In order to enhance individual and institutional advocacy practices, this is a suggested internal agency procedure to record, track, and handle response concerns/problems.

Every time a staff person or volunteer identifies a response problem involving the advocacy program, a community agency, system or institution, the policy will be to:

A. Document the problem on the *Institutional Response Concern Tracking Form* (next page).

* Where the source of the information is a battered woman or sexual assault survivor, determine whether she wants to be involved with any efforts to participate in the solution.
* Options to consider:
	+ Invite her to attend meetings with the involved agency to address the issue;
	+ Conduct focus groups to gain more information/identify solutions;
	+ Create other opportunities for women/survivors to participate to take action as a group in addressing community response problems.

B. Route the form to the person who has been designated within your agency to keep track of institutional

problems (i.e. liaison, coordinator of your Coordinated Community Response (CCR), SART or multi-disciplinary team, institutional advocate, etc.).

C. The liaison (or other designee) will take the following actions:

* *Where the situation requires an immediate response*, after discussing the situation with a supervisor, secure releases with the woman/survivor if necessary and contact appropriate party in the involved agency for immediate consideration and resolution;[[1]](#footnote-1)
* *If the situation does not require an immediate response*, address the issue/concerns at a staff meeting or other meeting to address concerns.

D. At the staff/other meeting, possible avenues of approach include:

* Contact the involved agency for resolution;
* Keep the form on file to see whether the problem is part of a *pattern* that needs to be addressed at a future time. For example, in cases which do not require an immediate response, such as a judge who may have made a disparaging comment about battered women in open court but has not yet demonstrated a *pattern* in this regard;
* Determine who is going to accomplish the strategy and by when.

E. Update “Institutional Response Concerns” Tracking Form to include outcomes and strategies attempted.

F. Keep completed forms on file.

##### Details of the Concern

**Date of Incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Advocate/volunteer involved/reporting incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Woman/ Survivor Involved:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Woman/ Survivor Permission to Use Name if Necessary: \_\_\_\_\_yes \_\_\_\_no (Release of Information-see below)**

**Concerned Agency/ Employee Involved:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Description of Concern (use reverse side if needed):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Remedy (to be completed by liaison or a multi-disciplinary team coordinator)[[2]](#footnote-2)**

**Action Taken: \_\_\_\_ phone call \_\_\_\_letter \_\_\_\_meeting \_\_\_\_\_training \_\_\_\_policy development**

**\_\_\_\_Other action, explain\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Describe action taken\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Outcome\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Persons involved in reaching outcome\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Other relevant information\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Release of Information**

**I give \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name of Program) permission to address this matter with the involved agencies.**

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Initial by advocate if permission given over the phone)

I would like to participate in focus groups or other methods of addressing this problem, as needed: \_\_\_\_ Yes \_\_\_ No

**System Response Concerns (SRC) Tracking Sheet:**

**Department\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Victim/Offender****Names** | **SRC****Dt** | **Details****Of****SRC** | **Action to take****(TO DO)** | **System****contact** | **Outcome/Resolution****(RES’N)** | **Res’n****Dt** | **FA**[[3]](#footnote-3) |
| V:O: |  |  |  |  |  |  |  |
| V:O: |  |  |  |  |  |  |  |
| V:O: |  |  |  |  |  |  |  |
| V:O: |  |  |  |  |  |  |  |

1. It is best to develop a working agreement with the agency in advance that designates a person within each agency to address response concerns. [↑](#footnote-ref-1)
2. 2 In places where there is an outside CCR coordinator, SART coordinator, or other multi-disciplinary team coordinator, confidentiality considerations need to be addressed. [↑](#footnote-ref-2)
3. Follow-up Action: Write letter (L), Meeting (M), other (O) [↑](#footnote-ref-3)