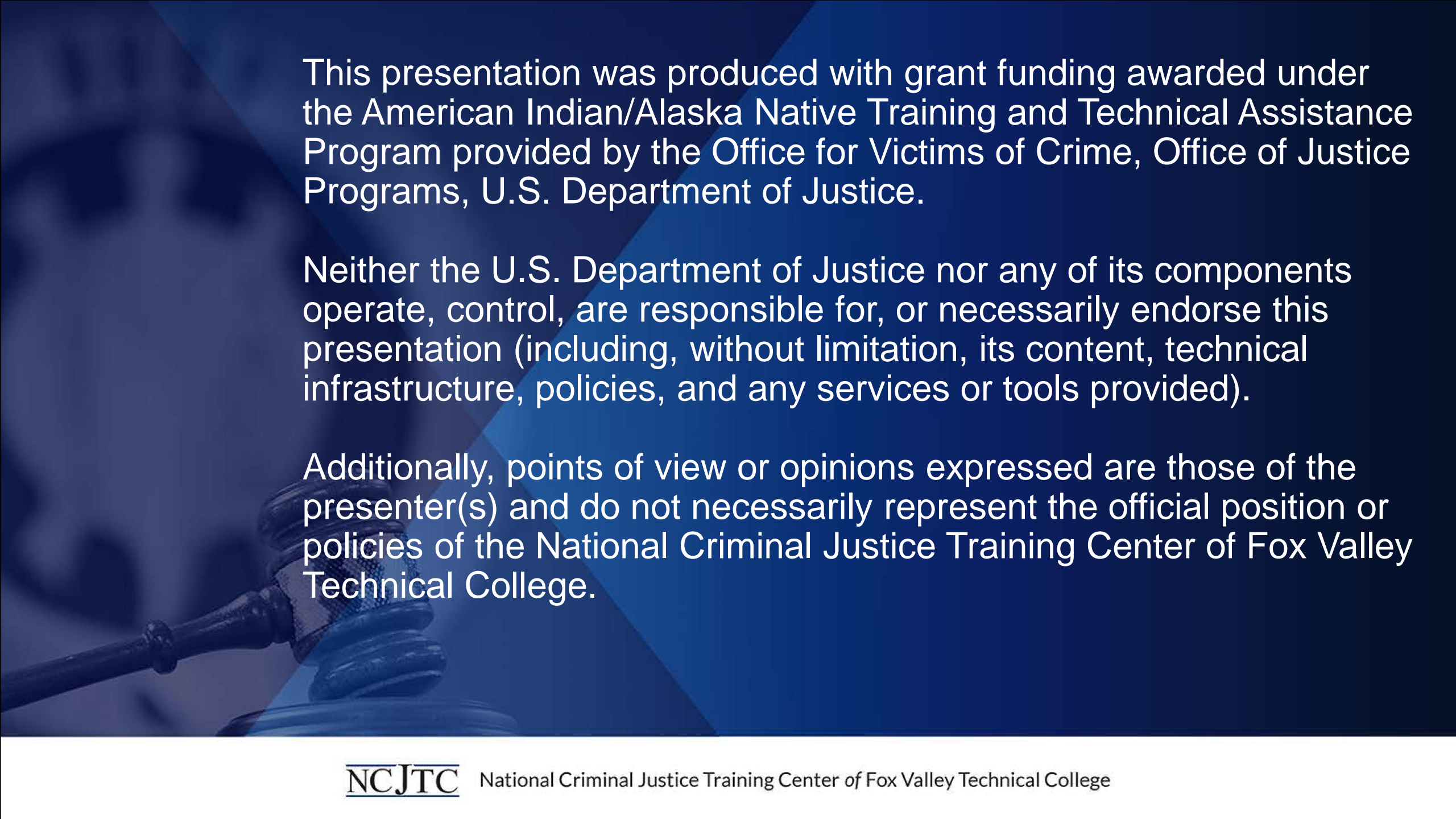
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