

# Law Enforcement Partner's Survey Feedback (2022-2023 Fiscal Year)

## Demographics

- Civilian Position 10.5%
- Frontline Officer 65.8%
- Specialized Unit (Major Crimes, MCRRT, etc.) 23.7%
- Additional Uniformed Role 7.9%
- Leadership 15.8%

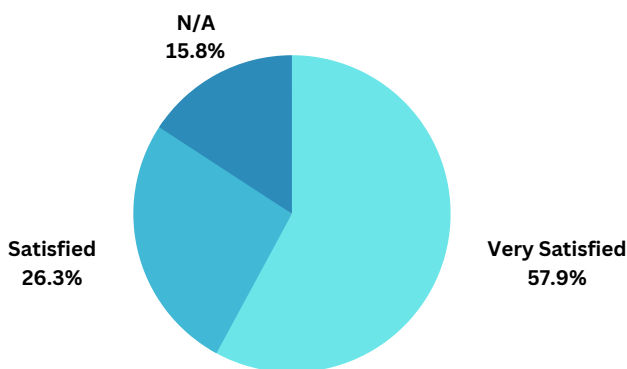
## How Law Enforcement Engages Us

- Referred via Niche RMS 78.9%
- Referred via In Person Referral 57.9%
- Suggested Victim Connect w/ VSHC 63.2%
- Requested a Team to Attend 71.1%
- Coordinated with VSHC on Event, Training, or Presentation 23.7%
- Attended VSHC Event, Training, or Presentation 26.3%
- Other 5.3%
- N/A 5.3%

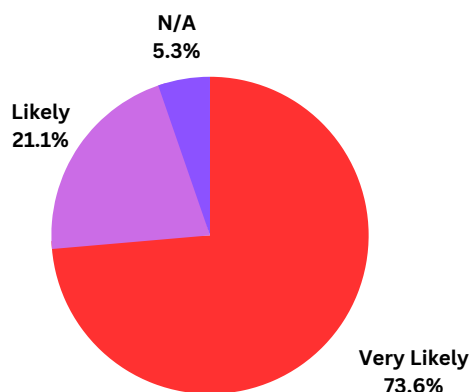
## Law Enforcement Approach Involving Victims (Frontline Officers)

- Offered a Team 100%
- Provide VS Card 96%
- Submit Referral via Niche RMS 100%
- Discuss Where VS can Support 88%
- Attend VS Office or Connect with Staff to Discuss Options 56%
- Send Email to Staff Directly 12%
- Call Direct for Phone Support 4%

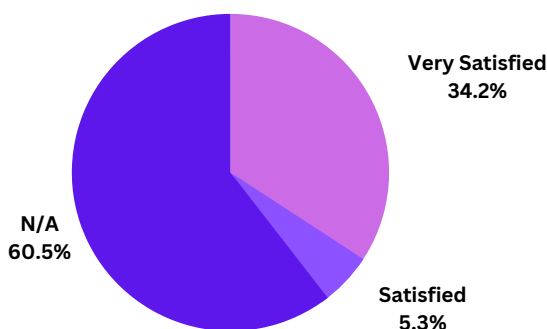
### Referral Satisfaction



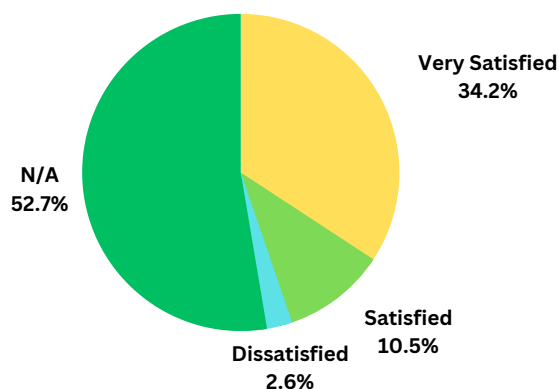
### Referral Likelihood



### Event Collaboration Satisfaction



### Event Attendance Satisfaction



## **Comments on Referrals**

- Praise for Promptness, Professionalism x11

## **Comments on Collaboration Events and Opportunities**

- Praise of Guns N' Hoses x5
- Presentation and Training Praise x4
- BTLR Praise x1

## **Comments on Volunteers / Volunteer Responders**

- General Praise x3

### **Specific Praise**

- "some volunteers who said they were new were great with victims and couldn't tell they were new, would encourage all volunteers to have same approach"
- "Recently had young female volunteer do a great job with victim"

### **Specific Comments of Concern**

- "have been on calls where they ask lots of questions I can't answer. more training on bias could be helpful, otherwise fine to deal with."
- "Volunteer asked lots of questions as well as what criteria for calling a team to the scene is. Not sure if this is normal protocol but can be seen poorly."

## **Comments on Staff Team**

- General Praise x12
- Specific Praise of named staff x9

### **Specific Comments of Note**

- Noted it can be difficult to engage staff at times due to VS staff appearing busy and having to prioritize tasks.

## **General Comments or Feedback**

- Praise x8

### **Specific Comments of Note**

- "Victim services is much better known now then the past. We appreciate all the help"
- "I am very impressed with VS Huron County. I have used VS in other detachments and find Huron to be much more engaged with a quicker response time. It was a pleasant surprise coming to Huron and working with your agency."