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The Official Record of Violence: Strategies for Case File Review

Denise Eng and Maren Woods, Praxis International Institutional Analysis TA (IATA) Project, and Jolene Engelking, @Minnesota Coalition Against Sexual Assault (MNCASA)

October 3, 2017

>> This is Maren Woods, thank you for joining us and welcome to our webinar on The Official Record of Violence: Strategies for Case File Review . I wanted to acknowledge the horrific acts that occurred recently with in our country. Our hearts are in the same position, our hearts are heavy. We offer our deepest condolences to the families who lost loved ones in the census attacks. Our hope today is we spend this time well together to learn new skills and strategies for working with and within institutions to help reduce this kind of violence that happens in the context of violence against women. We also want to talk about other types of violence that happens throughout the country. We l get started on our webinar today and welcome to you all to this call. I will pass it over to Liz who will give us an orientation to the Adobe connect webinar platform and we l get started. Liz?

>> Hello all, welcome today to our webinar. Just a couple of points to mention in regards to webinar technology. You will notice captions rolling at the bottom of your screen, and the caption box as well as all of the boxes on your screen, you are able to adjust the settings or display of those boxes to your own personal preferences. If you hover over the icon on the far right of those boxes, you'll see a range of options available to you. We ask you during a presentation, we want to have it interactive and that we are hearing your thoughts and questions. The way to do that, would be in the Q&A box that using the middle condom -- column.

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York comments will be routed to the presenters and will make a point to integrate them into the conversation. If you have any sound quality issues during your presentation today and you are utilizing the audio component through the Internet, your best bet is to dial-in by telephone with the phone number on your screen. You may want to jot it down in case. Once you have made connection by phone, you simply turn your speakers off and it will improve your experience of your webinar. Finally, if you have any questions or technology issues, feel free to direct them to myself or to our TA webinar host, Patricia. The session is being recorded and will be available on the IA TA training recording webpage. So, Maren I will turn it back you.

>> Thank you, Liz. We are gathered here to talk about strategies for case file reviews. As there are lots of different strategies for this, I'm happy to have with us today my coworkers, who is on the other side of the wall for me, Denise Eng. You want to say hi Denise?

>> Hello everyone. This is Denise here at Praxis. I'm the program manager here for blueprint of safety. I worked very close with Maren on our work . I'm happy to be with you.

>> For those of you who don't know what IATA is, you'll find that later. We also have the lovely Jolene Engelking . Jolene is subbing, Jolene, thanks for pinchhitting. Would like to say hello?

>> Of course, thank you so much for having me on today. My name is Jolene Engelking and I may project a filament specialist at sexual violence justice Institute. I am also the project lead for our case review project. I'm very happy to be here today.

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>> Case files are vital vital methods, a lot of times people say that it is front-line practitioners or the next link in the interagency case processing can't do their jobs if they haven't received texts from the previous people. As such, reports, case files, forms, checklists, recordings, those types of things are really the official record of what happened in someone's life. This someone is out in the community who may have faced violence. A review of case files as a Caruso -- crucial component to enhance the agency's response to violence. In case files, text are readily able to point us to adjustments that can be made, they create a ripple effect. Locating those texts, securing agreements to review those texts in case files and adjusting confidentiality issues are frequent challenges. Today, will cover strategies and concrete tools that you can use, you can use these two paved the path for successful case file access and review processes. Just for a background for those of you who are not familiar with access -- Praxis institutional analysis methods. I want to do a little grounding on what the goals are to seek to improve outcomes. These SART's are called lots of things, they should be organized to help us address these kinds of questions. Are we all on the same page to responses? Are we sending messages to help? Is every door and open door to someone who seeking safety and well-being? Who gets drawn into these community systems? Who seeks them? Who in our communities actually void our system and why? Do our interventions as a collective response have unintended, harmful impacts? Ultimately, are we making things better or worse for victims? So Praxis international has developed a process called institutional analysis. We have several concrete tools and methods that committees can use to help answer these questions. We have the praxis safety and accountability audit, practice assessment and blueprints for safety. You can find out more information on our website, so I'll not cover these a lot of detail. We will send out resources for you after this webinar. Ultimately, it's a systemic interagency method and strategy to

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analyze how specific features are incorporated to the daily work routines of front-line workers of supervisors, of key decision-makers and leaders and agencies. Because it is there, we can make some changes and improve outcomes. These processes are not an assessment of individual work practice or individual work style. It's focused on the way that institutions organize the front-line work. In a nutshell, these safety and a can of the great family audits typically follow this outline on the screen where a team is formed, some sort of interagency team comes together to form a question. Based on that question, they gather data to inform the answers to those questions, they analyze the data and they develop recommendations and work to implement them. Who was -- this way the safety can ability audit provides a roadmap for teams to enhance outcomes. The piece above the data collection has many different activities that these inter-agency teams work through. Today, word focusing on case file reviews. For a point of orientation, the safety and accountability audits and the blueprint for safety details and interagency group coming together to map and generate case process steps. Can generate focus groups and community conversations. It involves talking with people about their work, conducting interviews, it involves watching people in the context of their work and conducting observations. Again, we will send out resources to learn more about these various data collection strategies. Today, we will focus on case file review. I will pass it over to you, Denise, right on time. I invite you to plea hooray please tell us more about text analysis and what case file review means.

>> Thank you. Essentially what text analysis or text -- case file review is is a close, careful reading of various kinds of texts or documents with a particular focus or purpose in mind. Institutions tend to be organized through various types of text and in order to fully understand the response, we need together and analyze a variety of texts that are by workers. Some may be obvious to the worker, but

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some may operate in the background. Those may be policy manuals, rules and regulations that aren't necessarily in people's elbow as are doing the work. But nevertheless, they guide the worker's response to a number of things. By closely analyzing and reviewing texts, we can uncover gaps and see how and whether and to what extent, risk and danger, safety and accountability, the victim's notion of safety and justice, are they incorporate into the daily routine? Are they capturing information, are they guiding a response? By doing so, we can uncover gaps in the response and uncovering the gaps usually tells us how and where the gaps are incurring with those text that we are analyzing which also leads us to reveal where and how we can solve the problem. Has anyone engaged case review, previously? I'm recognizing names of people around the webinar and I happen to know that you've been reviewed -- been involved in case review. If you have, please type that in into our Q&A pod. Daily if you have questions about how your views going. We can respond to that. Anybody have anything to add? Feel free to type it in.

>> Tricia will get those comments into us as they come through. Many teams have gone through some for -- form of text analysis. It can be about a specific case or victim that they're looking at and in the context of institutional analysis or assessment activities, you're looking at more than just 1 case. Will talk about this a little bit later, you can learn a lot from examining one case in depth.

>> That's absolutely right, Maren. We will talk about that in a little bit about strategies about looking at different kinds of his records. I want to talk about the types of texts that are organize and core network. There are many different types. We want to draw upon multiple sources, we will focus on primarily case files and case records. There are a number of different kinds of cases that we want to pay attention to. There are regulating tax, like training. To them, that sort of thing.

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There are administrative texts like forms, or charts or matrices. Forms, I think people think of them as neutral kinds of documents, but they are important in terms of how they guide the work response. Forms Telus by virtue of what is on them, and by what is left out, what is deemed to be institutionally irrelevant. As we are looking at case files, we want to examine the blank forms as well as forms that are filled in because they're telling us what workers are being told is important information to the institution. The third kinds of texts that we are looking at at -- our case records and files. Case records include things like reports prepared by workers such as police reports, case notes that someone keeps, intake forms, there are also electronic records that we think of as text like 911 calls. Increasingly, bodycam's are an important source of information. Access of -- them can be a challenge. They are becoming an increasingly important source of information for how, for example how long foursomes response to crimes of violence. Computer screens and the kinds of things are all tax even though they are not paper documents. How do you file the records? That is important because they really stand in for the experience of the victim. They become the official story and how that information is gathered and put together is very important because that becomes the official record and almost takes the place of the victim unless there is testimony, which more often than not, is not happening. Those records become very important. It is also important to recognize that tax are not passive, texts are very active. They're always doing something. Their categorizing, their prioritizing, regulating, they're directing, there'd sorting, they're telling workers what to do with the information that their gathering. We want to ask ourselves questions like what does this text tell workers to do? How is it produced? Who uses it and in what ways? How does it affect the people whose lives are being examined or taken up in an institutional response. How is a paying

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attention to safety, accountability, well-being or not? Those are all questions that we want to think about when we are doing text analysis.

>> I want to talk a little bit about case file review and who might want to do a case file review of one kind or another. An audit team or a community assessment or IA or institutional analysis team will do a text analysis as part of their inquiry. Were not coordinated response or CCR might want to decide they want to look at an example of a tax from some agency in their response or an entire case file to check in and ask themselves how are we doing? Are we doing what we attempt to do? Is it having the effect that we wanted to have? This can be used as an ongoing way of monitoring and adjusting and sustaining the response going forward. The purpose of this is not to get anybody in trouble, but to get an interagency group of people together to think about how their responses get organized. Is important have interagency teams, it's important to have people whose files are being looked at. There the context experts, they know what kind of information is gathered, how gets passed on to others. It's important to have someone at the table who uses an information and can provide additional insight about how they raise feed and receive information and what other information might be helpful. It's important to have advocates at the table who can really weigh in on how that information is gathered and how it affects the real-life experiences of the Vic M's of violence.

>> I wanted to add that participant was describing the case of -- file review that she conducts. This was a case file review of individual client files. This is done with the advocates and she says that file reviews are done on an as-needed basis as a situation or problem arises with the client. My guess is we are primarily looking at the claims files that the advocacy program themselves produce. There might be some other files or records for -- from other agencies it is filed. It sounds like

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that's a form of case file review that's happening within the advocacy program to reflect and make adjustments in terms of their work with a particular survivor.

>> That's a really interesting example of how case files and case review can be done. Often times we think of the criminal legal system response to violence and looking at that. We as advocates, my background before I came to practice was I spent many years as an advocate. I think advocates have our time looking at other people's response and are less likely to look at her own. We can use this type of this analysis to look at everyone's work. It has brought capability and -- in different types of settings.

>> Our friend Sarah up in Oregon, was reviewing 911 calls. There is a lot of information in the 911 call. Even if it's a short call, there's a lot of information to go through. Depending on the call volume, there might be a lot of information in your community. That's why it is important for interagency case file efforts to speak -- pick a scope and not get overwhelmed and defined a really manageable chunk depending on the size of the community and team. I think that's a nice segue, Denise, to some of the project example.

>> Yes it is, thank you Maren . We rented talk about 3 examples about how text analysis and case file review has been done in a couple of locations throughout the country. To really dig into a specific issue that came up in a community, you can design a project around a particular problem or issue that you have identified or that victims of violence are bringing to your attention that you think you want to examine more closely to determine what the nature of the problem is, where it is occurring. Were going to talk about 3 different examples, the first is looking at felony violations, Banko for those of you who are not from Minnesota stands for domestic abuse, no contact order. This order can be issued by the criminal court here in Minnesota when it can be issued as a condition of someone's released

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during a pretrial period, or as a condition of probation and a violation of this order is a separate offense and can be enhanced if there certain qualifying convictions. Some of these conventions we will all -- convictions result in felonies. Saint Paul put together a small ad hoc team to look at this question. The second example we will talk about is a community that was looking at law enforcement responding to chronic offenders. They identified a handful of chronic offenders who had numerous interactions with the criminal legal system and were -- gathered all the information they could. They analyze those and made their report around that. The third community was looking at custody and divorce case, they were looking at a complete case file of a custody evaluation. With that, I will take a few minutes and talk a little about the felony domestic abuse no contact order violations. In the city of St. Paul, that was the first city to adopt a project, they began to emerge some allegations that within the blueprint, what was happening was the way in violations were being enforced were dips -- disproportionately affecting young African-American men. The allegation was because Minnesota allows those violations to be enhanced, if there subsequent violations, even to the point that someone can be charged with a felony, this could happen even if someone has not committed an additional act of violence. Someone is arrested for misdemeanor assault, there is a Danko put in place that the victim may not want, and so she doesn't want it, she may have continued contact with that offender willingly. If that contact becomes known to law enforcement, that person can be charged with more serious crimes, ultimately that person to be charged with felonies and sent to prison. This was an allegation that this was particularly happening with young African-American men. We put together an ad hoc group to look at this, we decided to start with probation which is at the end of the pipeline. With the logic being that if we're looking not -- at the people of felony convictions and going to prison, probation would know about that. We

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selected the timeframe under which we pulled every single father can be found where someone was charged with a felony, Danko violations over that period of time. We analyzed that by race of the suspect and the race of the offender and what the initial charge was and whether they were convicted of felony, who reported it? How did it come to the attention of law enforcement? Was it the result of a traffic stop? Was it the result of a third-party call? What was happening I brought that to the attention of law enforcement? Was her further violence associated with the incident where the end violation was charge? Did that victim want contact or not to begin with? We put all that information a big chart, we had an interagency group that went through every single case in detail to figure out what we could see and learn, and whether or not we could support the hypothesis that this was disproportionately affecting long -- young African-American men. We did not find evidence that prison violations -- commitments were related to instances where there was no further violence. It really seemed like situations were people were going to prison, which was unusual cases, it was connected with further violence. We found that, we can prove that there was no violence involved, we did see a significant disproportional effect on African-American men. They begin a second project, I will not talk to you about this today, but it is a good example of how looking at this shows you what's going on in your community. We put together another project going back to do beginning of the pipeline starting to look at 911 calls and see if we can figure out what is happening there by race and gender and move from there to patrol reports and on down the line to figure out what we can see. With that, I will handed back.

>> I will go over in some broad strokes another form of text analysis project that a community pulled together in the context of their safety and accountability audit. I was looking at chronic offenders or high-risk offenders. This is a small rural community and when their team was formed, they could readily identify 4 people

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that they knew were coming into the system on a regular basis. They wanted to find out more about them, regarding their patterns of behavior, by the name that they pulled out of the law enforcement reports for 4 high-risk offenders, direct -- it represented over 12 years of reporting. They had an individual consultant to the analysis of the police reports. It can be a whole lot of information to go through. A whole interagency team might not be able to commit to do that. But maybe you can pay someone to do the analysis and present a summary of the recommendation to the team. That's what happened in this case. The team had to cited -- decided because of they wanted to use and what they wanted to pull out from each of law enforcement reports. You can see this on the empty section on the slide. It was the summer of the nature of the crime, was it a violation of a protection order? Whether it was text, multiple text receives or phone call messages, if it was an actual encounter, he came to his door. The person who did the review of the police report pulled out information about whether there were injuries as a result of the incident, what risk factors were present in terms of what research shows are the demonstrated factors that indicate higher levels of lethality or escalated violence. The documented -- they documented whether officers arrived on the scene and they conducted -- conduct an analysis? We pulled out what information, what evidence was collected on the scene, whether the substance -- suspect was gone on arrival? This is the team -- this is what the team wanted to analyze, because they wondered if the there was a decline in the response if the suspect wasn't on scene. They wanted to track outcomes for that. And whether there were charges filed and what the ultimate disposition was in each case. The team was really valiant in their efforts to explore all of this with all of the volume of police reports and the person who conducted the text analysis project worked for several days analyzing the police reports but was able to present it to the team some themes that came out as she was reviewing all of the

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cases. It raised questions readily for the team when they could look at a spreadsheet of all of these police reports versus every single individual police report and they realized they needed to elevate the response to stalking behaviors. An incident -- an incident by incident did look outrageously criminal, such as driving down the street or offending one text, each offense on their own didn't seem like a big problem, but when they could see over time and behavior, they saw this as stocking. They saw the case in a very different light. They raised other questions about the kinds of risks, information that patrol officers were gathering every time they arrived on scene to investigate a crime. It illuminated the fact that there was inconsistent applications of their risk assessment questions that they had in their protocol for responding to TB related calls. They would put some attention to strengthening patrol officers understanding about how to conduct research assessment while on scene. Here is another example of what you do for text analysis, I will quickly go over this one because I want to get into this reality that a lot of teams don't have the luxury of inventing various text analysis projects to do within the context of their assessment work. And Jolene Engelking is with us today to talk about directed case file reviews that they develop at S JI. I wanted to touch on what kind of case file review that can be illuminating for interagency teams in terms of the collective response of a system to particular victims who based violence. This particular project I was involved in with an outside consultant who did analysis of the case file, they received permission from a victim who had collected all of the records from her life. From the point that she applied from for an order of protection including an affidavit of the order of protection through to not final, the case is still going on, through to a custody determination and divorce decree. I conducted an in depth review of every single court document including some or transcripts that had a broad range of files and tax and reports. For each piece along the way, I pulled out just the

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information that you see on the screen so that the team wouldn't have to read through it. They could see what kind of action was taken at what point and the basic information involved in that action. Any sort of violence that those texts actually described and any conclusions or orders or findings of the court's. The themes and questions I came out were really striking. For example, over a two-year period, this family was in court over 100 times for various modifications and continuances and the victim in this case did so much work to keep the violence really visible, but it became invisible in the actual court records. It has the audit team in this community really thinking about the role of every single practitioner documenting what they know about the violence, what they know about the risks she is taking so that there is this concerted effort to make it very visible so those in ultimate decision making positions such as the judiciary has the full information they need to make good recommendations and conclusions about the case. Additionally, I want to go ahead and hear from Jolene about this new tool that is so important in our field in responding to sexual assault that you release this summer on conductive -- conducting guy you -- guided case file review on sexual assault cases. Welcome, Jolene. Tell us more about this tool that you have released. Tell us what it is and who it is for.

>> Perfect. Thank you again for having me on today. I will talk about our new guidebook that he -- we came out with. We did a soft launch in May and it is still a relatively new tool that we are working on. We titled it what do assault cases look like in our community? It's meant to be a guidebook for coordinators to help lead their team through keys file review. This came about because, as CGI focused on multidisciplinary collaboration both within Minnesota as well as nationally. It came about that a lot of people are wanting to do do case file review and create lasting systems change. Sometimes they just do know quite what to do. They would do case autopsies, case conversations and present one case and try to go

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from there. We realize that some of what we learn through praxis and things like that, we need to look at a broader experience in looking at multiple files to pull out themes and identify gaps and promote the strengths. That's kind of why we created it.

>> That's great. We been hearing that a lot to as more communities are receiving federal funding to focus on sexual assault and violence. It is a fantastic tool that you produce to help communities do this kind of analysis. Let's talk a little bit about the development of the tool. Didn't think this was a good idea and wrote it down and you want people to do it, they came from whole body of work. Describe to us the history of its development.

>> Yes. I will admit that I was not here for most of the development of this tool. I was working for praxis at the time. Just so the toolkit was written primarily by my warmer coworker Jessica van and with the help of a law enforcement officer. There were 3 pilot sites that helped really craft the toolkit as it is right now. Within those pilot sites, they looked at between 20 to 45 sexual assault cases and really tried to take a deep look at what is going on within their communities. 2 of those sites use law enforcement his files and the other site focused on the prosecution case files which adds another big depth to which you can have access to when you're looking beyond law-enforcement files. One of the things that we looked at was all the cases we looked at were closed for various reasons. We looked at active cases which is something that is a big shift for many of the teams because a lot of them were looking at cases that were working on right then. Is a great great different framework for people as they move forward. We did have our law enforcement advisory group that pulled together, mostly the investigators and police chief who really gave us a lot of input throughout the whole process. They made sure that since we are looking at law-enforcement

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files, we wanted to do this that was respectful to law enforcement understand nuances that my make the process easier.

>> It is so critical, with this case file review guidebook that you produce, it's focusing on the criminal, legal system response as those who are producing and using the case file. Of course having the law enforcement leadership blessing on the project is important. That is awesome.

>> You talked about the pilot sites looking at close cases and that's also a strategy for case file reviews for sexual assault cases we will talk about a little bit later. We talked about who should use the guidebook, did you want to say anything more about that?

>> The tool is intended from that standpoint, the coordinator of the sexual response is hot assault team. The writer of this had been a core Nader for many years and she wanted something that was usable and very practical for people. To really get some -- then excited about this. It is a big task and he does an excellent job to make it palatable to people and really useful for most communities. Most of the sites we've been working with had established teams. They had some of the established relationships and they are to have protocols in place. That makes it a little bit easier even though we had some teams that had used it as an entryway into collaborative work around sexual assault.

>> Is really oriented toward somebody who's in the position of coordinating those interagency efforts? Right? He gives the how-to skills to those coordinators and whatever you call it in your own committees who is leading and facilitating the interagency process. Is written for that audience. Tell us a little bit more about this so people, I'm sure, are really interested in this guidebook. Practical tools are

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always really helpful, how do people use the tool? What is in the guidebook specifically to help people with that part?

>> Within the guidebook, we haven't separated into various sections talking about foundations, preparations doing the review and tackling the findings and recommendations. When we talk about those foundations, it may sound simple, but it's a step that a lot of people want to leap over. Has your team really bought into doing this? Do they really understand what you are asking of them and for them? What does this mean for victims and survivors in committee? We have a few tools in it where you can assess both your team as a whole and individual agencies about whether or not there is true buy-in and interest in doing this. Sometimes, one person might have a team -- have a stream -- strong interest in doing this, but it can be led by just one person. Everyone has to have a true understanding about what they will be doing them but the benefits might be an understanding that this can be hard, especially for agencies whose files will be reviewed. It can be a vulnerable time and so this is laying the foundation for getting people to be able to be that honorable.

>> I appreciate you raising that point because imagine somebody coming in and examining in-depth any of the reports or records that we produce in the context of a training organization's efforts. Think about that. If somebody came at praxis and analyzed my facilitation of this webinar with great detail up against the best practices in webinar facilitation, I would fail miserably and be mortified. It is a very vulnerable experience. Approaching this kind of work with a lot of care and respect for the disciplines that are producing these records and gratitude for their openness and transparency is a very huge part. I appreciated as I have been reading your tool the care that you've been using to build that openness, trust and transparency.

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>> For me it's worth mentioning that this is the time that people should be able to determine if they can be unbiased. Especially in reliever -- very rural communities. Is it possible for people to be unbiased? That's one of the things that people are having to have deep conversations about. Is laying a foundation get these people ready for this.

>> I was speaking, but I was muted. That's helpful for laying the foundation so people can figure out whether their community is in a good place to do this kind of in-depth, case file review. Then there is steps to prepare. We've assess that we are ready for this, our team is on board, we know there may be some sticky situations where we have to stay open and respectful of one another. And now what do we do as a community to get prepared to dive in to case file review?

>> One of those steps that I feel is one of my favorite things to do with any sort of collaborative work, is mapping the existing system. I was exposed to this one I was part of an audit team and realizing through that mapping exercise, how much I thought I knew and how much I really didn't know about how the system within my community work. Where not talking about ideal responses, but delving deep and talk about -- talking about what actually happened at each step of the case. It can be a very good exercise for teams to understand a little bit more about what they might not know. You can gain a deeper respect for the disciplines that are at the table through learning why people might be doing things a certain way. I think even if teams cannot tell fully into the clean for a complete case file review process, everybody should be mapping the system to act as a tiptoe into case file review.

>> Mapping is detailed in the praxis mapping and accountability. I've been a part of many mapping processes and exercises with interagency teams. All of them are the same players that of been in the community for a long time. They know their

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own agency response very well that they have these lightbulb, aha, moments when they're all together producing the map of point a to point Z together and filling in the details. Even with a simple mapping exercise, and illuminate some gaps that nobody knew that existed because a never had been together before to do this kind of detailed case processing map.

>> It is a great learning tool. We will talk about confidentiality, privilege and privacy. Is there something can say about that right now in terms of the preparation stage for teams to get ready for case file review?

>> That is one of major sticking points that people have early on. Can we do this? No I can't, we can talk about this. It is a very important conversation for teams to have to learn more about with various disciplines and partners have to do. They also need to know who they are accountable to.

>> It's very important to start thinking about this early on in your planning and preparation stages about how you will access case files, how you will maintain the privacy of the case file. Also, how you might gain access. Will talk about that an a little bit. This note about case file reviewers and reduction here, reduction is a process of stripping identifying information out of the text. It's a very involved process. You can do that with a black marker [Laughter] or electronic files, you can replace names and identifying information. This piece about case file review is talking about pulling your team together. Who is the team that is the case file review?

>> This is the part where we have been recommending teams. Many sexual assault response teams include people such as mental health practitioners, community members and other various nonprofits and people like that who might be involved. We are just saying in large part protect the NM and ME --

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anonymity of the case file. We are asking for the core discipline, advocacy, law enforcement, medical and prosecution to be involved. This is our way of letting people know to maintain a little bit at and I many -- and anonymity. It is hard for some communities to redact in terms of time and money it takes a lot of effort but it adds another layer of anonymity and making people to be able to be slightly less biased. They can look at as talking about the system as a whole.

>> I will pass it over to Denise who will finish this interview with you trolling and get us diving into what the case file actually involves.

>> Thank you very much. This is really great stuff Jolene. One of the things that I was thinking as I'm listening to you was how this kind of process helps to reveal what people take for granted. When you do your job all the time, those things bring in -- by bringing in this interagency way and a structure process really helps illuminate roles that people haven't thought about. These people do these things almost mechanically, but it's not really like that, it's not impersonal, they just do it because they are trained to do it. I want to talk about the actual tool that you have and how you teach people how to do this case file review. If you have a team together and you look at readiness and you've taken steps there, the next step takes people through the actual process. Can you tell us a little bit about what is in your guidebook relate to that?

>> One of the key things we have for this is we created several tools that may help guide people. That's one of things where people want to look at the cases, but they don't know what format or things like that. Isn't meant to be a gold standard or say that people have to be using the tool that requited, we offer them as templates or ideas for people -- so that people can be better guided. One of the things that we created to help set the stage as they prepared to do do case file reviews is we have to create a mock case file. It's getting people accustomed

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to reading sensitive material, I know that Denise, you read and heard many case files. The first time that you're reading things, it can be emotionally jarring for people. That's one way to ease people into reading some cereals things and read something in a format that they may not be accustomed to reading. It was many years into my advocacy before four the case file. The mock case file sets them up to understand the format of a law enforcement file as well as introducing the tools that we created so that we have an alteration form, will findings form, this just guides people through the process.

>> I think that is a really important point about helping people feel emotionally prepared. I think this is in particular was sexual violence. A lot of what people will read is [Indiscernible - low volume] hard. You have tools that help think -- help people think about what to look for.

>> Yes. When you're reading a case file, their semi-different ways to go about it. We want people, as a committee and team, put together and think about what is that issue that they want to talk about? What are the 2-3 things that they want to get out of looking at these? Some of them might be gaps when it comes to serving a specific population or how we are hiding places -- handling cases involving alcohol. Helping in this process, helping people figure out what their focus is and what are they wanting to gain from this phase of the case file review. We have created rubrics, we have created tools to guide people.

>> That's great. I think it can be helpful. We talk about different ways of looking at it, there are structures and ways of doing this where you helping people get some guidance. [Indiscernible - low volume] that is a helpful aspect of your two. Often times, people are asking how to get their hands on certain kinds of tax. -- Texts. Axis can vary a lot. [Indiscernible - low volume] some material might be public and easily obtainable. [Indiscernible - low volume] policy and directives are

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public record that can be easily accessed. When I am doing an interview with someone, if they refer to a former checklist that they use, I will often ask for a copy of it. A lot of times the -- those types of things are easily accessible because they are public. When you're looking at case files, there are a number of documents that can be considered. There are public records, sometimes you have to go to the courthouse to look at them, some states have them available online. You may want to look at methods to help people. [Indiscernible - low volume] you have made a point here, Jolene that it can be intimidating and put people invulnerable positions to say yes, please come in here. [Indiscernible - low volume]

>> Sometimes I -- we have had to seek a court order. One example of that, if a you are -- you are in St. Paul, all domestic offenders must have a presentence investigation. There is a section of the presentence investigation that is not public and can only be court ordered. We negotiated the court order with the judge and she signed a court order for a very limited purpose and timeframe. This order laid out how and when people could access certain records in particular. Jolene, can you talk about what you described as the biggest issue and accessing case files involving sexual violence?

>> Of course. One of the things, at least within Minnesota, is the idea that most of the time that sexual assault advocate don't have access to active or closed files. In many centralized programs, they do readily see the files. What we recommend is accessing the closed files, cases that are no longer being investigated or have been processed all the way through the system. That is one way that we have found it easier to gain access to them especially if we are having law enforcement on board. That's one of the most common questions we get is can we do case file review if we don't have law enforcement bias? There are ways that you can go by

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getting those files, we are hoping to create system change and having law enforcement brought in from the beginning. That's why some of us foundation steps are so incredibly important. That has mitigated a lot of issues that we were concerned about. One of the bigger parts of -- struggles that we have is knowing where all the files are out. We talk a little bit about what is the public record, those are easier to access. But there are things like investigative notes or what patrol is typing and in their car. Trying to pull together those various pieces is where we've had difficulty.

>> I think that is not surprising. I think that is common throughout the country. One of the things that I think is interesting that is coming up in more and more is the use of body cameras.

>> Yes.

>> More and more cities are requiring law enforcement body cameras. There is this balance between the citizen privacy and yet the notion of transparency and the oversight of law enforcement. I think that is still something is being negotiated. That is an interesting point there. We will see where that takes us. I think that is on the things that will keep gaining, like the technology and social media and how will that impact things when you're looking at case files.

>> That's right. Let's talk a little bit more about this point. This is a courageous thing for someone to come in and look at someone's file and respecting that access you've been granted. [Indiscernible - low volume] I used to say that you have to treat those records like gold. It is very important to negotiate, in terms of access, in the spirit of whatever those agreements are. It's important to negotiate those agreements such as who is going to look at those records and where? How many records will they look at, for example, when they looked at prosecution

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files, with the prosecutor's loyalty to the records, but they are -- want us to come into their office to look at them there. They're clear about how many people will look at them. It is important to think those through and work with people and get access and water boys work for you. Then there is the question about redaction that you touched on. I think it is important to have that conversation, it's always easier if you don't have to redact. It is difficult and complicated and expensive. It's difficult to do with one percent accuracy and oftentimes something slips through. Then there are questions about whether redaction is, whether redacting the names of the people who are involved in the incident, or whether redacting names of the criminal legal system interveners who are involved. If you are in a community where you have two police officers and one prosecutor or even 10 police officers or two prosecutors, you want to avoid a situation where someone says I know that officer and he or she has always been a problem. Want to make it clear that we are looking at the work and recognize that people asking institutionally are authorized. So officer X is -- has often been a problem. There's something about the structure and the community that makes it possible. We are working -- we try to focus on the workers and not on the work. We use this kind of analysis to see what things emerge from what we are looking at and to generate questions and discussion about what is happening in the institution. From there, the purpose of this is to create institutional change. We want to take information that we are learning and to see where the gaps are. Because our analysis shows us where the gaps are occurring, it also shows us mistakes. Want to reflect on what we are seeing in the documents that we are finding. It is a lot easier to see, we carry a lot more readability. If we go to agency heads and say that we look at 25 reports and 13 of them we saw X, Y, Z. We are not looking at the percentage of the times a problem occurs, but rather if it's happening enough to see if it is a problem for a person or a group of people. Want to document but

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we want to be able to see -- say what we have seen in very specific ways. We take that review and create a recommendation for change. One of the great thing about -- things about this process as it can be done in a number of contacts. It is always done within the context of a safety audit or a safe day -- institutional analysis. [Indiscernible - low volume]

>> How are we doing? Are we doing what we intended to do X isn't making sense? Is it matching up? How is it all fitting together? You can always do that and create some kind of text analysis project that will help you. Just in closing, I want to say couple of things. I want everybody to know they can download any materials from today's webinar in the box that you see in the lower, kind of in the middle. There is a case file guidebook that Jolene has been talking about and also the PowerPoint from today's webinar are available for you to download. You can go to to the Praxis website to get a lot of information. For further information you can contact Sexual Violence Justice Institute @ MNCASA and obtain their manual from them. There are additional resources from community agencies and providers around the country that are doing this kind of work that are on the screen now. Praxis has a wealth of information about text analysis as a tool for our -- community response. We have a best practice checklist that you can print and it will help you figure out what you might want to look for as you are doing your text analysis project. With that, I will close and Jolene, do you have any final comments clock --? I learned final comments to how to find you? We have your contact information on the slide here, is right here.

>> Yes they can reach me through Leah. It will be wonderful and I will be happy to help. Thank you for having me on.

>> Thanks for joining us. I want to remind people that as you close out of the webinar, you will be sent to Link for evaluation and please fill out the evaluation

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because we really do take that information and use it to improve our response in the future. So, thank you again everyone and we will talk to you next time. Have a great day, everybody.

>> [Event Concluded]