

STANDARD OPERATING PROCEDURES



CRIMINAL INVESTIGATIONS DIVISION

VICTIMS ADVOCATE SERVICES

City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES MASTER INDEX

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VICTIM ADVOCATE SERVICES



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

Kevin Jones
Unit Commander

1/4/16
Date

Second Quarter
Inspection:

Kevin Jones
Unit Commander

4/4/16
Date

Third Quarter
Inspection:

Kevin Jones
Unit Commander

7/5/16
Date

Fourth Quarter
Inspection:

Kevin Jones
Unit Commander

10/3/16
Date

Annual
Inspection:

John
Section Commander

1/9/17
Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

Leece Jones
Unit Commander

1/9/17
Date

Second Quarter
Inspection:

Leece Jones
Unit Commander

4/4/17
Date

Third Quarter
Inspection:

A. Quibel Morales
Unit Commander

8/30/17
Date

Fourth Quarter
Inspection:

Unit Commander

Date

Annual
Inspection:

Section Commander

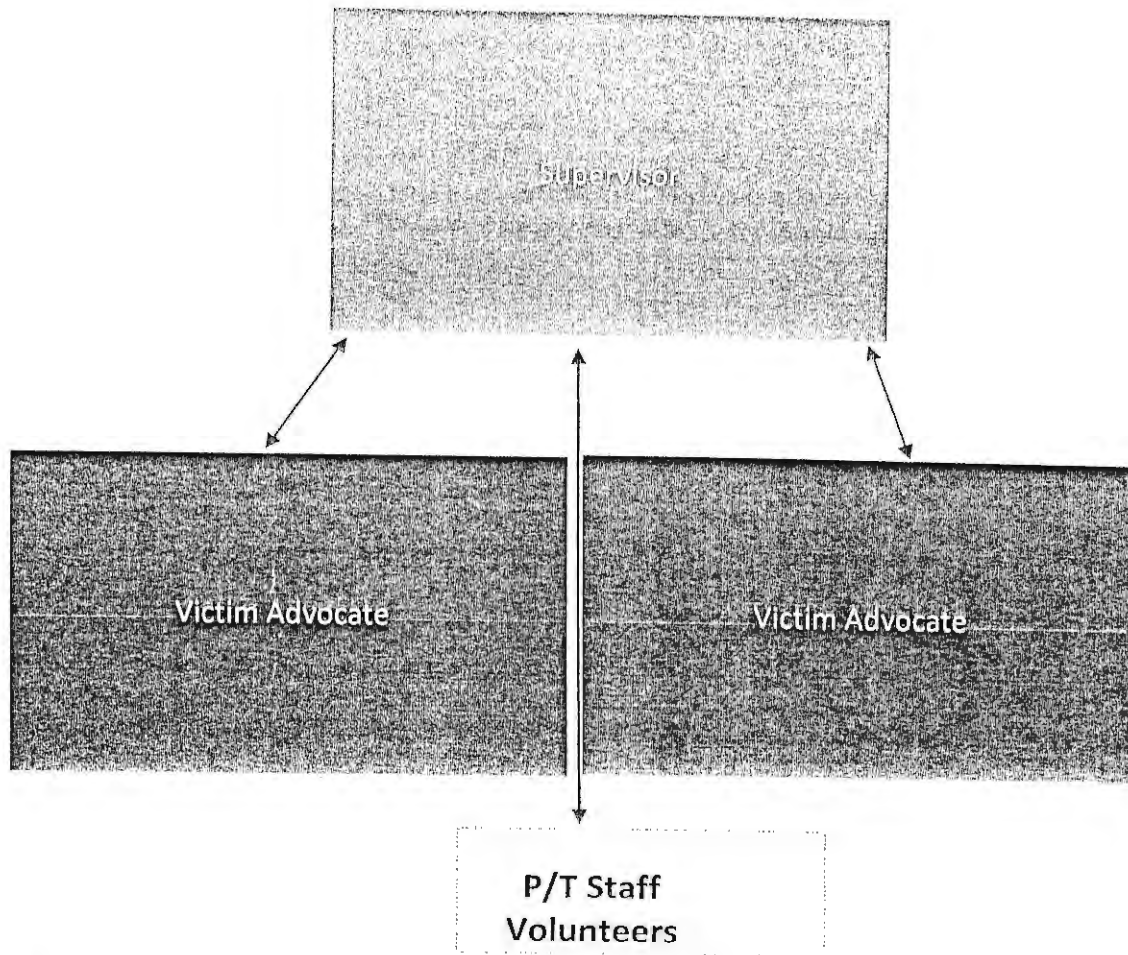
Date



CRIMINAL INVESTIGATIONS DIVISION

Victim Advocate Services Unit

Organization Chart



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT
STANDARD OPERATING PROCEDURES
LETTER OF PROMULGATION

TO: ALL PERSONNEL, VICTIM ADVOCATE SERVICES

These procedures are established to provide uniformity, efficiency, and effectiveness for the administration and operation of the VICTIM ADVOCATE SERVICES UNIT of the City of Miami Police Department.

The procedures set forth here, supplement but do not supersede the Departmental Orders or other administrative and Operational Directives, and they are formulated accordingly. Unforeseen conflict between the Standard Operating Procedures and the Departmental Orders or Directives will be arbitrated and resolved through the Unit Commander/Violent Crime Administrator.

Personnel assigned to the VICTIM ADVOCATE SERVICES UNIT shall become familiar with these procedures.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

4/8/10

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT
STANDARD OPERATING PROCEDURES
MISSION, GOALS, AND OBJECTIVES

I. MISSION

The Victim Advocate Unit's mission is to provide service to victims of the below listed crimes:

- A. Homicides
- B. Aggravated Assaults and Battery
- C. Domestic Violence
- D. Robbery
- E. Traffic Fatalities
- F. Hit & Run with injuries
- G. Sexual Battery

Therese Homer
Violent Crime Administrator
Victim Advocate Services

Effective Date



MISSION GOALS AND OBJECTIVES

(Continuation)

II. GOALS

- A. To properly integrate personnel time and resources for the successful outcome of services provided to the crime victims and of assigned cases and the coordination of the grant programs.
- B. To provide services to all victims of violent crimes.

III. OBJECTIVES

- A. To properly serve all victims of crime as described in FS 960.01.
- B. To ensure all victims that their rights are guaranteed by law to the fullest extent possible.
- C. To treat all victims and witnesses with fairness, compassion and dignity.
- D. To identify appropriate victim/witness services in the community.
- E. To provide informational brochures as required by the Office of the Governor.
- F. To ensure that appropriate assistance is provided to victims/witnesses who have been threatened or who express credible reason for fearing intimidation or further victimization.

City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT
STANDARD OPERATING PROCEDURES
DUTY HOURS AND DRESS

All personnel assigned, both sworn and civilian:

- I. The normal duty hours for the Violent Crime Administrator, Unit Supervisor, are flexible but normally 0800-1700. The Unit Supervisor will be on call 24 hours a day, 7 days a week via cellular assigned to the Unit.
- II. The Victim Advocate hours are from 0900 – 1700 hours, or as required by unit needs.
- III. The Victim Advocate Services Unit has no on-duty Victim Advocates after 1700 hours. In case of an emergency, the Violent Crime Administrator may be contacted through the Commander of the unit requesting service of the Victim Advocate Unit.
- IV. A duty roster is submitted to the Section Commander one week prior to the start of each new month listing the hours of work assigned to each Victim Advocate.
- V. All personnel of the Victim Advocate Services Unit shall wear appropriately presentable civilian attire, pursuant to the established City of Miami Police Departmental Order and Dress Code APM 2-10.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

4/8/16

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT

STANDARD OPERATING PROCEDURES

DUTIES AND RESPONSIBILITIES OF MEMBERS

- I. It is the responsibility of the Victim Advocate Services Unit Supervisor (Violent Crime Administrator) to provide leadership and direction. The Violent Crime Administrator will ensure that maximum effectiveness is achieved in the accomplishment of the Unit's mission. The Violent Crime Administrator's specific functions are as follows.
 - A. Responsibilities of Victim Advocate Services Unit Supervisor
 - 1. The Violent Crime Administrator will maintain an environment that encourages the development of motivation and competence in his/her subordinates.
 - 2. The Violent Crime Administrator is responsible for the development, implementation and ongoing evaluation of administrative, operational and control procedures that facilitate compliance with departmental policy.
 - 3. The Violent Crime Administrator will update existing referral resources as needed and maintain a Victim/Witness Referral Book, to ensure that we provide appropriate up-to-date information and resources that are culturally diverse reflecting the community we serve.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

4/8/16

Effective Date



DUTIES AND RESPONSIBILITIES OF MEMBERS
(Continuation)

4. The Violent Crime Administrator will be advised and respond, if necessary, to homicide incidents and other crime scenes as needed and when requested by the Unit Commander. The Supervisor is responsible for the overall direction of the service process.
 5. The Violent Crime Administrator will continually evaluate the performance of immediate subordinates.
 6. The ongoing evaluation of the department's role in victim/witness assistance is a responsibility of the Violent Crime Administrator.
 7. Liaison with other departmental units and appropriate outside agencies will be a priority of the Violent Crime Administrator.
 8. The Violent Crime Administrator will ensure that maximum effectiveness is achieved in the accomplishment of the Victim Advocate Service mission, goals and objectives.
 9. To ensure that referrals of victims/witnesses to outside agencies shall be based on accurate and current knowledge of the services offered by those agencies.
 10. The Violent Crime Administrator will conduct a yearly review and update information of the mandatory brochure, to ensure that adequate quantities of the brochure are produced and provided to the Property Unit for distribution.
 11. The Violent Crime Administrator will respond to incidents of workplace violence as part of the team responding to the scene.
 12. Liaison with other Departmental Units and other law enforcement agencies and service providers.
 13. Be familiar with Civil Service Rules and Regulations.
 14. Be familiar with Miami Police Departmental Rules and Regulations.
 15. Be familiar with Miami Police Departmental Orders.
 16. Be familiar with the Criminal Investigations Section Level SOP's.
- B. Notification of the Violent Crime Administrator of the Victim Advocate Services Unit while on or off duty.
1. Whenever a family member of the Miami Police Department is a victim of crime.

DUTIES AND RESPONSIBILITIES OF MEMBERS
(Continuation)

2. Whenever civilian personnel is a victim of a crime.
 3. Whenever a relative of an employee of the Miami Police Department (Law Enforcement or Civilian) is a victim of a Homicide.
- C. Administrative Responsibilities of the Violent Crime Administrator
1. In addition to her primary supervisory duties, the Violent Crime Administrator will perform such tasks as the Victim Advocate Services deems necessary.
 2. The Violent Crime Administrator is responsible for guiding, directing and reviewing the activities of personnel assigned to the Victim Advocate Services Unit. The Violent Crime Administrator will ensure compliance with Departmental Orders, Rules and Regulations, Standard Operating Procedures, Applicable Laws and Lawful Orders of Chain of command.
 3. The Violent Crime Administrator is responsible for the work product of the Victim Advocate Services personnel, including the correction of spelling and grammar, e-mails, and victim compensation.
 4. The Violent Crime Administrator will maintain a leadership role and coordinate the activities of his/her own support personnel.
 5. Personnel file: This will be maintained on all personnel assigned to the Victim Advocate Services Unit.
 6. The Violent Crime Administrator is responsible for Case Assignment and must ensure that cases are assigned equally among the advocates.
 7. Case Assignment Log: This provides a procedure for tracking cases assigned to each advocate, to ensure timely completion of service provided and to aid in case assignment.

Case Assignment log must list the following information:

- a. The assigned cases.
- b. The name of detective
- c. The case number, type of case as indicated
- d. The victim name, address, age, ethnic group, gender, NET area.
- e. The "Date Assigned" for each case.

DUTIES AND RESPONSIBILITIES OF MEMBERS**(Continuation)**

- f. Enter the due date (30 days from the date of the crime for domestic violence and a year for all other crimes).
 - g. Enter "Date closed" on the date that the case is completed and case is received and reviewed by the supervisor.
 - h. Include the following information: mail contact, follow up, phone calls, e-mail, victim compensation, referrals.
8. Victim Compensation Log: This provides a procedure for tracking cases in which the victim applied for compensation. This log ensures timely completion of service and verifies that the information and application was sent and received by the Attorney General on time assuring that the victim will receive eligibility and compensation as needed.

Victim Compensation Log must list the following information:

- a. List only assigned cases
 - b. Include case number, type of case as indicated.
 - c. Include the victim name, DOB, SSN, Victim Advocate assigned to case. In homicide cases, the name of the victim and the applicant. In case of a minor, the victim name and the applicant name.
 - d. Enter "Date of Application"
 - e. Type of Claim
 - f. Enter "Date Closed" on the date that the victim/applicant or service provider received payment. Analyst name.
9. The Violent Crime Administrator will be responsible for submitting statistical information for monthly reports to the CID Chief, through channels within the prescribed time period.
10. Payroll sheets: Must be properly maintained. "P" sheet shall reflect daily attendance, illness, holidays and change of schedule.
11. Meetings: Will be required, unless excused by the CID Major to attend meetings as necessary and be prepared to discuss services provided or to be provided to any open or ongoing case.

Will be required unless excused by the major to attend monthly domestic Violence, Sexual battery, Homicide or any other unit meetings as necessary and be ready to update the services provided to the victims of each unit.

DUTIES AND RESPONSIBILITIES OF MEMBERS

(Continuation)

12. It will be the responsibility of the Violent Crime Administrator to train all newly assigned Victim Advocates.
 13. SOP's: Responsible for creating, reviewing and updating the Victim Advocate Services SOP's as necessary.
 14. CALEA: Responsible for maintaining and updating information for CALEA purposes.
 15. The Violent Crime Administrator is responsible for the overall coordination and follow-up of assigned cases and other responsibilities in accordance with Federal, State and Local laws, Departmental Rules and Regulations, General Orders and Standard Operating Procedures .
- II. It is the responsibility of the Victim Advocates to provide services and victim compensation (when applicable) to victims, witnesses of crimes, as well as next of kin of homicides. They work with various governmental agencies, the community and investigators to provide these services.
- A. Responsibilities of the Victim Advocates
- Victim Advocates assigned to the Victim Advocate Services Unit are responsible for performing, but not limited to, the following duties.
1. Victim Advocates report directly to the Violent Crime Administrator.
 2. Victim Advocates will be required to actively work with the State Attorney's Office, Attorney General Office, community agencies, shelters and other concerned agencies and individuals in order to provide the best service available to victims of violent crimes, as well as domestic violence victims.
 3. Victim Advocates are responsible for proper documentation of all services provided or offered to victims and actions taken. This will be accomplished with the use of the Daily Log and Case Management .
- B. Victim Advocates shall have:
1. Considerable knowledge of modern office methods and procedures.
 2. Considerable knowledge of English usage, including spelling.
 3. Considerable computer skills knowledge.
- C. Victim Advocates shall:
1. Review all assigned cases for appropriate action.
 2. Mail Contact: Prepare correspondence to victims, for signature of Supervisor, unless otherwise directed.

DUTIES AND RESPONSIBILITIES OF MEMBERS**(Continuation)**

Make copy of the letter once signed.

Prepare envelope and take correspondence to the Mail Room.

3. Need Assessment: Assess the situation and identify the services that the Victim (s) may need and may be eligible for.
 4. Safety Plan: For victims of Domestic Violence. (Not to be given to victim unless you ask the victim if she will be safe having it.)
 5. Phone calls: Victim Advocates should contact victims of violent crimes as soon as practical after being assigned the case. Telephone contacts to survivors of homicide and next of kin will be immediate, if possible, but within 24 hours of the crime.
 6. Daily Log: E-mail it to the supervisor at the end of each day, unless otherwise directed.
 7. Forms: Victim Advocates must keep the following forms up-to-date: Case Management, Check List, Daily Log.
 8. Victim Compensation: Will ensure under the proper circumstances that the Victim Compensation Claim form is completed and forwarded to the Florida Attorney Generals' Office in a timely manner.

Will ensure that other supporting documentation is properly completed and that a detailing log of contact information with the next of kin, or the victim is maintained in the Case Management.
 9. Will provide the victims of crime or next of kin with the appropriate pamphlet detailing their rights under Florida law. This pamphlet will be available in English, Spanish and Creole.
 10. Will provide the victims of Domestic Violence crime with the Domestic Violence Legal Rights and Remedies and the Victims' Rights brochures.
- D. Victim Advocates will provide the following services, as required:
1. Information concerning services available to surviving family members or next of kin, as required.
 2. Information about the availability of crime victim compensation, when applicable.
 3. Referral to different treatment programs and counseling services such as grief or family counseling, as required.
 4. Maintain contact with the next of kin at least once a week during the first month and then gradually to once a month.

DUTIES AND RESPONSIBILITIES OF MEMBERS
(Continuation)

5. Victim Advocates will be available to accompany the Sergeant or Investigator to various locations for the purpose of contacting next of kin or other persons as deemed necessary by the Violent Crime Administrator.
 6. If the Victim Advocate responded to the scene, upon the request of the Unit Commander, Will ensure that the next of kin and witnesses are confined to the outer perimeter of a scene and that they are provided with a safe place, free from interference by the media.
 7. Will ensure that the victims or next of kin's rights under the Florida Constitution dealing with victims of a crime are granted.
 8. On Homicide cases, will serve as a liaison between the next of kin and the detectives assigned to the case.
- E. In addition to the functions listed above, the Victim Advocate, with the assistance of the State Attorney's Office Homicide Grief Counselors may:
1. Help with the return of property.
 2. Explain the right to submit impact statement.
 3. Explain the right to request and receive restitution.
 4. Explain the right of the Victim Advocate to be present during discovery deposition.
 5. Provide information concerning services available to surviving family members or next of kin.
 6. Provide information regarding the role of the next of kin of victims in the Criminal or Juvenile Justice Systems.
 7. Help with the completion of the Victim Notification card and explain how it works.
 8. Notify employers if survivors are needed for court appearances.

City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT
STANDARD OPERATING PROCEDURES
POLICIES

- I. All cases, except domestic violence cases, are assigned to the Victim Advocate by the Violent Crime Administrator who is the Victim Advocate Services Unit Supervisor. Related reports, information, messages, etc., will be placed in the Victim Advocate folder. It will be the responsibility of the Advocates to remove the contents of these folders daily or upon returning to work after absences.
- II. Every morning the Advocates are responsible to check the phone line assigned to them, log the messages in the case management system or in the daily log as necessary. The Advocates will also check the main line for messages and record them in the Unit's Telephone Log Book.
- III. Information pertaining to the Unit is posted on the Unit's information bulletin board. It is the responsibility of each Advocate to make themselves aware of the information posted.
- III. Advocates may be required to respond to a scene as requested by the Violent Crime Administrator.
- IV. Advocates will comply with the Departmental Orders, the Rules and Regulations and other Directives that govern all members of the Miami Police Department.
- V. Because of the sensitivity of cases files within the Office, Advocates will not leave the office unattended.
- VI. No unauthorized visitors are allowed in the Victim Advocate Services Unit Office.



Therese Homer
Violent Crime Administrator
Victim Advocate Services

4/8/14

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 1

SUBJECT: Review of Reports, Memos and Other Written Documents

PURPOSE: To provide a policy for the review of reports, memos and other written documents.

- SCOPE:**
- I. All reports, memos and other written documents generated by members of the Victim Advocate Services Unit will be reviewed and approved by the Violent Crime Administrator or her designee. No report, memo or other written document shall be forwarded without the Violent Crime Administrator's approval. All reports, memos and/or any other written documents must be forwarded to its final destination through channels. No written communication shall be sent directly to any person, unit, section or division. All written communication must be sent through channels.
 - II. The intent of this SOP is to ensure that all reports, memos, and other written documents are reviewed by the Violent Crime Administrator before they are forwarded through the chain of command.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

4/8/16

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT

STANDARD OPERATING PROCEDURES

SOP 2

SUBJECT: Victim Advocate Daily Log and Case Management

PURPOSE: To provide a procedure for the recording and use of the Victim Advocate Daily Log and Case management. Accurate and complete notes taken by the Victim Advocate are considered necessary for the completion of the case and her daily performance.

SCOPE: All Victim Advocates will maintain a complete and detailed Daily Log and Case management of daily activities in chronological order.

- A. Daily Log will be maintained by the Victim Advocate on a daily basis and e-mailed to the Violent Crime Administrator at the end of each tour of duty. The Violent Crime Administrator will maintain the information on the yearly database to ensure its availability for review. All activities during each tour of duty will be recorded on the Daily Log.
- B. Case Management will be maintained by the Victim Advocates on a daily basis and the information received will be logged in each victim Case Management and kept in the victim file. Case Management will be given to the Violent Crime Administrator at the end of each tour of duty. The Violent Crime Administrator will review the Case Management and will log the information on the general database to ensure its availability for review.
- C. Case management and victim file shall be subject to periodic inspection for the purpose of ensuring each of the requirements is being adhered to.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

4/8/16

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 3

SUBJECT: Requests for Assistance

PURPOSE: To outline the procedures to be followed when requesting a Victim Advocate to provide assistance.

SCOPE: I. All requests for Victim Advocate Services will be directed through the Violent Crime Administrator or designee.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 4

SUBJECT: Response to Criminal Investigations Division Scenes

PURPOSE: To provide a policy and guidelines for deployment of Victim Advocates to the Criminal Investigations Division scene.

SCOPE: I. When the Violent Crime Administrator, or designee, is advised by the commander and/or sergeant of a crime, the Violent Crime Administrator will make the decision to call a Victim Advocate to respond or to go to the scene herself.

Therèse Homer
Violent Crime Administrator
Victim Advocate Services

Effective Date



City of Miami



DANIEL I. ALFONSO
City Manager


VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 5


SUBJECT: Victim Rights – F.S. 960.01

PURPOSE: To provide guidelines for the Fair Treatment of Victims

- SCOPE:
- I. Victims of a violent crime and witnesses have the right to fair treatment in the criminal and juvenile system. To this end a brochure will be distributed to the victims and witnesses involved in a criminal investigation with information regarding their rights under the constitution of the State of Florida at all stages of the criminal investigation and judicial system.
 - A. The Violent Crime Administrator will ensure that adequate quantities of the Victims Rights Brochure are available for distribution in the different units as required by Florida Statute 960.01.
 - B. Every victim of a crime including the next of kin in a homicide shall receive a copy of the brochure. Every victim of a crime will be provided with a brochure even if that victim does not want a police report or does not want to prosecute. The police officer or the investigator shall document that a copy of the brochure was provided to the victim(s) and or other person(s).
 - C. It shall be the responsibility of the Victim Advocate to ensure that victims and witnesses are treated with fairness, compassion and dignity.



 Therese Homer
 Violent Crime Administrator
 Victim Advocate Services



 Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 6

SUBJECT: Legal Rights and Remedies

PURPOSE: To provide guidelines for the rights of Victims of Domestic Violence, Human Trafficking, and Dating Violence as mandated by F.S. 960.01

SCOPE: I. Victims of a the following crimes are entitled to receive the Domestic Violence Legal Rights and Remedies brochure in addition to the Victims' Rights brochure mandated by the Office of the Governor and below mentioned F.S.

A. These brochures define the following crimes and identify the F.S. that applied to each of them. They also advise victims of how to obtain an Injunction for Protection.

1. Domestic Violence (741.28 F.S.)
2. Physical Abuse (741.30 F.S)
3. Emotional/Verbal Abuse/Battery (741.30 F.S.)
4. Sexual Abuse/Battery (784.046 F.S)
5. Dating Violence/Repeat Violence (784.046 F.S.)
6. Human Trafficking (787.06 F.S.)
7. Procuring a person under the age of 18 for prostitution (796.03 F.S.)
8. Lewd & lascivious Offense (800.0 F.S)

Therese Homer
Violent Crime Administrator
Victim Advocate Services

4/8/14

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 7

SUBJECT: Sexual Battery Victim's Rights and Services –
Legal Rights and Remedies F.S. 794.052

PURPOSE: To provide information to victims of sexual battery of their rights and the services
available to them.

SCOPE: I. Victims of this crime should also receive the Victims' Rights brochure to
comply with F.S. 960.01

Therese Homer
Violent Crime Administrator
Victim Advocate Services

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT

STANDARD OPERATING PROCEDURES

SOP 8

SUBJECT: Service to Victims and Witnesses

PURPOSE: To define the types of crime to be served and the procedures to be followed.

SCOPE: Type of Crime: All violent Crimes

Jurisdiction: Revise that the crime occurs within the City of Miami Jurisdiction. If case did not occur within our jurisdiction, advise the victim to report the crime to the police jurisdiction in which the crime occurred. Provide the phone number and the name of the Victim Advocate in the jurisdiction in which the crime occurred.

Brochures: Provide victims and witnesses with brochures for their specific type of case as well as the Victims' Rights brochure.

Victim Compensation: Victim Advocate must inform the victim of his/her right to apply for victim compensation, eligibility criteria for the application, benefits that will he/she may be entitled to. Must follow guidelines set up by the Office of the Attorney General.

Injunction for Protection: Refer victim to the State Attorney's Office.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

Effective Date



City of Miami



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City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 9

SUBJECT: Case Management

PURPOSE: To provide documentation of the efforts of services provided.

SCOPE:

- I. Case management is intended to:
 - A. Update the Violent Crime Administrator with current information on ongoing services and cases.
 - B. Provide a documented report on the progress of services and cases.
 - C. Provide necessary information to complete the services and cases.
 - D. Document the final services provided to victims or witnesses in the case.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

Effective Date



STANDARD OPERATING PROCEDURES: S.O.P. 9

(Continuation)

- II. When a Victim Advocate is assigned to a case a Case Management Form will be completed. The Case Management Form will be reviewed by the Violent Crime Administrator at the end of each tour of duty.
- III. A Case Management Form will be completed for every case assigned to a Victim Advocate. The information must be specific and clear. The handwriting must be legible.
- IV. Reporting the Progress of the Assessment
 - 1. A Case Management Form will be updated every time contact is made with a victim or witness. During each tour of duty that details any work done on a case, the completed Case Management Form will be reviewed (if possible) by the Violent Crime Administrator before going off duty.
- V. Case Management Distribution
 - 1. Case files will be submitted to the Violent Crime Administrator for review. After review by the Violent Crime Administrator it is returned to the Victim Advocate to be placed in the file cabinet.

City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 10

SUBJECT: Report Format

PURPOSE: To provide a procedure for the recording work performed and services rendered.

SCOPE: The completed file provides a summary of the services and work performed. assigned cases require the preparation and submission of a file case. The following guidelines will assist with the proper utilization of the Case Management and Daily Log.

1. Daily Log is intended to serve as:

The first contact report for victims/witnesses services shall be completed within a day of the assignment of case.

Therese Homer
Violent Crime Administrator
Victim Advocate Service

4/8/14

Effective Date



STANDARD OPERATING PROCEDURES: S.O.P. 10
(Continuation)

2. Case Management

For any contact with the victim, Attorney General, Detective or any other agencies or persons who request information for the case. Every case file must contain:

- a. Incident Report (Victim Compensation)
- b. Case Management
 1. Mail contact
 2. Phone Contact
 3. Office Visit
 4. Victim Compensation Application (if applicable)
 5. Follow up
- c. Check List
- d. Victim Compensation Case
 1. Domestic Violence:
 - Law Enforcement Report (Relocation less than 30 days from the date of the incident)
 - Proof that the defendant and the victim live together (mail or lease with his/her name) or have a child in common (Birth Certificate)
 - Referral to agency for certification
 - E-mail confirmation that application was received on time.
 2. Homicide :
 - Applicant must be the same person that signed the funeral bill.
 - For Loss of Support Copy of Income Tax (if applicable)
 - BVC 430 signed by the detective (This information is only for law enforcement)

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- Any other bill (if applicable)

3. Other Crimes:

- DUI & Hit and Run (Insurance or PIP)
- Law Enforcement Report

City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT

STANDARD OPERATING PROCEDURES

SOP 11

SUBJECT: Paperwork Routing Procedure

PURPOSE: The Victim Advocate Services Unit has established personalized folders which will assist in the routing of paperwork.

SCOPE:

- I. The folders will contain the following:
 - A. Check List
 - B. Case Management
 - C. Incident Report (only Victim compensation cases)
 - D. Victim Compensation (if applicable)
 - E. Copy of the Injunction for Protection (if applicable)
 - F. Correspondence from Commanders, detectives, Attorney General Office
 - G. Incoming Mail (including e-mail and faxes)
 - H. Bills, Birth Certificate, Income Tax, only copy (if applicable)
 - I. Copy of the letter to victim

- II. It is, therefore, mandatory that all Victim Advocates review their folder daily and file any and all material pertaining to their assigned cases into the case file.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

4/8/16

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 12

SUBJECT: Victim Advocate Services Unit Information and Reporting Systems

PURPOSE: To provide a system of obtaining information through the use of various processes.

SCOPE:

- I. Victim Advocate Services Unit Information Board
 - A. The e-mails shall be reviewed by the advocates at the beginning of their tour of duty and throughout the work day.
 - B. If a member is away from the Unit for longer than five days, it will be his or her immediate supervisor's responsibility to assure that the member obtains the pertinent information upon his or her return.
- II. Official and General Bulletins
 - A. The Official and Chief's Bulletin are mandatory reading by all advocates and staff. They are posted on the City of Miami Police Web Site and via emails.

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Violent Crime Administrator
Victim Advocate Services

4/8/16

Effective Date



City of Miami



DANIEL J. ALFONSO
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VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 13

SUBJECT: Case File and Unit Information Security for Public Records Requests

PURPOSE: To establish a procedure for the dissemination of information pertaining to all Criminal Investigation Division activities.

SCOPE:

I. Requests for Information

A. Victim, Witness and others

1. All requests for access to information pertaining to Criminal Investigations Division cases from personnel outside of the unit will be referred to the respective unit supervisor of the crime committed, who will be responsible for notifying the Unit Commander.
2. The Victim Advocate will not provide information regarding a case. The person requesting the information will be referred to the lead detective or his/her supervisor.
3. The Legal Advisor must review and approve all public records requests.
4. The Legal Advisor will forward the approval request to the Violent Crime Administrator, who is the designated record custodian of the Victim Advocate Services.

Therese Homer
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Victim Advocate Services

4/8/16

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City of Miami



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VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 14

SUBJECT: Equipment Issued by C.I.S.

PURPOSE: To ensure accountability and security of issued C.I.S. equipment.

SCOPE: When a member is terminated from the Victim Advocate Services Unit, their immediate supervisor shall be responsible for collecting all C.I.S. issued equipment.

I. The terminated member's supervisor shall collect the following items (if issued):

- a. Office Keys
- b. Desk Keys
- c. File Cabinet/Door Keys
- d. S.O.P.'s

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- II. These items shall be turned over to the Criminal Investigations Section Major. He will be responsible for checking these items off.
 - A. When the above procedure has been accomplished, the Violent Crime Administrator shall prepare a written red-line memorandum to the Major reporting what equipment was collected.

City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 15

SUBJECT: Victim Advocate Services Unit Vehicle Procedures

PURPOSE: To establish a procedure for vehicle usage and maintenance.

SCOPE:

I. Vehicle Usage

A. Assignment

1. Victim Advocate Service Unit vehicles will be assigned in the manner (as set forth by Fleet Management, in conformance with the procedures as listed in the Departmental Orders and employee bargaining agreement).
2. The vehicle assigned to the Victim Advocate Services is to be used by the Violent Crime Administrator as needed. The Victim Advocates will also be able to use the vehicle to visit their respective NET Areas monthly and /or to attend community meetings within the City of Miami.

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B. Maintenance

1. The Violent Crime Administrator will be held accountable for the vehicle that has been assigned to the Unit. This will ensure the vehicle's cleanliness, operability and fueling, in compliance with Departmental Orders.
2. The Violent Crime Administrator will maintain a vehicle maintenance schedule, listing the date and service performed on the assigned vehicles. The service receipt will be forwarded to Fleet Maintenance upon completion of vehicle service. A copy will be maintained by the office and will be available for inspection.

II. Vehicle Parking Assignments

A. Assigned Parking inside the CID Compound

1. The Victim Advocate Services Unit vehicle must be parked in the space designated in the Central Headquarters Master Parking Plan.
2. No Victim Advocate Services staff vehicles will be parked at any time in a place not designated unless otherwise directed.

City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT

STANDARD OPERATING PROCEDURES

SOP 16

SUBJECT: Vehicle Utilization outside the City Limits

PURPOSE: To provide assigned Victim Advocate Services Unit personnel with guidelines when utilizing city vehicles to travel beyond jurisdictional limits.

SCOPE: The described procedure is intended to conform with Departmental Orders and other directives pertaining to the use of city vehicles.

- I. Personnel whose normal duties do not require them to use city vehicles will not use city vehicles for any purpose except at the direction or authorization of the Criminal Investigations Section Major.
- II. If it is necessary to use a city vehicle for travel beyond 25 miles from the City limits refer to Departmental Order 7, Chapter 4.4.6.
- III. The Vehicle assigned to the Victim Advocates Unit is NOT a Take Home Vehicle and is to be utilized within the City of Miami unless otherwise designated.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

Effective Date



City of Miami



DANIEL L. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT

STANDARD OPERATING PROCEDURES

SOP 17

SUBJECT: Crime Scene Photograph Requests from the State Attorney's Office or Public Defender's Office.

PURPOSE: To outline procedures for photograph requests.

SCOPE:

- I. The Victim Advocate will not provide pictures to any victim, witness, next of kin or any other agency, private or governmental.

If a request is received the person or agency requesting it will be referred to the lead investigator in the case.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

4/8/16

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 18

SUBJECT: Notification of Next of Kin

PURPOSE: To establish a procedure for notification of next of kin.

SCOPE: Notification of next of kin is the responsibility of the Lead Investigator.

- i. The Violent Crime Administrator will notify the next of kin or assist the lead investigator only if requested by the Sergeant of the team, the commander of the Homicide Unit, Major of the Criminal Investigations Section, Assistant Chief of the Criminal Investigations Division, Chief of Police or his designee.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

Effective Dates



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 19

SUBJECT: Patrol Liaison

PURPOSE: To establish a periodic exchange of information with the Patrol Section by attendance at patrol Roll Calls by Violent Crime Administrator.

SCOPE: The Violent Crime Administrator, or designee, will report to Patrol Roll Call as needed to exchange information that will increase the effectiveness and coordination of the Victim Advocate Services and patrol functions. The Violent Crime Administrator, or designee, will remind patrol officers that a copy of the Victims' Right brochure must be given to victims of all crimes along with the Legal Rights and Remedies brochure to the victims of domestic violence.

Therese Homer
Violent Crime Administrator
Victim Advocate Services

Effective Date



City of Miami



DANIEL J. ALFONSO
City Manager

VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 20

SUBJECT: Media Relations and the Release of Information to the Media

PURPOSE: To establish a procedure for release of information to the media

SCOPE: The staff of the Victim Advocate Services Unit will not speak to representatives of the media about pending, open or closed cases. It is the policy of the Miami Police Department that all contacts with the media be coordinated through the Public Information Office (PIO).

Therese Homer
Violent Crime Administrator
Victim Advocate Services

Effective Date



City of Miami



DANIEL J. ALFONSO
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VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 21

SUBJECT: Release of Personal Property

PURPOSE: To establish a procedure for the release of personal property from death and other scenes investigated by members of the Criminal Investigation Section.

SCOPE: No items of personal property shall be released by any Victim Advocate Service Unit personnel on any incidents.

- I. The Miami Police Department has an obligation to secure the personal effects of all citizens whose property may be stolen if it is not secured.
 - A. If an investigator requests the services of a Victim Advocate, this request must be in writing and the Violent Crime Administrator will approve or deny the request after consulting with the Unit Commander.

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Violent Crime Administrator
Victim Advocate Services

4/8/16

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DANIEL J. ALFONSO
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VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 22

SUBJECT: Use of Victim Witness Relocation (VWR) Imprest Fund

PURPOSE: To clearly define the proper utilization of the Victim Witness Imprest Fund.

SCOPE:

- I. Criminal Investigations Section Imprest Funds are cash resources that are administered internally by the Miami Police Department. They are to be used for purposes of protecting victims or witnesses in fear for their life, directly related to ongoing investigations.
 - A. Imprest Funds can be used for:
 - 1. Moving to a safe place.
 - 2. Emergency food and lodging for witnesses.
 - 4. Witness travel expenses (relatives included).

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- B. The Witness Protection Imprest Fund is for protecting victims and witnesses only. It **CANNOT** be used for any other purpose.

- II. Authorization
 - A. The use of Victim Witness Protection Imprest Funds for any purpose during an ongoing investigation must be approved by the Violent Crime Administrator, Major of the Criminal Investigations Section or Assistant Chief of the Criminal Investigations Division.

- III. Withdrawal/Deposits of Funds
 - A. The WWR Imprest Funds are kept in the Miami Police Federal Credit Union. The money is available for withdrawal only during hours when the Credit Union is open.

City of Miami



DANIEL J. ALFONSO
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VICTIM ADVOCATE SERVICES UNIT

STANDARD OPERATING PROCEDURES

SOP 23

SUBJECT: Victim/Witness Re-Location Program

PURPOSE: The Victim Witness Relocation (VWR) Program is responsible for the protection and relocation of victims, witnesses or their family members who, as a result of cooperation in an investigation or prosecution of a felony offense, have been subjected to violence or other forms of intimidation, or are the subject of a substantial threat to commit violence as dictated under Florida State Statute 914.25.

SCOPE:

- I. The Victim Advocate Services Unit will maintain a liaison with other involved agencies, local, state, and federal concerns with the protection of victims and witnesses.
- II. On a case by case basis, the Unit's supervisor or designee, after consulting with the Assistant Chief of CID, Commander of CID, Commander of Unit, lead criminal investigator and State Attorney, will make a determination as to the eligibility for assistance of the victim/witness under the State Statute.

The final authority to decide whether an individual will be placed into the program will be that of the Criminal Investigations Section commander or Chief of Investigations.

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Victim Advocate Services

4/8/14

Effective Date





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VICTIM ADVOCATE SERVICES UNIT
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SOP 24

SUBJECT: Training

PURPOSE: To provide and update information to Law enforcement and Civilian employees.

SCOPE: The Violent Crime Administrator, or designee, will train law enforcement and civilian employees about the function and purpose and requirement of the Victim Advocate Services Unit and Florida Statute 960.01.

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Victim Advocate Services

Effective Date

