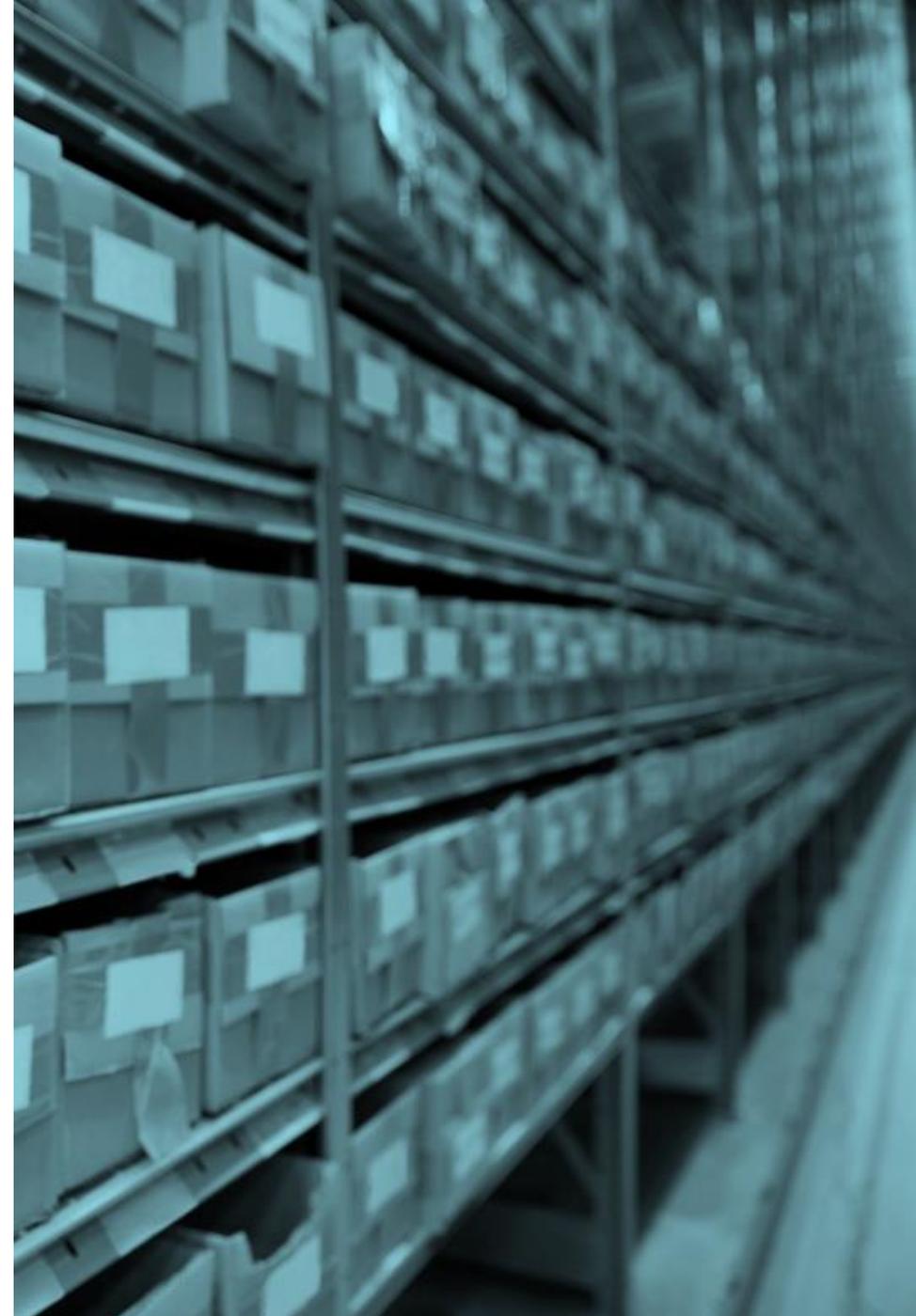




Virtual Victim Support, Engagement, and Notification

April 20, 2021

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Amy Durall - Facilitator

Amy Durall is currently a Project Manager for the International Association of Chiefs of Police and her portfolio includes work on the Sexual Assault Kit Initiative, Enhancing Law Enforcement Response to Victims, Law Enforcement-Based Victim Services, Documenting and Advancing Promising Practices in Law Enforcement Victim Support, and Research and Evaluation of Victims of Crime.

Prior to joining the IACP, Ms. Durall served as Victim Services Director for two separate law enforcement agencies with both agencies receiving national recognition for Victim Services during her tenure. Ms. Durall has served on local and national committees focused on multidisciplinary and collaborative response to victims, and as a consultant on projects aimed at criminal justice system intersections and enhanced victim response.

Ms. Durall has enjoyed over 30 years of social service experience with a variety of populations to include: youths and adults with developmental, emotional, and cognitive disorders, adults with mental health disorders, mentally ill offenders, protective services for children and adults, and those who have experienced physical violence, sexual violence, criminal victimization, and crisis circumstances.

Ms. Durall has a master's degree in Psychology and was accepted into the Psi Chi Honor Society. She has received specialized certification in the instruction of Victimology, Grantsmanship Essentials, and Crisis Intervention Training and routinely provides training to law enforcement personnel, community service agencies, and allied partners.



Panel Members – Orleans Parish (LA) District Attorney’s Office



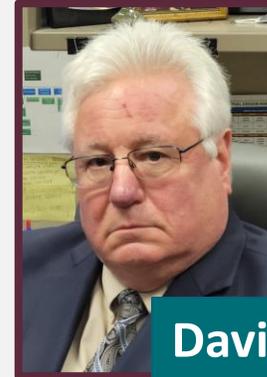
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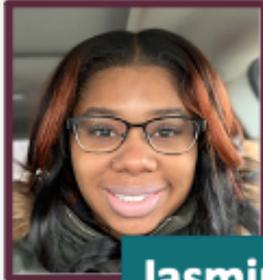
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*Investigator
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Panel Members – City of Akron (OH)



Sandra Ridgeway-Williams
Detective
Akron Police Department



Jasmine Jones
Victim Advocate Coordinator
Victim Assistance Program - Akron



Patrick Armstead
Detective
Akron Police Department

Victim Support, Engagement, and Notification

Our collective responsibilities include:

- Ensuring ethical and equitable responses to those we serve
- Addressing fears, concerns, and barriers (individual and systemic) to promote effective engagement with the criminal justice system

Critical Needs

Safety
Support
Information
Access
Continuity
Voice
Justice

Coordinated
Collaborative
Culturally Responsive
Multidisciplinary
Trauma-informed
Victim-centered

Responses

State Constitutions
State Statutes
Rules
Policies

Rights

Lessons Learned

Lessons Learned

- 1. Needs:** What were the most prominent victim needs identified during the incorporation of virtual communication?
- 2. Rights:** How did virtual communication impede the ability to assist victims of crime in exercising their legal rights?
- 3. Responses:** What practice modifications occurred – *your agency and partners* – and how were resulting challenges addressed?

What's Working



What's Working

- 1. Needs:** How have you and your partners leveraged virtual technology and systems to successfully meet victim needs?
- 2. Rights:** How has expanded access through virtual platforms enhanced the ability for victims of crime to exercise their legal rights?
- 3. Responses:** What practice modifications resulted in enhanced responses?

Sustained Practices

Sustained Practices

1. What is one practice modification that resulted in enhanced response to victims that you plan to keep in place after the pandemic subsides?
2. What modified practice that impacted workload or processes – *internal or collaborative* – do you plan to keep in place?
3. If you knew then what you know now, what advice would you offer to other agencies?



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