

Learning From Survivors: Focus Groups and Other Tools

*Maren Woods, Praxis International
with Olga Trujillo, Olga Trujillo Consulting
June 11, 2014*

Please stand by for realtime captions.

>> Hello everybody and welcome to this practice webinar, institutional analysis presented by Praxis -- today's topic is the 911 call, the critical starting point. Hello my name is [Indiscernible] Hansen Kramer Nagar with Praxis on institutional practice it to a project. Under another webinar today by my coworkers, Denise [Indiscernible] will be monitoring this chat for your questions and comments and also Liz Carlson who is our webinar [Indiscernible] which she does not like to be known as, sorry Liz, just did it, she is the mother of all things webinar and we are happy to have for technical support on this webinar. Our presenters today are processed technical assistance Jane Sadusky and Emily [Indiscernible] a supervisor at Ramsey County emergency medication center here in Minnesota who will lead our discussion of today's topic.

>> Also on the line is Liz and I'm going to actually pass it over to her after one more point but I want to make, which is, if you did not receive the materials for today's webinar from me via e-mail yesterday, please e-mail Denise at Denise@Praxisinternational.org now and she can for those materials to you as soon as possible as one critical piece will have you referring to throughout the webinar today. Again, the e-mail is denise@praxisinternational.org.

>> Liz, which over the tips for despising in the webinar today?

>> I certainly will. Thank you [Indiscernible]. First of I would like to say that unfortunately we do not get to see a picture of [Indiscernible] today. She is participating by speakerphone with Denise so we will not be able to see her lovely face. Anyway, I am Liz Carlson and I'm glad to be with you all today. I am just going to briefly run over a couple of webinar related details to help you maximize the benefit of the session today.

>> Just a couple of things. We realized that there is always the possibility that a few of you may be participating by phone only so should that be the case, and you have a comment to make or a question to share, since all of the lines will be muted, you will not be able to interact directly with any of our speakers today, you should feel free to do so by e-mail if that is accessible to you. Send a note to, but we have of your is Liz at Praxis Liz@Praxisinternational.org. I will forward that on to Denise and Marin. Do that at any time. For the rest of you that are participating via the Internet on this webinar today, I would like to walk you through quickly how to utilize the chat feature of this webinar system because that is the real benefit of using webinars. When you do not get to ask a question, you get to chat a question in at any time. In the lower left-hand portion of your screen you will see, there is a blank box with a cursor in it. It is a chat category. That is the point that we would ask you, just a quick little hello, chat hello, click enter or click on an arrow key and that will send the message to the whole group. All of

us that are on the session right now. Everybody if you would, just take a quick moment to chat in the hello.

>> Very good. That is great. Thank you everybody. That is a message that will be sure to the whole group. Next to that public tab, you will see a tab that is a great out that says private. If you click on that private tab, you will see the list of the presenters in the session today and that will give you an option to privately chat with any of the speakers. If you want to double-click on those presenters and you have a question or perhaps a technical issue that you would like to convey, directly to one of those people, double-click on the name of one of the speakers listed and you will be able to send a message directly to that person. That is also an option to you at any time.

>> Should you happen to lose your Internet connection during our session today, it is not a problem. Simply reconnect, go back to that original e-mail you got with the join link and go to the same process to get back into the session. It should be a simpler process to be connected then perhaps the first time around. Go right back to that e-mail and just get right back into the session, essentially pick up where you left off. Or, if you happen to get disconnected via telephone, to simply dial back into the same phone number and code and you will be reconnected to the session.

>> My final detail is that the session is being recorded and will be posted to the website, the Praxis website, institutional website analysis, look for it there, the end of this month. That is all that I have. Back to you Marin Thank you so much Liz. A couple of you are requesting copies of the materials and devices working on getting those out to you right now. For those of you who may be just joined us a little bit late, if you do not have materials I sent to you yesterday for today's webinar session, e-mail Denise at. For those of you who may be just joined us a little bit late, if you do not have materials I sent to you yesterday for today's webinar session, e-mail Denise@axisinternational.org and she can forward those to you.

>> Before we begin, one other technical detail is that immediately following this webinar you will receive an e-mail with a link asking you to briefly evaluate today's session. Please do take 1 to 2 min. to fill out that evaluation as this information does help us to improve our training events and keep them relevant to you. Russell wanted to extend a special welcome to online -- all 911 practitioners who registered for today's webinar and I know you are going to receive a wealth of information from Emily and the discussion with Jane.

>> Not like to welcome Jane and Emily to the call. Jane is a writer and independent researcher on committee response to this against him.. This spans 30 years at the local state and national levels with shelter and advocacy programs coordinated committee response products, state coalitions, law-enforcement agencies. It includes evaluation and assessment, curriculum development, training and commissioned papers that sent the size of research findings and practice per she was the principal writing consultant at Praxis international for the blueprint for safety and interagency response to domestic violence crimes. Since 2000, she has been a partner with Praxis providing PA and working with communities of more than one dozen safety and accountability audits of criminal legal system response bridge also courted native safety audits in for [Indiscernible] to supervise demonstration program sites

and was approachable writer on the final report and currently is working with demonstration sites as part of the blueprint for safety adaptation, demonstration projects so we welcome you Jane. They want to say hello?

>> Hello, and thank you Marin, is good for the call with everyone today.

>> Like to have you. We are also very fortunate to have Emily DeBroux on the call today. She's a shift supervisor at Ramsey County emergency condition center. She has over 19 years of experience in working with emergency communications dispatch and over that time she has held a variety of positions from tele-communicator, police dispatcher, for dispatcher and most recently supervisor. She is heavily involved in the training of new employees and Ramsey counties tele-communicator Academy and her current focus is working on quality assurance for new employees as was conducting statistics analysis of suburban buyer and medical calls. We are sure to learn a lot from Emily today about asked practices and 911 responses to domestic violence. How we can continually reassess -- asked practices. Thank you for joining us today Emily. We say hello?

>> Hello everyone, and thank you Marin again. I'm excited to be part of this and I'm glad that you invited me to do this. I hope everybody can learn something from a.

>> Thank you so much for being here. With those introductions, so people know who we're talking today, I want to pass it over to Jane's to begin our session. Again at any point if you have questions or comments, please chat those in, or e-mail them to Liz@praxisinternational.org or Denise@praxisinternational.org. I am passing it over to you Jane.

>> Thank you Marin, I have the baton here. Just a note, often we try to make these calls from land lines, I'm calling from a cell phone today so I am hoping that the sound quality holds up and it is not to echo we in here. We're going to begin our conversation, we're going to begin our discussion was a little conversation with Emily about the role of 911 and draw on this wealth of experience she has. I think Emily, the last time we were in the same room together I think you had mentioned that you in your supervisory role have listened to something like 100 calls, something like that? And I -- am I remembering that correctly?

>> Just with the one month of April, I listen to 160 domestic calls and that was just between 10 different employees. That is just a very small portion of what we actually get. We get anywhere from 600 to 900 calls a month depending on the time of year.

>> That is a scale and the scope that for many communities, that could be all the call stay here in a year. Obviously in Ramsey County and an urban jurisdiction there's a lot going on. From that vantage point and listening to all of those calls, could you please paint is a picture of how you see the role of 911, of the call takers and the dispatchers in responding to domestic violence?

>> I see the 911 call taker as basically the first responder. They are painting the picture for the responding officers, they are taking the information from the caller and documenting that in -- however they enter calls into the computer for the responding officer. They basically have to give as much

information in a very critical amount of time for various safety reasons not only for the officer that is responding but for that person, the victim and it is so important to get -- to develop a relationship with the caller immediately on that first answer of the phone so they know that they are being taken seriously, that they know that we are concerned about them, that they did the right thing by calling and getting them help us quickly as possible.

>> In respect to the dispatcher, if you have a situation where you have call takers that are separate from dispatchers, that link between the of the call taker and the dispatcher is critical as the dispatcher can only give responding officers the information that they are getting from their call taker.

>> So this was really reinforcing that as we call the title of this, that critical starting point. What about that link then from 911 on to the patrol officer, prosecution and probation? How to see that working? Do you get feedback on how about role-plays out for you?

>> That has been a challenge. We are taking so many phone calls and the dispatchers are dispatching so many calls, we do not necessarily see, all we see is the outcome of the call from the officer's perspective or what happens when they go to jail or the prosecution in court, we do not necessarily see that. They go from call to call it urges basically doing their job. It has been a challenge for us just to find out what happened and what part that was so important that we played in the help of the prosecution of the defendant. That is the piece that is missing.

>> This may be a piece for those of our audience to are looking at building those relationships and providing some feedback between 911 and others down the line. I observed, have had the opportunity to read a lot of police reports and prosecution reports and doing that kind of analysis, that that 911 starting point is really critical and often times I will read something and say, I wonder what was really going on in that call or if there was a clear link between what was developed at 911 and then with the patrol officer did, you might have a very much different picture of what was happening right then and there.

>> Can I add something?

>> Absolutely. Dive right in.

>> The thing that a lot of people, it is hard when you read the please report or once officers on scene, you do not necessarily have that same emotion that is captured in the 911 call. It is difficult for people to understand the difference in the 911 call and the officer responding. So often, things will change once an officer gets on scene so that is why it is so critical to get all the information from your caller and document that into your call because there's a lot of times with a situation changes or the victim I tried to recant what they say happened, which is normal. That is totally normal. That emotion that is in that 911 call is not always heard by the officer immediately.

>> What are some of the kinds of things, the kind of information that you're listening for and wanting your call takers to develop when there responding?

>> We always always -- location location location, we need to know we were going, we need to know what is happening in terms of what is happening to the victim. Hearing the emotion in their voice, sometimes it is what we are not hearing, information on their safety, weapons, children, is anyone injured, a lot of times when we have the vague answers that is generally a situation where the caller is not able to provide that so there is a safety factor for them. Maybe they cannot talk, the offender might be right there so we have to, we really try to teach and train our call takers that sometimes it is not what they're saying, does what they're not saying that you have to listen for. Any background noises, children crying, things like that are keys for the call taker to try and pick up on

>> That is really interesting. When you said that you are paying attention to what you are not hearing, I'm thinking of a focus group discussion we were involved with ones with a number of women survivors who have used 911 and one of them said, listen for what I am not saying so it is really reinforcing that importance and if you will that the best practice of zeroing in on what you are not hearing, that is pretty fascinating.

>> Sometimes they say things that you may not, call takers may not pick up on right away, it is not that bad this time, or you might lead into different things about the offender in a way where, unless you know, like an example, one woman said one time, he's a Marine, his next Marine, she said that like four times and he is very muscular. Is and she was trying to tell the call taker there that, you need to be careful.

>> How do you develop somebody to guide them to be able to know how to pay attention to what they're not hearing or what may be said that is caring a certain meaning to safety conditions at the scene?

>> That is something that does take practice. The more calls that you evaluate and listen to and the more feedback and training that you provide to the call takers come of that is really only way that they are going to learn. It is very hard to tell someone what to do unless you have them listen to the call again during call reviews and see if they pick up on may be what they did not pick up on the first time. I hope that makes sense. Just to reinforce training and providing feedback and if there is a policy in place that is difficult for call takers to understand, rework the policy so it is easy to understand and then they can incorporate that into their procedures on how to take those types of calls.

>> You aren't called -- you are involved with the blueprint in Saint. Paul and Ramsey County right? That has been a pretty big shift, it has been a shift in policy and protocol in that it is this interagency response with a set of policies and protocols for everyone from 911 on through that criminal legal system response. We have got a big of a best practice guideline here in a way. What do you see as the biggest impact of the blueprint for safety on the way in which 911 doesn't -- does is work?

>> I believe since we have shifted with the blueprint, I think we are doing better at not only calls on domestic violence but other calls. We are becoming more engaged with our callers and we're getting more information in. We are asking more questions and we're looking at in terms of not just someone is calling 911 for help if someone is calling 911 for help and what I do or do not do can affect what happens to this person down the road. I think we have just shifted into a whole different mindset and I

do not want to say that we were not serious about it before but we are more conscious of the relationship aspect.

>> I am going to move here to a little bit of a comment and summary on what we mean by best practice and then we will move into actually listening to a couple of calls and having some discussion of them but wanting to reinforce, because that best practice phrase can sometimes be a little nerve-racking for folks and what you mean by best practice? What we are presenting here to the materials that you have in the webinar and this also reflects the work of the blueprint for safety is really drawing on what we have learned over the past 30 now, probably getting close to 40 years of work and changing community response to battering. We are drawing on that experience through institutional analysis and safety and accountability audits to the Saint. Paul blueprint for safety in the ongoing work of the demonstration initiative . We are drawing on the research of criminal justice interventions and what we have learned from that and really seeing these big systems haven't really been designed to focus on and pay attention to battering into focus on the questions related to safety for everyone involved. What we are presenting here, and the call review worksheet that you have in front of you, which again reflects the work of the group for safety is really a way to try to coordinate and work together in a different way, it is going to pay more attention to safety and accountability. For 911, there are some key headings are related to best practice. One of the things that my ear picked up Emily, you mentioned board engagement with callers. What goes into that? What is the biggest challenge for all takers in learning that, in doing that and how has that changed through the blueprint for safety?

>> I think one of the biggest things that we try to do is get the caller's name right a way and talk to them like they are on a more personal level. We to understand what is going on and we are glad they called for help. Try to use that name throughout the conversation, keep the conversation more on a more personal level versus the sounding robotic by asking questions and letting them know that help is coming or an officer will be dispatched. Just trying to maintain that and keep a calm, even in professional level with them. It is a balance you have to sign because everyone knows how important these calls are in it is important to get the information quickly and get it into a call and get the officers out there while maintaining the engagement with them but still at the same time getting that critical information. It is a difficult balance for some people in the deep they know that help is coming, think that is the biggest piece, we have to let them know that help is coming. Asking questions is not going to slow down and officers response.

>> It does seem like a tricky balance because earlier you said there was an emphasis on location, location, location. In other words if we cannot find who is calling, and cannot get to what the emergency of the situation is, that is not going to be very helpful. At the same time, trying to do that in that context of communicating and engaging in keeping that link going.

>> It can be really hard. It does take practice and it does take some time for people to be able to achieve that balance.

>> We're going to dive into listening to a call because I think this will help us get a sense then of the kinds of things that you would be looking for and developing within the 911 response according to this

general description of best practice that we have in front of us which has a lot of emphasis on communication, determining the emergency, what is going on, getting officers there, figuring out who is in what danger and in what ways and overall advancing safety and providing that kind of documentation that can be again, LinkedIn shared up the line with patrol, prosecutors, probation, whoever's ultimately using that information that comes in at the front and from 911.

>> You mentioned you did well over 100 [Indiscernible] as part of your role as a supervisor. That is obviously a role in terms of ongoing monitoring of the response. Other times that we might use this kind of analysis of calls with the, there is a policy change that is being discussed or considered, it is a way to begin to institute and look at and lamenting the kind of best practices that are reflected on the worksheet and then likewise in the blueprint for safety. Listening to, assessing, evaluating the overall response can come in at many different points in both designing and implementing change. I will call our attention to the 911 call review worksheet that was sent out as part of the materials and then if you do not have that, you can contact Denise at and then if you do not have that, you can contact Denise@Praxisinternational.org. You will see that in the chat to get a copy of them. We are not going to try to cover absolutely every element on here in our call today but we are going to zero in on a couple of things. We are produce -- particularly going to zero in on communicating effectively, respectfully and safely. Some of the things that go into that as well as establishing the type and level of danger. Before we listen to the call Emily, anything coming to mind that you would want to share at this point in terms of this aspect of perhaps communicating effectively and respectfully and safely?

>> As far as I'm you can have very effective call takers and they can be very respectful but listening to the tone of the voice and how engaged they are with the caller, think that is a big piece that we do not often think about because we want to get good information, we want to get it quickly and want to be polite, professional. Think of safety but we do not necessarily think of it on a more personal level.

>> In the jurisdiction Mike Ramsey County, what do you have, here we are probably going to start looking at some of the differences between bigger, smaller jurisdictions for what you have available to you to communicate with callers who are, whose first language is not English, callers who are deaf, using a TTY, what you have available in your community?

>> We do utilize the language [Indiscernible] and we can usually get within interpreter within anywhere from this teen to 30 seconds depending upon what interpreters are available. We have a TTY machine built into every phone so they can communicate with people who are hard of hearing or are hearing impaired in any way. We have that. We are fortunate enough to have some employees that speak different languages so if they happen to be right there and available, they could pick up the 911 line into the translation without having to connect to an operator and that is literally of fillable in seconds.

>> To practice that in training and other settings?

>> Yes. We practice how to use the TTY machine during training, we also, everybody needs to know and understand how to use the language line in of doing quality assurance we discover someone did not use the language line, we meet with them to ensure that they understand how to use the language line and hopefully that will help the next time they get a non-English-speaking caller.

>> Okay. Thank you. We're going to move on and listen to call number one. On this call, particularly, those of you who have the worksheet in front of you can be focusing on that first section on communicating effectively and respectfully with callers. For those of you who are on the phone but may not have access to the PowerPoint, part of what goes into that is responding when callers are unable to communicate or communicate clearly, listing information in ways that are safe, using strategies to promote safety. You had mentioned Emily, that hearing what is not being said or what you are not hearing that may be related to whether a caller can speak freely. Responding when the call has been disconnected. Doing this all within a setting that reflects an awareness of people's distinct whole troll and social identities and how that can factor into communication and that ongoing group or in communication that you mentioned, the tone and setting up, and environment really that encourages people to do 911 as useful. We're going to move on. We're going to play this first call twice. I think that lasts about a minute. We will play it once because often times you do not quite hear everything the first time a rounds and then we will play the second time. I am going to turn it over to Ms. Liz here who is in charge of getting us set up with the sound.

>> Are good, thank you Jane. The causes is a recording and it is an actual live recording we would just recommend that you follow along on the transcript. That will be the most helpful way to understand what is being said and it is an audio recording that we are playing to the phone so it also will add to the distortion of here we go.

>> 911.

>> I need a cop up here in general County.

>> What address?

>> Address B.

>> What are the house numbers again?

>> Address B.

>> What happened there?

>> Someone fogging looking around my fogging house try to get in it. I had to run a way. [Sniffing] Did anyone get hurt?

>> He keeps pounding on the door.

>> Anybody get hurt?

>> I'm scared for my life. He said he was going to kill me. [Sniffing] What is your name?

>> Michelle Larsen .

>> Your first name again?

>> Michelle Larsen.

>> Is it L-a-r-s-e-n or -s-o-n?

>> Yes.

>> Which one?

>> L-a-r-s-e-n

>> -- Yes it is my place.

>> And this is what happened?

>> It is my children's dad and he keeps lurking around the house. He's over at a neighbor's house and he came over last night, tried to come over, and I told him no and he just won't leave my yard.

>> Okay. All right. What is his name?

>> Scott Johnson. He's kicked off the reservation so can you call the reservation cop?

>> Yes. We will have them respond, okay?

>> All right.

>> So, we will play this one more time. I am going to go back to the slide that we need to start with the transcript. Are you ready Liz wax

>> I am ready. Here we go.

>> 911.

>> I need a cop up here in general County.

>> What address wax

>> Address B.

>> What are the house numbers again?

>> Address B.

>> What happened there?

>> Someone fogging looking around my fogging house try to get in it. I had to run a way.

>> Okay, did anyone get hurt?

>> He keeps pounding on the door.

>> Anybody get hurt?

>> I'm scared for my life. He said he was going to kill me.

>> What is your name?

>> Michelle Larsen.

>> Your first name again?

>> Michelle Larsen.

>> Is it L-a-r-s-e-n or -s-o-n?

>> Yes.

>> Which one?

>> L-a-r-s-e-n .

>> Delivered that address?

>> Yes, it is my place.

>> And this is where it happened?

>> It is my children's dad and he keeps lurking around the house. He's over at a neighbor's house. He came over last night, tried to come over, and I told him no and he just won't leave my yard.

>> Okay. All right. What is his name?

>> Scott Johnson. He's kicked off the reservation so can you call the reservation cop?

>> Yes. We will have them respond okay?

>> All right.

>> Okay, thank you Liz. I will encourage folks to chat in questions that they might have for Emily and in the meantime, I will start by asking Emily, if you could share what you heard in this call takers response on the call, the one that we just listen to particularly related to our question of communicating effectively and respectfully and then we will go from there.

>> Okay. I thought the call taker was respectful. It didn't seem like a lot of warmth or more personable in her conversation with her. She did not seem real engaged but there's just not a lot of information that we were able to get so we do not know how much more engaged she could have become. It is hard to tell such a short phone conversation but I personally I'm I felt that she just not seem real interested in the call taker. And the caller was trying to give her some information that she could have asked some follow up questions and it is not seem to happen.

>> What would be an example of that where you saw the call taker trying to provide some information or the caller trying to provide some information and not much follow up with it?

>> When she mentioned about, he keeps pounding on the door, okay, is he's there right now? What is his name, what does he look like. That when she asked if anyone was hurt, she did not really respond to that but she said she was scared for her life so to me that is a fight to say, okay, what makes you afraid? She did say he was going to kill me and then she just went into asking her her name it did not get any more information about this other person. To me he would be a good way to get more information from the caller if she would respond to some of the information that she was giving and I know later on in the call she mentioned that he was, he keeps lurking around, he is at his neighbor's house. We do not know is that neighbor's house right next door, is it a rule area that it is down the road, is her door locked, is she safe and out of danger at this point? She sounded kind of like she was out of breath so that was another thing that I noticed that the caller seemed like she was out of breath.

>> What of the things that I heard, she said that he said he was going to kill me. What kind of questions would you want the call taker to have followed up with when hearing something like that?

>> Obviously a name, a description, any weapons, has this happened before, what kind of history do they have? Again, did he come in a vehicle, does he have access to a vehicle, but again more important to a description, weapons industry I think are a very good key point that could have been followed up on by the call taker. If he was there last night, did he leave and go somewhere else or has he been sitting out there all night?

>> Emily this is Marin, just wanted to insert here really quickly, if you can look at the chat portion of our call, he bore also contributing other ideas that are totally in line with what you are saying. The parsing to ask about the children, the children there right now since he is their father? What are some of the comments they are making? The contest the caller said that he would kill her so there could be some follow up questions about that point.

>> Correct, is there a history, has he done this before? I'm glad you mentioned about the children when he said that he is the children's father, how many kids? Were the kids a witness to any of this? Their are so many follow-up questions that could have been asked and again if this person has a history, is him probation for anything and then in a follow up with that, is that the person is on probation for any type of thing and cannot be in possession of a weapon, has he been drinking or it has he taken any type of drugs, those are also good follow-up bastions.

>> There was a -- someone else made the comment that it seems like the call taker might have had a tone that would indicate that this person was a frequent flyer which we here really commonly or someone who calls 911 a lot or maybe has had a lot of interaction with law enforcement or with 911. What are your comments about those cases where 911 is this unique role in having these ongoing relationships with people about in relation to the continual engagement practice that we promote but also there might have been, who knows of the ongoing relationship that the call taker has with that caller that would indicate, where my turn to say, give her that tone, that responses to the caller?

>> That is a very good point because we deal with the people who frequently call for help, it is hard to know why they may be did not caller could not call before but did the obvious thing is that they are calling so they are looking for help and that we have to treat this as the first time that they are calling. But, make note that they have called before, if that indeed is the case.

>> One of the things that I noticed as well in this call is there is a jurisdiction link because where she is calling is not necessarily perhaps connected with the agencies that are going to respond so she is physically asking for an officer from the reservation police to come out which, how do deal with those jurisdiction issues in general in the response to calls?

>> With hours, generally it is a situation where someone is calling but the incident is happening in another jurisdiction, we have to make sure that we connect them and that is done properly to get them to the right people. Fortunately where we work, we are 12, where I work I should say, we are going to respond if there is an immediate danger to whatever location they give us and if it is not one that we respond to, we are going to get them to the right person that can help them.

>> Okay, what we could probably keep going for a while on this call and loan but I think we will move on, so we have an opportunity to hear a second call in be able to deal from this first went to that one expand our discussion. We have had a lot of good observations coming in in the chat on this first one and we will continue the analysis together on call number two.

>> Jane, this is [Indiscernible]. Before we go on to call number two, just wanted to point out that there was a comment in the chat about the use of technology for callers who are deaf and the notion that TTY is kind of outdated technology and that hearing people will use the video relay system and that the video phone is more commonly used now by the deaf community. Just wanted to know if Emily had any comments about that or what the capacity is in her 911 center to respond when callers dashed to callers who are deaf and the state of the technology around the country?

>> Good point. I'm glad to cut that Denise.

>> We did get people who call through another service and it is a very structured. I know Minnesota relay is one agency that calls in for people who are hearing impaired. There is other agencies that do the same type of thing and it can be a slower response in the sense of getting the information, not necessarily a slower response for officers to respond, does the information might take a little bit longer to get from the caller. I wish I had numbers on that but I honestly cannot give you any numbers at how often we get calls from a relay service versus someone who has an actual machine. Even that number is low also for our agency.

>> Into Emily. We will go on now to call number two, you have been all along Emily emphasizing that these elements are all interconnected so in order to establish a type and level of danger, you have to be communicating effectively and safely in developing a picture of what is happening. For the sake of our next piece of analysis we're going to focus in a little more specifically on what is happening in the call, in developing information about what is going on right now, the present danger and the actions that are occurring or have occurred, the history of aggression or history of other violence and really determining

that risk in a very clear way to who is at the scene as well as the responding officers. Will move on to call number two. Are you ready on that and Liz?

>> I am ready.

>> Has the volume that are right on these Jane?

>> For me it has. What about you Emily? Are you able to hear the calls?

>> Yes.

>> I am seeing in the chat, it looks like so far on the call it is looking good.

>> Okay. Very good.

>> Here it is.

>> [Woman in background: "he hit me"]

>> 911.

>> Is could we have a police officer come here and escort my wife out of the house? [Woman in background: "he hit me"]

>> Okay. -- You still there?

>> Yes. It was dredges?

>> Address a. What is your name?

>> Mike.

>> And last name Mike?

>> What is your last name?

>> [Indiscernible].

>> And what is her name?

>> Karen.

>> And is it physical now?

>> Well we both pushed each other so -- I don't know, every weekend she spends all the money at the casino and I've had enough of it so --

>> All right, we'll get somebody over there to help you out.

>> All right, thanks.

>> All right.

>> I'll move back to the first part of the transcript Trebek to Liz.

>> You uncured again Jane?

>> Yes. We have time so we will listen to this one again please.

>> [Woman in background: "he hit me"]

>> 911.

>> Yes could we have a please also, and escort my wife out of the house Weck

>> Okay. Are you still there?

>> Yes.

>> What is the address?

>> Address a.

>> And what is your name?

>> Mike.

>> Last name Mike?

>> Olson.

>> Okay what is her name?

>> Karen.

>> All right. And is it physical now?

>> Well we both pushed each other so -- [Indiscernible] every weekend she spends all her money at the casino and I've had enough of it so --

>> All right. We will get some of their to help you out.

>> All right. Thanks.

>> All right.

>> Thank you Liz. Once again we will invite questions to the chat and I will start by turning it to Emily and getting some comment from you. What did you hear, what questions did this raise for you given your vast experience with listening to 911 calls?

>> Again, it is the fear of the unknown where there is not really a lot of information that is asked by the call taker. I guess, in the beginning, in the background were your someone in the background besides her, I would like to know who that was, was it a child's, I would like to speak to the woman. Is impossible to put her on the phone, can I talk to her also and let them both have their story. There's just so much unknown about weapons, descriptions, alcohol, any history of violence. The call taker I think should have spent a little more time with the caller to get more information. She just seemed like, well we will get someone out there and in his mind let the officers that was what is going on their. It is not need to know anymore but officers are going into a possibly very volatile situation. The fact that she was yelling in the background, there is some history there and when he mentioned about this happens every weekend, she spent her money at the casino, he is obviously frustrated. I think there is a lot more information that we do not know about and he admitted, we both pushed each other. Is anyone injured? That is something that I would be wanting to know.

>> So from this kind of call, what information which you see the call taker something on to the dispatcher and then from the dispatcher to the officer?

>> It would let you know, sounds like right now it was physical or metaphysical dispute between the husband and the wife but we just do not have a lot of information, you would like to think that he would come I do not know this is a system where they have call takers separate from a dispatcher. Will be able to stay on the phone until an officer caught there and continually monitor. Did he put information in the call that he was speaking to the male half of the female half was in the background claiming that he hit her and was that information in the call. We do not know. It is just one of those -- there's just so much unknown. Is the person who is taking the call the one that dispatches the call?

>> One thing that struck me is that asking when, is it physical now, that is a real different kind of question than what is happening now. It seems like that shut off in a way collecting more information.

>> Jane it is one of the reasons why thought this call was so, this is Maren, it was such a good exercise to listen to because, he asked about is it physical now and he said no, but clearly, there is an intense argument going on about somebody getting hit. Jordan in the chat is saying, suggesting that the call taker should have stayed on the phone until the responding officers arrived since it seemed like there was this potential for things to really escalate if somebody wasn't staying engaged with that caller.

>> Right. I'm does go to jump in there, that is a good point Maren because so often if it is physical or there is something in the background, that should Q you in on, I'm going to stay with this person until an officer is on the because anything can change in a split second and once you lose that connection, what happens if you try to call back and you cannot get through?

>> How to make those decisions about whether you should keep a caller on the line? Are there times where you decide it is better to end the call?

>> With our particular agency we have very specific policies and procedures as to when we are supposed to stay on the line and when it is okay to disconnect. Often times you will hear our callers, this is not physical and there is no threat, there is no fear, you do not hear anything in the caller's voice or

especially of the offender knows that the police are coming in there has been no history, we let them know, is it safe for you to disconnect or do you want me to stay on the phone with you until an officer gets there. We always throw in the if anything changes or escalates before the officer gets there but caused icon 911 and it is one of the situations where it almost, it is hard to say when you should disconnect and when you should not disconnect. Anything with weapons, injuries, sounds physical, there is a history of it, our call takers or take -- staying on the phone until officer gets their.

>> Are there any situations where you might ask the caller, is it safer for you to stay on the phone or can you put the phone down and go to another location? It seems like there are so many variables in trying to do that job of the call taker.

>> There is. We have been very good about getting our call takers to ask, does this person know you are calling? Do they know you're calling? If they say, yes, and they say they're not going anywhere, is sometimes you can hear the are semi-background saying I'm going to wait here for them. In those situations where we do not get answers to the questions, we may have to throw in the question asked, is it safe for you to talk. If you cannot talk, you can certainly set the phone down so I can hear what is going on and let them know that help is coming if indeed [Indiscernible] has been dispatched and hopefully at that point a squad has been dispatched. Sometimes it is a situation where if it is very loud, we may ask the caller, are you able to go to another room? Said they say no, then we say okay, do what you need to do. If you need to set the phone down so we can monitor what is going on, just do that.

>> Double checking here with Denise and Maren , and anything that Jeff spotted in the chat that we should make note of for ask Emily about?

>> It is clear to me there is a lot of 911 call takers on the phone I think because they're so quickly identifying missed opportunities for this particular call taker to gather information and to really communicate with the caller. The thing that I like about both of these examples for causes that you can so quickly see how adjust spending even 30 more seconds or even a minute longer with either of these callers, you could have gleaned so much more information about the context in which the call was made which can only help subsequent intervenors understand what is really going on in this particular case. We do not know the background for these particular call takers, maybe they have lots of other emergency calls coming in and they had to disconnect quickly, that is just a working reality for 911 call takers all the time but you can even see how 30 more seconds was either of these callers would have just given us rich information.

>> [Indiscernible] is thing that sometimes she asks people who are calling to hold on the phone or mute the line and that they are more forthcoming with the truth when they do not realize that you are listening. Emily any comments to that comment?

>> I have never heard of anybody doing that but I think it is a very interesting and good way to maybe get information that you are not able to get an maybe there is something that you are going to hear in that phone call that you were not able to get from the little bit of information that you did get. I like that idea when it is on mute because then you can still get information for responding officers that you did not have before.

>> With that introduce a spell of silence on the 911 and? Would you explain to the caller that you are not going to hear anything for a while because I have to communicate with dispatch? I am thinking of some of the calls that I have listened to in other settings were sometimes there will be 30 seconds, 40 seconds, a pretty long stretch where the caller will sometimes say, are you there ask

>> Yes, I have heard that also and it might be just that as [Indiscernible] was mentioning, and they might be more forthcoming with what is going on or you might hear something that maybe they would not have initially said if they knew that you were listening.

>> [Indiscernible - multiple speakers]

>> Perhaps knowing that they are still connected with 911 even if they are not hearing anything.

>> Right. I do not know that I have had anybody in my agency do that. I do know that I have had people say, I'm just going to listen Norm going to talk to my dispatcher really quick but I do not necessarily know that they mutate. I know that we have the capability of doing that.

>> I find myself in the doodling's that I am doing what we are talking here, drawing a connection between something you said earlier Emily that paying attention to what you are not hearing and then linking that with this question of, does this person know that you are calling? It seems like I could be a really informative and eight helpful questions to have available and to ask. Does this person know you are calling because if they say no, it really does open up a very different picture.

>> Correct. Because that could be then if he does not know that they are calling us, that is one reason we do not want to lose that connection because they he, city defender finds out that she did call and the phone is disconnected, now what is going to happen?

>> One thing I would also like to ask about, what about, I'm going to call them third party calls where it is a neighbor, it is a bystander, to someone passing on the street, it is maybe someone else who is at that location but particularly those neighbor bystander calls. What you expect of call takers in terms of the kind of information, the questions and what should they be eliciting information about in those third party calls?

>> It depends upon the third party call. If it is someone that lives in an apartment building, we try to maybe find out, do you know who these people are? Is it a boyfriend girlfriend, husband wife, you know their names, have you ever heard this before, and especially with an apartment building, that is a security building, can you let us in? If it is somebody that is just walking by and hear something from the street, or even a neighbor in an apartment, what exactly did you hear? Juvenile if there are any children inside, do you know if there are any weapons, do doctors any history with these two people? We try to ask the same amount of questions but again it is one of those things where, if we do not know what kind of information that their party is going to have unless you ask the question so it is always good to ask and even if you get a unknown answer, at least we know that the call taker tried.

>> So if I call up and say I am hearing a lot of yelling from the apartment above me and [Indiscernible] you might ask, can you hear what they are yelling, what is being said?

>> Correct.

>> If that yelling is, I'm going to kill you, that is a different kind of yelling then why did you not take out the trash.

>> Correct.

>> Our time together is blazing along here. We have got just a little under I think 15 min. I'm going to check back with Denise and Maren and again see if you picked up anything in the chat that we should be talking further about before we move on?

>> Yes, there was one other point that Veronica chatted in about really exploring the immediate safety of the person calling. It seems to be such a priority for 911 response, she is commenting about getting a lot of other info history, background context seems a secondary energy, simply figuring out what the caller needs to be safe or what children who are maybe on the scene need to be safe, etc. Comments about that?

>> I'm trying to think, we always want to try to establish safety for the caller and if it is safe for her to talk. If we are staying on the phone with the caller until the officers get there, these are just additional questions that are going to be held will either for the officer once they get on scene, the determining history and other things like that are all going to help restitution down the road but first and foremost we want to make sure that the caller is safe and if they are even able to provide answers to these questions. Does that answer your question are on the car?

>> Yes, I'm sure that Veronica will chat in the she has further questions -- the context and history is a luxury in one way but in another way, I was making the point earlier that just spending a couple of more seconds with somebody, you could even get just little snippets I can really change the course of the trajectory with which we intervene in people's lives in this way. Of course at the immediate safety for the callers is really important but also is connected to the safety of the responding officers.

>> This is Denise and of course, really understanding context can also really help to determine really the level of risk that is going on currently because even if the current incident appears on the surface of it can be relatively minor when placed in the context of past behaviors it can elevate to the urgency of the current call.

>> One thing Emily that this is really reinforcing after listening to these calls and your comments is, something you are emphasizing at the very beginning of our call which is that 911 call takers are in eight unique position to draw a clear picture of what is happening at that scene and if those opportunities are lost to develop that information then it is probably going to go largely missing and could be quite dangerous for all involved, both at the scene and responding officers.

>> I think that call takers seem to -- are underperformers Eugenie in what they do or do not do that and other aspects so if the whole assess of a call from beginning to end to the office -- officers responding I think especially nowadays people pay so much more attention to what 911 is all about and what we are

supposed to do or what we should or what we didn't do anything there is so much scrutiny that people get a little nervous at the idea of 911 being out there in the focus of in the media and all of that.

>> If you think of who else in the whole system from police to prosecutors on to those of us who work in efficacy or any other positions have our daily work recorded anyway that it is played back exactly what we said or we didn't say and how we handled it then who knows when it might even suddenly appear on YouTube.

>> I'm going to move us a long period we could probably now we sort of got our appetite wet for listening to more calls. Is this similar to what you do Emily when you are in your supervisory role when you are taking a look at assessing 911 actress if you will and your role as a supervisor?

>> Yes. I pretty much have the blueprint information with me when I am listening to these calls and first and foremost I listen to the professionalism, are they polite, they engaged, and then looking at, are we collecting, who is involved, what is happening, when did this happen, I do not necessarily use it the word why in a sense that why is really a defense mechanism I think I'm not sure if if that why is and therefore that particular section. What prompted this woman to call? Are we getting that information? Are we staying on the phone with the caller until the officers arrive? We are fairly lucky in our situation being urban that we can get officers fairly quickly so sometimes this information is not able to be asked as an - if the officers argued on scene.

>> So you have this phrase does -- distinct role as the supervisor in listening to calls in assessing practice then there's another link we will make here which is, how you might use this in the context of a [Indiscernible] community response, then interagency workgroup, and interagency response such as the blueprint for safety. I know some of the folks were on the call today have done this in their communities were you bring together a kind of team of people, it might be a 911 supervisor such as yourself Emily, maybe a call taker, advocates, parole officer, maybe a prosecutor, so working with a small workgroup and then utilizing these tools, the checklist is one of them that comes from the set of best practices assessment tools that Praxis has developed and it lays out the steps, the how to do it, what you do, how to do it and conducting something like a 911 call review. The king of it as not a sort of necessarily static one-time is saying is something that can be used to plan for changes in your community. Maybe this is gearing up to do a more involved community assessment or practice assessment. Maybe it is a community that has decided to take on the print for safety. Listening to calls of then in doing this kind of analysis together is a way to plan and strategize and then as you really illustrated, Emily, a way to monitor changes and policy and practice. So, with shifts that have taken place in additional tweaking of practice in Ramsey County, emergency medication, using this assessment process to figure out how that is going. It brings together then this way of looking at every day, day to day practice and begin to see were some of those things are working tightly and well, where there might be gaps. Between the two calls that we have listened to Emily, what would be your top two gaps, the two things that you would want to work with and provide additional guidance on for those call takers?

>> First I would be curious to know what their policies actually are for these types of calls and then, have people been trained in those policies and do they have anything in place for these types of calls? A lot of

it goes back to sometimes people unfortunately do not have the luxury to train everybody or have the ability to monitor calls on a regular basis to implement any changes or training. I would be looking at, what do the policies look like and has everybody been trained in these policies and what do they know about domestic violence and the whole pastas?

>> So, really zeroing in on how does this work together for people? What kind of guidance do they have? What kind of process, what kind of tool and then one thing that the best practice assessment tools and this package can offer is a way to look very detailed way as is laid out in the worksheet, what does that involve? What is communicating effectively mean? What sort of things would we be looking for in policy and practice? What does paying attention and establishing the level of -- type of danger involved was how do we communicate information? Those of you who are following or will later look up the worksheet, it is really the snapshot now of general best practice and actually I should say specific test practice in terms of 911 response that then has a role and a relationship in our ongoing community coordination and interagency work. To sum up and take us out here, we have done this very quick illustration of a best practice assessment that has in this case a specific focus on 911. In your community you might be doing this in partnership with someone like Emily, perhaps with a police officer, or prosecutor advocate sitting alongside. Using this checklist of core practices that we have been referring to, the 911 review worksheet and really building and emphasizing this practitioner advocate ownership. Committees are going to be all over the map in terms of when and how they are able and ready to do that but it is one of the elements that is built into the set of best practice assessment tools.

>> With that, I'm going to check in with Denise and Maren and see if you have any additional comments from the chat and can direct us on where to learn more?

>> Scheuer. Thank you so much Jane and thank you Emily for this very enriching and enlightening conversation. I also again want to extend my thank you to the 911 call takers and law enforcement folks who are on the call today. It really makes me happy that you are here and that you were with us and we're really interested in your feedback so when you close out of today's session, please do fill out the evaluations we can make sure that these are relevant for you. This was actually the first in a series on best practice webinars that we are offering. The next of which will be in August. Excuse me for one second, Denise, we are tag teaming on the same computer. On August 14, Wednesday. This will go over best practices in patrol and investigation and we will have law enforcement practitioner on the call with us for that.

>> Next month we have another webinar training coming up, not a best practice response but on a tool that many communities have used to great effect in assessing their communities response to violence against women and it is through the use of mapping, your systems -- we will have Katie [Indiscernible] rock raises from the city of New Orleans domestic violence program director on the call who has used of mapping as a critical organizing exercise in her team unity coordinated effort to domestic violence. To learn more about the tools and the PA practice offers to communities to assist their analysis of institutional responses to violence against women please go to our website and particularly the tools that we talked about today are the to Mystic violence best practice assessment guides which will send

you a link to directly. You have been getting direct links to that in the materials for today's webinar but will send a follow-up e-mail on that.

>> Those guides providing great detail templates, suggested time is, team configurations for implementing this sort of assessment practice back home. We are also available for you on one-on-one assistance for brainstorming and problem solving so please contact anyone of us at any time. Either Jane, Denny's or myself directly. -- Denise or myself directly. Yes, there was a question of the chat, was it recorded? Yes it was recorded and will be posted on our website in a couple of days time so you can check our website to download a link to the recording or to stream it online.

>> Thank you so much to everyone for participating and as our beloved executive director who left us a year and half ago, always will close out these webinars and audio conference [Indiscernible] with do not forget that somebody out there or something probably loves you and if it is not your mother, get over it.

>> [Laughter]

>> With that we will close. Thank you so much to everybody we look forward to hearing from you again.

>> Thank you for everyone for joining us this afternoon and thank you Emily.

>> Dinky Jane, was glad that I could participate.

>> -- Thank you Jane, I was at that I could participate.

>> -- Glad that I could participate.

>> [Event Concluded]