

# STANDARD OPERATING PROCEDURES



CRIMINAL INVESTIGATIONS DIVISION

VICTIMS ADVOCATE SERVICES

# City of Miami



ARTHUR NORIEGA, V  
City Manager

**VICTIM ADVOCATE SERVICES UNIT**  
**STANDARD OPERATING PROCEDURES**  
**MASTER INDEX**

<u>SUBJECT</u>	<u>TAB</u>
M.P.D. BADGE, COVER SHEET	
ENDORSEMENT SHEET	i
MASTER INDEX	INDEX
ORGANIZATIONAL CHART	A
LETTER OF PROMULGATION	B
MISSION, GOALS AND OBJECTIVES	C
DUTY HOURS AND DRESS CODE	D
DUTIES AND RESPONSIBILITIES OF MEMBERS (BY CLASSIFICATION/TITLE)	E
POLICIES	F
REVIEW OF REPORTS, MEMOS AND OTHER WRITTEN DOCUMENTS	SOP 1
VICTIM ADVOCATE DAILY LOG	SOP 2
REQUEST FOR ASSISTANCE	SOP 3
RESPONSE TO CRIMINAL INVESTIGATIONS DIVISION SCENES	SOP 4
VICTIMS' RIGHTS – F.S. 960.00	SOP 5
LEGAL RIGHTS AND REMEDIES	SOP 6



MASTER INDEX:  
(Continuation)

<u>SUBJECT</u>	<u>TAB</u>
SEXUAL BATTERY VICTIM'S RIGHTS AND SERVICES	SOP 7
SERVICES TO VICTIMS AND WITNESSES	SOP 8
CASE MANAGEMENT	SOP 9
REPORT FORMAT	SOP 10
PAPERWORK ROUTING PROCEDURE	SOP 11
INFORMATION AND REPORTING SYSTEM	SOP 12
CASE FILE AND UNIT INFORMATION SECURITY FOR PUBLIC RECORDS REQUESTS	SOP 13
EQUIPMENT ISSUED BY C.I.D.	SOP 14
VEHICLE PROCEDURE	SOP 15
VEHICLE UTILIZATION OUTSIDE CITY LIMITS	SOP 16
CRIME SCENE PHOTOGRAPH REQUESTS FROM STATE ATTORNEY'S OFFICE OR PUBLIC DEFENDER'S OFFICE OR ANY OTHER GOVERNMENTAL OR PUBLIC OFFICE OR PRIVATE CITIZENS	SOP 17
NOTIFICATION OF NEXT OF KIN	SOP 18
PATROL LIAISON	SOP 19
MEDIA RELATIONS	SOP 20
RELEASE OF PERSONAL PROPERTY	SOP 21
VICTIM WITNESS RELOCATION IMPREST FUND	SOP 22
VICTIM/WITNESS RE-LOCATION PROGRAM	SOP 23
TRAINING	SOP 24
DOMESTIC VIOLENCE	SOP 25
U VISA	SOP 26

# **VICTIM ADVOCATE SERVICES UNIT**



**VICTIM ADVOCATE SERVICES UNIT**  
**STANDARD OPERATING PROCEDURES**  
**ENDORSEMENT SHEET**

January 20~~23~~<sup>24</sup> Inspection: Bonica Williams Williams 5-29-24  
Commanding Officer Date  
(Print and sign)

July 20\_\_ Inspection: \_\_\_\_\_  
Commanding Officer Date  
(Print and sign)

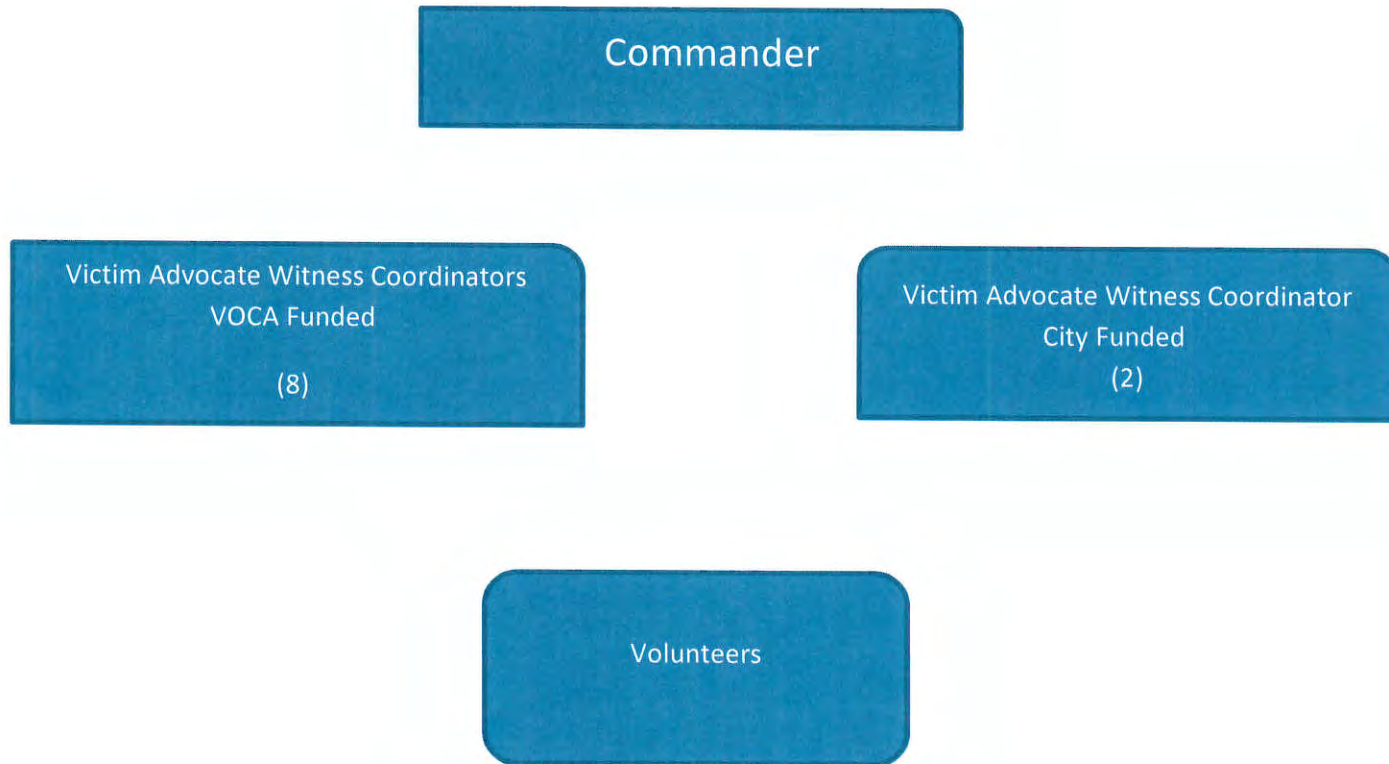
Annual Inspection: Bianca Joseph & Bianca Joseph 05/31/24  
Section Commanding Officer Date  
(Print and sign) <sup>157133</sup>

Change of  
Commanding Officer Bonica Williams Williams 5-29-24  
(If applicable) Commanding Officer Date  
(Print and sign)

# CRIMINAL INVESTIGATIONS SECTION

## Victim Advocate Services Unit

### Organization Chart



# City of Miami



ARTHUR NORIEGA, V  
City Manager

**VICTIM ADVOCATE SERVICES UNIT**  
**STANDARD OPERATING PROCEDURES**  
**LETTER OF PROMULGATION**

TO: ALL PERSONNEL, VICTIM ADVOCATE SERVICES UNIT

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 Criminal Investigations Section in the Criminal Investigations Division.

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, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

10/21/20

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
City Manager

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

I. **MISSION**

The Victim Advocate Services Unit's mission is to provide service to victims of all violent crimes to include 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, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

10/2/20

Effective Date



MISSION GOALS AND OBJECTIVES

(Continuation)

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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



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT

### STANDARD OPERATING PROCEDURES

#### DUTY HOURS AND DRESS CODE

- I. The duty hours for the Violent Crimes Intervention Administrator, Unit Commander, are flexible but normally 0600-1500.
- II. The Victim Advocate Services Unit hours are from 0600 – 1900 hours.  
The Victim Advocate Services Unit consist of six (6) full-time Victim Advocates. One (1) full-time City Funded Victim Advocate Witness Coordinators, and five (5) full-time VOCA funded Victim Advocate Witness Coordinators. Victim Advocates are assigned to Central District in order to better serve the community and meet the victim's needs. All Victim Advocates are assigned to the main Office located at the Central District. Work hours are Monday – Friday from 6:00 am to 7:00 pm.
- III. The Victim Advocate Services Unit has no on-duty Victim Advocates after 1900 hours, however, they are on-call 24 hours / 7 days a week. In case of situations requiring a victim advocate, the Call Out Procedure is as follows: CID Unit Commanders should contact the Violent Crimes Intervention Administrator may be contacted requesting a Victim Advocate for the following:
  - Homicide scenes where crisis intervention is needed to calm victim's family down, provide emotional support or aid in calling out a mental health counselor.
  - Any homicides or deaths involving children under the age of 18 years.
  - Multiple shootings with injuries of persons.

Ronia L. Williams M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

5/29/24

Effective Date



- Hight profile cases and/or those involving tourists.
  - Hit & Run Fatality scenes where crisis intervention is needed to calm victim's family down, provide emotional support or aid in calling out a mental health counselor,
- IV. A monthly status report is due 2<sup>nd</sup> of each month listing the significant accomplishments, investigations, and/or operations.
- 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. Victim Advocate Polo Shirts and Unit Jackets should be represented visually on crime scenes, home, hospital visits and at Community events as a Team and not individually.

# City of Miami



ARTHUR NORIEGA, V  
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 Crimes Intervention Administrator) to provide leadership and direction. The Violent Crimes Intervention Administrator will ensure that maximum effectiveness is achieved in the accomplishment of the Unit's mission and goals. Some specific functions include.
  1. The Violent Crimes Intervention Administrator will maintain an environment that encourages the development of motivation and competence in his/her subordinates.
  2. The Violent Crimes Intervention Administrator is responsible for the development, implementation and ongoing evaluation of administrative, operational and control procedures and staff training needs that facilitate compliance with departmental policy.
  3. The Violent Crimes Intervention Administrator, or designee, will be responsible for assigning cases, preparing monthly statistical reports for the division, preparing monthly financial reports for the VWR Imprest Fund, preparing the VOCA Quarterly Statistical Reports, among others.
  4. The Violent Crimes Intervention Administrator will update existing referral resources as needed and ensure that the Victim Advocates provide appropriate up-to-date information and resources that are culturally diverse reflecting the community we serve.

Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services

10/2/20  
Effective Date



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

5. The Violent Crimes Intervention 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.
  6. The Violent Crimes Intervention Administrator will continually evaluate the performance of immediate subordinates.
  7. The ongoing evaluation of the department's role in victim/witness assistance is a responsibility of the Violent Crimes Intervention Administrator.
  8. Liaison with other departmental units and appropriate outside agencies will be a priority of the Violent Crimes Intervention Administrator.
  9. The Violent Crimes Intervention Administrator will ensure that maximum effectiveness is achieved in the accomplishment of the Victim Advocate Service mission, goals and objectives.
  10. 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.
  11. The Violent Crimes Intervention 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.
  12. The Violent Crimes Intervention Administrator will respond to incidents of workplace violence as part of the team responding to the scene.
  13. Liaison with other Departmental Units and other law enforcement agencies and service providers.
  14. Be familiar with Civil Service Rules and Regulations.
  15. Be familiar with Miami Police Departmental Rules and Regulations.
  16. Be familiar with Miami Police Departmental Orders.
  17. Be familiar with the Criminal Investigations Section Level SOP's.
- B. Notification of the Violent Crimes Intervention 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 Crimes Intervention Administrator
1. In addition to her primary supervisory duties, the Violent Crime Administrator will perform such tasks as the Victim Advocate Services Unit deems necessary.
  2. The Violent Crimes Intervention 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 Crimes Intervention 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 Crimes Intervention 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 Crimes Intervention Administrator will be responsible for submitting statistical information for monthly reports to the CID Chief, through channels within the prescribed time.
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 Crimes Intervention 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 Crimes Intervention 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 Crimes Intervention 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, Case Management and Emails to the Detectives.
- 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.

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

2. Mail Contact: Prepare correspondence to victims, for signature of Supervisor, unless otherwise directed.  
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.

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

4. Maintain contact with the next of kin at least once a week during the first month and then gradually to once a month.
  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, he/she 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, as well as maintain a log of contacts made.
- 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



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT

## STANDARD OPERATING PROCEDURES

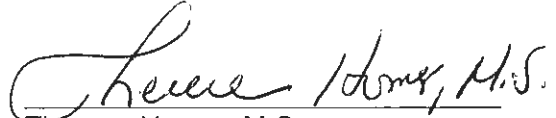
### POLICIES

- I. All cases are assigned to the Victim Advocate by the Violent Crimes Intervention Administrator, or his/her designee. Related reports, information, messages, etc., will be placed in the Victim Advocate inbox tray or emailed. It will be the responsibility of all Victim Advocates to check emails, inboxes, and other communication devices often during work hours and when on-call, to be kept up to date on events occurring throughout the day within the City of Miami. Once a case has been assigned to the Victim Advocate, an email will be sent to the Detective, with a copy to the Violent Crimes Interventions Administrator / Unit Commander, stating that they are the Victim Advocate assigned to the case and that all information regarding the case should be directed to them.
- II. It will be the responsibility of the all Victim Advocates to check and review throughout the day the main telephone line and their individual telephone line assigned to them and log the messages for the appropriate staff assigned to the Unit.
- III. All information pertaining to the Victim Advocate Services Unit should be posted on the Unit's information Bulletin Board in the office and on the CID / Victim Advocate Services Unit's SharePoint Calendar, including vacation and time off. It is the responsibility of each Advocate to make themselves aware of the information posted.
- IV. All Victim Advocates are required to be available for call outs after hours and on the weekends as assigned and requested by the Violent Crimes Interventions Administrator. A Call Out List will be created each month by the Violent Crimes Intervention Administrator. It will be the responsibility of the assigned Victim Advocate to secure a replacement and advised the Violent Crimes Intervention Administrator of any unforeseen situation or emergency that will prevent them from responding to their assigned call out as indicated on the calendar once it has been completed. There will be no deviation from this directive without first conferring with the Violent Crimes Interventions Administrator.
- V. Victim Advocates will comply with all City of Miami Police Departmental Orders, the Rules and Regulations, Administrative Procedures and other Directives that govern all members of the Miami Police Department.
- VI. Because of the sensitivity of case files within the Office, the Victim Advocate Unit Offices, which includes District locations, will not be left unsecured for extended periods



of time, 30 minutes or longer, in accordance with the VOCA Grant Guidelines. All Victim Advocates have been assigned a key to their perspective offices.

- VII. No unauthorized visitors are allowed to enter and remain in the Victim Advocate Services Unit Offices without reason.



Therese Homer, M.S.  
Violent Crime Interventions Administrator  
Commander, Victim Advocate Services Unit



Effective Date

# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

### SOP 1

**SUBJECT:** Review of Reports, Memos and Other Written and Emailed Documents

**PURPOSE:** To provide a policy for the review of reports, memos and other written or emailed 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 Crimes Interventions Administrator's or his / her designee. No report, memo or other written document shall be forwarded without copying the Violent Crimes Intervention Administrator / Unit Commander. All reports, memos and/or any other written documents must be forwarded to its final destination through channels starting with the Unit Commander. 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 Crimes Intervention Administrator before they are forwarded through the chain of command.

Therese Homer, M.S.  
Violent Crime Interventions Administrator  
Commander, Victim Advocate Services

10/2/20

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT

### STANDARD OPERATING PROCEDURES

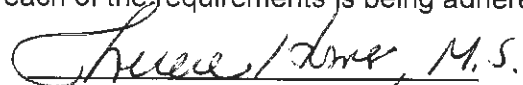
SOP 2

**SUBJECT:** Victim Advocate Premier One Records Case Management

**PURPOSE:** To provide a procedure for the recording and use of the newly created Victim Advocate Daily Log and Case management Module in the Premier One Records Management reporting system under the Victim Advocate Case Folder. Each Victim Advocate is assigned a unique case folder. Accurate and complete notes taken by the Victim Advocate are considered necessary for the completion of the case and their daily performance.

**SCOPE:** All Victim Advocates will maintain a complete and detailed Daily and Weekly Case management of activities in chronological order via the Premier One Records Management in the Victim Advocate Case Folder Module.

- A. Daily Log notes will be inputted by the Victim Advocates daily, if the case is still opened, for review by the Violent Crimes Intervention Administrator daily and at the week before ending your shift. This information will be maintained on the database to ensure its availability for review. All activities regarding a specific case will be recorded on the Log.
- B. Case Management will be updated, as needed, by the Victim Advocates daily and the information received will be logged in each victim Case Management file. If requested, Weekly Case Management will be given to the Violent Crime Interventions Administrator at the end of tour of duty on Friday. The Violent Crimes Intervention Administrator will review each Victim Advocates' Case Management and will maintain 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 js being adhered to.



Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

4/9/21  
Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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 or Victim Witness Coordinator to provide assistance.

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

Therese Homer, M.S.  
Violent Crime Interventions Administrator  
Commander, Victim Advocate Services

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT

## STANDARD OPERATING PROCEDURES

SOP 4

SUBJECT: Responding to Crime Scenes

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

SCOPE: I. When the Violent Crimes Intervention Administrator, or designee is contacted by a CID Commander, he/she will make the decision to have a Victim Advocate respond.

Therese Homer, M.S.  
Violent Crime Interventions Administrator  
Commander, Victim Advocate Services Unit

10/21/20

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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 Crimes Intervention 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 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, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services Unit

10/21/20  
Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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 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, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

10/2/20  
Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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: Provide the phone number and the name of the Victim advocate in the jurisdiction in which the crime occurred. The crime must have occurred 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 Advocates 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, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

10/2/20

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 9

SUBJECT: Case Management

PURPOSE: To provide documentation of all of services provided to the victims.

SCOPE:

- I. Case management is intended to:
  - A. Provide an update to the Violent Crime Interventions Administrator, the Detectives, among others with current information on ongoing services, efforts, and specific services offered and work completed on assigned cases.
  - B. Provide an on-going documented report on the progress and follow-up 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, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

4/9/21

Effective Date



**STANDARD OPERATING PROCEDURES: S.O.P. 9**  
(Continuation)

- II. When a Victim Advocate is assigned to a case, the Case Management process starts with inputting all pertinent in the Victim Advocate Premier One Records Case Folder on each victim. Each Victim Advocate has the capability to create a case folder for each victim. The Case folder has two drop down tabs: one for Administration and one for Services. The Administration tab is where the date received, initial contact made, victimization type, case notes, service date provided, and service provided by who. The Service tab includes services offered or given, the victim advocate notes on the case and additional comments. This area should be updated each time contact is made with the victim and if additional services were offered.

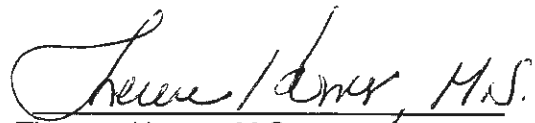
This Case Management is reviewed by the Violent Crimes Intervention Administrator at the end of each tour of duty daily or at the end of the week.

III. 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 may be reviewed (if possible) by the Violent Crime Administrator before going off duty.

IV. Case Management Updates

1. Updates on Case files will be completed as often as needed. The Violent Crime Interventions Administrator, Detective, Captain, or others may review as needed.



Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

4/9/21  
Effective Date

# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT

### STANDARD OPERATING PROCEDURES

SOP 10

SUBJECT: Premier One Case Reports Format

PURPOSE: To provide a procedure for recording the work performed and services rendered by the Victim Advocate and Office Staff.

SCOPE: The completed on-line Victim Advocate Case folder provides a summary of the services and work performed. Victim Advocates are assigned specific cases and are responsible to printing the reports and working the assigned case (s) file. Assigned cases require the preparation and submission of a case file in the Premier One Case reporting system. The following guidelines will assist with the proper utilization of the Case Management.

1. Premier One Records Victim Advocate Administration Tab Case submission is first of two tabs in the Victim Advocate Case Folder. This tab is primarily the contact information, services provided and comments for victims/witnesses and should be completed immediately after receiving every case.

The Premier One Victim Advocate Case folder must be updated as often as needed but at the end of your work week. Cases are reviewed by the Violent Crimes Interventions Administrator, the Detective, or any other supervisor.

Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

4/9/21  
Effective Date



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

2. Case Management Information

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

- a. Incident Report, if applicable
- 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
  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. Specific Crime Case Information

Homicide :

    - Applicant must be the same person that signs the funeral bill.
    - For Loss of Support a Copy of Income Tax (if applicable)
    - Form BVC 430 signed by the Detective
    - Any other bill (if applicable)

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

DUI & Hit and Run (Insurance or PIP)

Law Enforcement Report

# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT

### STANDARD OPERATING PROCEDURES

SOP 11

SUBJECT: Paperwork Routing Procedure

PURPOSE: The Victim Advocate Services Unit has established personalized file folders which will assist in the case management and 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 contact letter to victim
- II. It is, therefore, mandatory that all Victim Advocates maintain a detailed up-to-date case management file on all victims. Case files should be reviewed periodically and include all material pertaining to their assigned cases to the case file.

Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

10/2/20  
Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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. E-mails shall be reviewed by the all Victim Advocates at the beginning of their tour of duty and throughout the workday.
  - B. Each Victim Advocate shall check the main telephone line for messages and their personal telephone line for messages at the beginning of the shift and during their tour of duty.
  - C. If a member is away from the Unit for longer than five days, it will be his or her responsibility to assure that they keep up to date on all emails and telephone messages. And shall obtain all pertinent information upon his or her return.
- II. Official and General Bulletins
  - A. The Official Bulletins and MPD Mailers are mandatory reading by all City Employees including Victim Advocates and staff. They are posted on the City of Miami Police Web Site and via emails.

Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

10/2/20  
Effective Date



# City of Miami



ARTHUR NORIEGA, V.  
City Manager

## 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 Criminal Investigations Division unit or to the Detective assigned to the case.
2. The Victim Advocates will not provide information regarding a case to anyone, including the victim. The person requesting the information will be referred to the perspective Unit, Detective, or the Unit's Commander or Supervisor.
3. The Legal Advisor must review and approve all public records requests. Any requests to review files, reports, or anything pertaining to the case, will be referred to the Police Legal Advisor.
4. The Legal Advisor will forward the approval request to the Violent Crimes Intervention Administrator, who is the designated record custodian of the Victim Advocate Services Unit.

Therese Homer, M.S.  
Violent Crimes Interventions Administrator  
Commander, Victim Advocate Services Unit

10/2/20  
Effective Date



# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT

### STANDARD OPERATING PROCEDURES

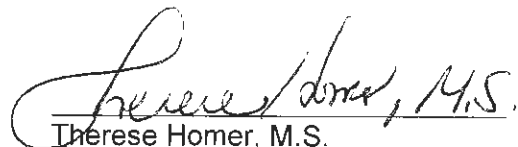
SOP 14

SUBJECT: Equipment Issued by C.I.S / Victim Advocate Services Unit.

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 and Vehicle Keys
  - d. S.O.P's and Departmental Orders issued
  - e. Computers, to include Surface Pros and all related equipment



Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Commander, Victim Advocate Services Unit

4/9/21  
Effective Date



**STANDARD OPERATING PROCEDURES: S.O.P. 14**  
(Continuation)

- II. These items shall be turned over to the Violent Crimes Intervention Administrator. The Violent Crimes Intervention Administrator will be responsible for checking these items off.
  - A. When the above procedure has been accomplished, the Violent Crimes Intervention Administrator shall prepare a written red-line memorandum to the Major of the CIS reporting what equipment was collected.

# City of Miami



ARTHUR NORIEGA, V  
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 and 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). There are four (4) vehicles assigned to the VASU: One (1) is assigned to the Commander of the Unit, one (1) vehicle is assigned to the Central, North and South Victim Advocate Service Unit Team.
  2. The vehicles assigned to the Victim Advocate Services are to be used by the Violent Crime Administrator as needed. The Victim Advocates will also be able to use the Unit's vehicles to visit their respective NET Areas monthly and /or to attend community meetings, conduct hospital and home visits within the City of Miami.
  3. The Victim Advocates driving the vehicle must have a valid Florida driver's license.
  4. The Victim Advocate Services Unit's vehicle will not be driven by no other person without authorization from the Violent Crimes Intervention Administrator.

Therese Homer, M.S.  
Violent Crimes Interventions Administrator  
Victim Advocate Services Unit

4/9/21

Effective Date



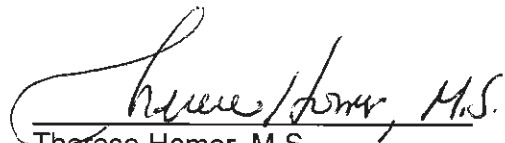
B. Maintenance

1. The Violent Crimes Intervention Administrator will be held accountable for the vehicles that has been assigned to the Unit. However, it is the responsibility Victim Advocates to maintain the vehicle and advise the Violent Crimes Interventions Administrator if they need to take it to the Motor Pool for repairs and servicing as needed. This will ensure the vehicle's cleanliness, operability and fueling, in compliance with Departmental Orders.
2. The Violent Crimes Interventions 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 and at the North and South Districts

1. The Victim Advocate Services Unit vehicle must be parked in spaces **not** designated in the Districts and in the parking deck at Central from level G on up.
2. No Victim Advocate Services staff vehicles will be parked at any time in a place not authorized unless otherwise directed.



Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services Unit

4/9/21  
Effective Date

# City of Miami



ARTHUR NORIEGA, V  
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 Violent Crimes Intervention Administrator.
- 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, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services

4/9/21

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services

10/2/20

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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 or the respective Investigations Unit Detectives.

- I. The Violent Crimes Interventions Administrator will notify the next of kin or assist the lead investigator only if requested by the Commander of the Homicide Unit, the Major of the Criminal Investigations Section, Assistant Chief of the Criminal Investigations Division, Chief of Police or his designee.

Therese Homer, M.S.  
Violent Crimes Interventions Administrator  
Victim Advocate Services Unit

10/2/20

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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 Victim Advocate Services Unit.

SCOPE: The Violent Crimes Intervention Administrator, or designee, will provide Roll Call Training to patrol and all Criminal Investigations Detectives as needed to exchange information that will increase the effectiveness of Services that are provided to crime victims. The Violent Crimes Intervention 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, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services

10/2/20

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
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, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services Unit

10/2/20  
Effective Date



# City of Miami



ARTHUR NORIEGA, V  
City Manager

## 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 Services 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 Crimes Intervention Administrator will approve or deny the request after consulting with the Unit Commander.

Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services Unit

10/2/20

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 22

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

PURPOSE: To 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. The Commander of the Victim Advocate Services Unit is responsible for VWR Funds. All requests for these funds must be made directly to the Commander of the Victim Advocate Services Unit directly from the Commander, or designee) of the Homicide or Assault Unit.

I. VWR Protection Criteria and Guidelines:

Per 914.25(4)(b) F.S. states, "Protective services, including temporary relocation services, may initially be provided for up to 1 year or until the risk giving rise to the certification has diminished, whichever occurs sooner." This process is initiated by the investigating detective by completing and submitting the Victim/Witness Protection Application.

Ronia L. Williams, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services

5/29/24

Effective Date



## **STANDARD OPERATING PROCEDURES: S.O.P. 22**

(Continuation)

The application must contain the following information:

- The State Attorney or Statewide Prosecutors' signature and date. No application will be accepted without the Assistant State Attorney's or Assistant Statewide Prosecutor's signature.
- Signature of the Agency Head and the Agency's Chief Financial Officer.
- All receipts from expenses.

A. VWR Imprest Funds can be used for:

### **Eligible Expenses**

When a victim or witness is certified, a law enforcement agency, in consultation with the certifying Statewide Prosecutor or State Attorney, may provide appropriate protective/relocation services.

The services and expenses incurred, or such services could be:

1. Relocation deposits (2 months – deposit and one month rent).
2. Emergency food (max \$50) and temporary relocation services for lodging of victims/ witnesses (\$3200 for 3 weeks. One (1) additional week may be approved by the Commander of the Victim Advocate Services Unit).
3. Witness travel expenses (relatives included) one-way.

### **Ineligible Expenses**

- Gift Cards
- Cash
- Cellular phone payment
- Utility Bills
- After school care
- Clothing
- Alcohol or drugs
- Gas

### **Required Documentation**

- Receipts/Invoices
- Rental Contracts for apartments

**STANDARD OPERATING PROCEDURES: S.O.P. 22**

(Continuation)

- B. The Witness Protection Imprest Fund is intended 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 (VWR) for any purpose during an ongoing investigation must be approved by the Violent Crimes Intervention Administrator, Homicide or Assaults Unit Commander or the Major of the Criminal Investigations Section. The investigating detective is responsible for initiating the process by completing the VWR Application.

III. Withdrawal/Deposits of Funds

- A. The VWR Imprest Funds are kept in the Miami Police Federal Credit Union. The money is available for withdrawal, if necessary, by the Commander of the Victim Advocate Services Unit. Payments are made via credit card. The account has been assigned one (1) card to the Commander of the Victim Advocate Service Unit

# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT

### STANDARD OPERATING PROCEDURES

SOP 23

SUBJECT: Victim/Witness Re-Location Program (VWR)

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 Commander of the Victim Advocate Services Unit, after consulting with, Commander of Homicide or Assault or their designee, and/or the Lead Detective, will make a determination as to the eligibility for assistance of the victim/witness under the State Statute. The Major (Commander) of Criminal Investigations Division may be consulted as needed.

The final authority to decide whether an individual will be placed into the program will be that of the Criminal Investigations Divisions' Major.

Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services Unit

4/9/21

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 24

SUBJECT: Training

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

SCOPE: The Violent Crimes 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.

Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services Unit

10/2/20

Effective Date



# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 25

**SUBJECT:** Domestic Violence, Victims' Rights, Services, and Initiatives

**PURPOSE:** To provide and update information to Law enforcement and Civilian employees regarding domestic violence initiatives in an effort raise awareness on this on-going crime.

**SCOPE:** The Violent Crimes 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.

Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services

Effective Date



**VICTIM ADVOCATE SERVICES UNIT**  
**STANDARD OPERATING PROCEDURES**

**SUBJECT:** Domestic Violence

**PURPOSE:** To provide a policy and guidelines for working domestic violence cases and to provide a victim-centered approach to combat crime and minimize additional victimization to all victims of domestic violence crimes, including those with nonimmigrant status, while going through the criminal justice system.

The Victim Advocate Services Unit have specialized victim advocates who are assigned to domestic violence cases within the City of Miami.

**SCOPE:** Domestic Violence definition and Domestic Violence Initiatives

A. Florida Statue 741.28-741.31 Domestic violence; definition.

“Domestic violence” means any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense resulting in physical injury or death of one family or household member by another family or household member.

“Family or household member” means spouses, former spouses, persons related by blood or marriage, persons who are presently residing together as if a family or who have resided together in the past as if a family, and persons who are parents of a child in common regardless of whether they have been married. With the exception of persons who have a child in common, the family or household members must be currently residing or have in the past resided together in the same single dwelling unit.

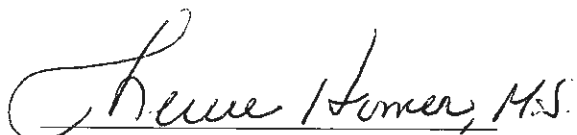
“Law enforcement officer” means any person who is elected, appointed, or employed by any municipality or the state or any political subdivision thereof who meets the minimum qualifications established in s. 943.13 and is certified as a law enforcement officer under s. 943.1395

## Domestic Violence Initiatives

**Purpose:** To develop on-going initiatives and events working with domestic violence victims throughout the year.

1. Participate and coordinate Major Domestic Violence Events during National Domestic Violence Awareness Month in October, Victim Rights Week in April, and Human Trafficking Month in January.
2. In accordance with Departmental Order 7 12.4.1 Social Media Platforms, create Social Media accounts on Facebook, Instagram, and Twitter for the purpose of keeping the public informed of domestic violence and dating violence, victim advocates departmental contact numbers in the three District NET areas and to post domestic violence events. Per Departmental Order 12.4.3 Authorized Social Media Users will be identified by the Victim Advocate Services Unit Commander (or designee) and shall have administrator access to the account and shall be allowed to post content on the Department's social media accounts. The Unit Commander and Captain of the Section will also have administrative access. Posts content should be directly related to the mission, services, and objectives of the Miami Police Department. Posts shall not bring discredit to the Department or any of its employees. (Departmental Order 12.4.4) For procedures and other information refer to Departmental Order 7, Chapter 12.)
3. Create a Domestic Violence Inclusive Task Force Working Group.

The Unit Commander, in partnership with the CID Command Staff should create a domestic violence inclusive working group to provide information, input and suggestions to the Victim Advocate Services Unit in working together to assist victims of domestic violence, increase awareness in the community and hold offenders accountable. The group should include a designee / member from the Police Department such as the domestic violence and sexual assault units, patrol, dispatch, neighborhood resource officers, crime prevention specialists, existing community partner, among others as needed. This group should meet quarterly to discuss concerns, successes, awareness campaigns needed, among others.



Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services

10/2/20  
Effective Date

# City of Miami



ARTHUR NORIEGA, V  
City Manager

## VICTIM ADVOCATE SERVICES UNIT STANDARD OPERATING PROCEDURES

SOP 26

SUBJECT: U Visa

PURPOSE: To provide information to Law enforcement and Civilian employees regarding certifying U Visas and to encourage victims without immigration status to report crimes committed against them and participate in the investigations and prosecution of those crimes as listed in the 8 U.S.C. 1101 (a) (15)(U) iii)

SCOPE: The Miami Police Department assists the U.S. Citizenship and Immigration Services (USCIS) by certifying eligible U Visa Form I-918, Supplement B, on behalf of the Petitioner (Victim / Witness) seeking U Nonimmigrant status. This assistance is viewed as a victim-centered approach tool.

Therese Homer, M.S.  
Violent Crimes Intervention Administrator  
Victim Advocate Services

10/2/20

Effective Date

