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PRAXIS INTERNATIONAL BUILDING BLOCKS TRAINING WEBINAR SESSION

***The Crucial Role of the Community-Based Advocate in Rural CCRs***  
With Rose Thelen, Praxis Technical Assistance Partner

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***The Crucial Role of the Community-Based Advocate in Rural CCRs***  
With Rose Thelen, Praxis Technical Assistance Partner

Wednesday, May 21, 2014

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## Coordinated Community Response (CCR)

- An interagency effort to institutionalize practices that enhance protection for victims/survivors, accountability for offenders, and change the climate of tolerance for violence in the community

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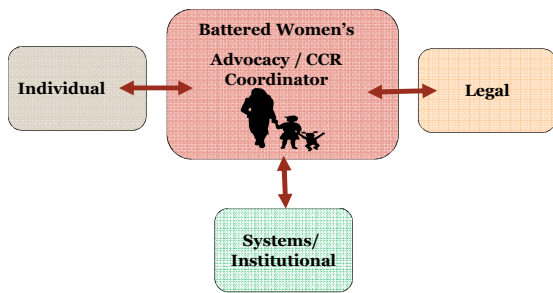
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## Community-based Advocacy in a CCR



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## Coordinator and Advocate: The Crucial Link

- Ongoing relationship between advocacy program and coordinator
- Identification of response and victim safety concerns
- Critical analysis and problem-solving
- Conduit for translating victim's experience into change

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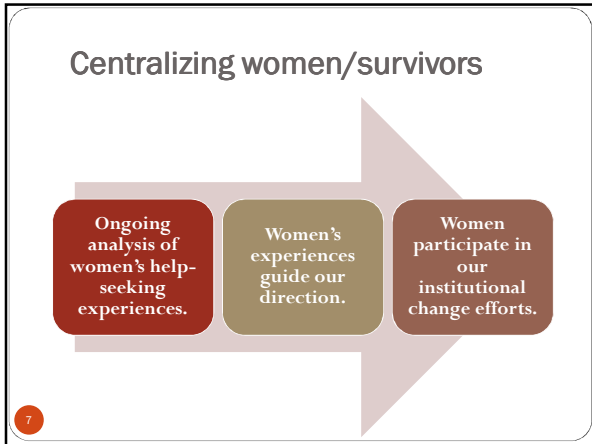
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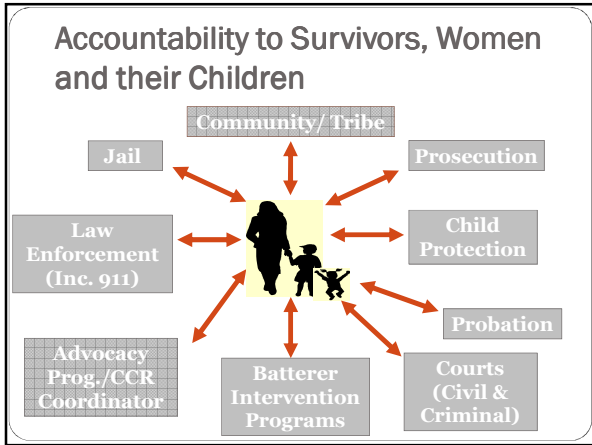
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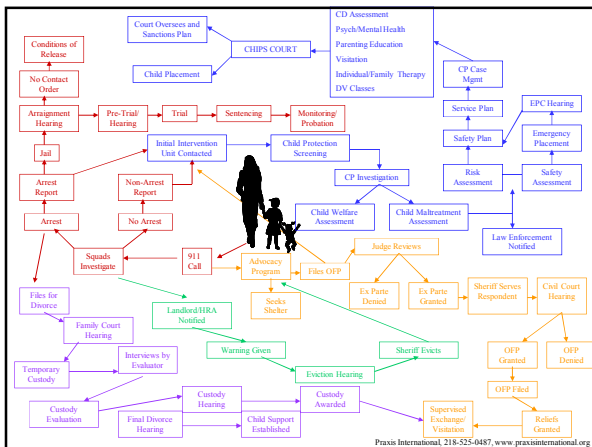
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### Coordinating Rural Inter-agency Responses to VAW

- Identify gaps
- Implement solutions (policy, protocol, procedure change)
- Monitor/evaluate results

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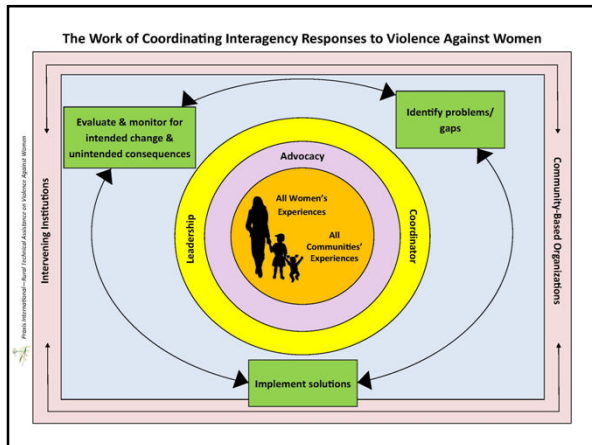
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### Identify gaps

- Advocacy- initiated response
- Interview, observe, survey, document women's lives
- Track/ monitor public data

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## The Advocacy-Initiated Response (AIR): What is it?

Written Agreement/ Linkage

- Law enforcement contacts advocacy program asap after a domestic violence related call
  - Victim is informed that an advocate will be making contact
- Advocate contacts victim of domestic violence asap
  - Advocate, not victim, initiates contact

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## Advocacy Initiated Response (AIR) Systems Advocacy Function

- Identify gaps and strengths in response
  - What was the experience like for the victim
  - Compare the official account (report) to her narrative
  - Quality assurance for new practices
  - Bring forward concerns
  - Track and monitor
  - Other

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SAMPLE DRAFT  
**WORKING AGREEMENT BETWEEN DOMESTIC VIOLENCE ADVOCACY PROGRAM  
AND LAW ENFORCEMENT AGENCY**

**I. Law Enforcement Agency agrees to:**

- A. The (designate law enforcement personnel) will contact the advocacy program within (designated time) of all arrests for domestic violence related crimes, including incidents where officers determine there is probable cause to arrest but the alleged perpetrator cannot be immediately located. (specify responsible party, i.e. dispatch, arresting officer, jailer, other).
- B. Share arrest and non-arrest reports on all domestic violence-related calls. Domestic violence-related calls would be those wherein the parties involved have a relationship as defined in (Statute reference). These calls include, but are not limited to, assault, disorderly conduct and civil protection order violations. (Specify procedure, ex: reports will be faxed within 24 hours of the incident except those calls occurring during the weekend. Reports generated by calls received during the weekend will be faxed Monday morning).
- C. Hold suspects in custody until first appearance or as allowed by statute (ie: 36-48-72 hours).
- D. Keep statistics on all domestic calls, both arrests and non-arrests. Maintain computerized data when possible.
- E. Review, revise, and update law enforcement policy with Advocacy Program annually.
- F. Provide and/or participate in annual training on domestic assault, as needed.
- G. Identify a liaison to the Advocacy Program for purposes of implementing this Working Agreement (designate responsible party).
- H. Participate in meetings with Advocacy Program and other criminal justice agency representatives as part of the coordinated community response.

**II. Advocacy Program agrees to:**

- A. Maintain a 24-hour telephone service that will provide information to callers regarding services and options available to victims of domestic assault.
- B. Make immediate contact with the victim (within one hour of notification by law enforcement in order to: a) provide information concerning the court process and available services; b) elicit victim's input into the court process; c) ascertain the victim's wishes regarding conditions of release; and d) offer accompaniment throughout the court process.

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C. Provide support and assistance for victims throughout the civil or criminal court process by accompanying them to court, advocating on their behalf when appropriate, and providing transportation and child care when possible.

D. Provide weekly support educational groups for battered women.

E. Facilitate the exchange of information relevant to the case as desired by the victim.

F. Work with law enforcement and affected criminal justice agencies to ensure appropriate court outcomes by advocating on individual cases and by coordinating domestic assault intervention policy and procedure development with criminal justice and other community agencies.

G. In cases where arrests are not made, staff will attempt to contact persons identified as victims on the non-arrest report and provide them with information and support.

H. Provide training to local law enforcement and other criminal justice agencies on the issue of domestic assault.

I. Track the criminal justice response from the initial call through final disposition.

J. Meet with individual agency liaisons to discuss deviations from policy or changes in protocol.

K. Provide quarterly reports to intervention agencies regarding the disposition of cases in which they were involved.

L. Meet with representatives of all involved agencies to discuss the effectiveness of the policies and practices of the coordinated community response.

M. Identify a liaison to the Law Enforcement Agency for purposes of implementing this Working Agreement (specify responsible party).

**III. Law Enforcement/Advocacy Program Domestic Abuse Complaint Procedure**

Whenever the Advocacy Program or the Law Enforcement Agency identifies or receives a complaint regarding the response of one or more of the employees of the other's agency, the Advocacy Program Liaison and the Law Enforcement Agency Liaison agree to contact each other for the purpose of investigating and rectifying the complaint.

This agreement is entered into for the purpose of standardizing the collaborative domestic assault response between the Law Enforcement Agency and the Advocacy Program. It will be reviewed annually to assess its effectiveness and to make revisions where needed.

This agreement is entered into on \_\_\_\_\_ (date)

Law Enforcement Agency \_\_\_\_\_ Advocacy Program \_\_\_\_\_

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## Identifying Gaps: Institutional Response Concerns/Procedure form

- Institutionalizes documentation of problems
- Emphasizes addressing systems gaps/risks, rather than helping women to manage or recover
- Operationalizes victim-centered approach/ women's involvement
- Other...

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Institutional Response Concerns Procedure, sample

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;
- 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.

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.

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**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)<sup>1</sup>**  
Action Taken:  phone call  letter  meeting  training  policy development  
 Other action, explain \_\_\_\_\_  
Describe action taken \_\_\_\_\_  
\_\_\_\_\_  
Outcome \_\_\_\_\_  
\_\_\_\_\_  
Persons involved in reaching outcome \_\_\_\_\_  
\_\_\_\_\_  
Other relevant information \_\_\_\_\_  
\_\_\_\_\_  
**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  
<sup>1</sup> In places where there is an outside CCR coordinator, SART coordinator, or other multi-disciplinary team coordinator, confidentiality considerations need to be addressed.

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### Identifying Gaps: Tracking and Monitoring

- Sophisticated tracking systems: DAIN
- Scope and scale
- Start with your numbers
- Other...

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### Build Solutions into Case Processing



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### Assess and evaluate

- Tracking / monitoring
- Supervision
- Text analysis
- Ongoing victim engagement

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### Overcoming Obstacles

- External:
  - Institutional
  - Community
- Internal:
  - Advocacy Program

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### Strategies for Equalizing Power

The diagram consists of two circular arrows forming a loop. The top arrow is dark red and points clockwise, with the word 'Institutions' written inside it. The bottom arrow is olive green and points counter-clockwise, with the words 'Advocacy program' written inside it.

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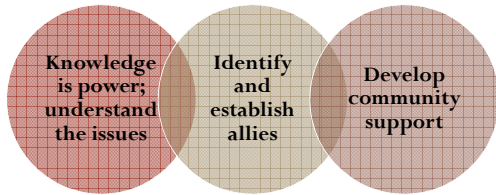
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### Strategies for Equalizing Power



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### Finding Common Ground with the System

- Good practice is the right thing to do
- Reduce risk & recidivism/enhance public safety
- Establish agency/community standards
- Establish strong leadership, positive community standing, resume' building, model community
- Wise use of public dollars
- Improve law enforcement, prosecution, other response
- Improve agency morale
- Other persuaders: victims/survivors, media, law enforcement experts, community/civic leaders.

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### Engaging the Community

Reasons for a CCR...

- Progressive, evidence-based community standards
- Transparent and accountable public agencies
- Safe streets and schools
- Community-based v. victim reliant: *It takes a village.*
- Reduce lethality, recidivism
- Creates stability, make him stop, not uproot her
- Wise use of public tax dollars
- Civil liability
- Model community, not haven for batterers

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### Questions & technical assistance

- Rose Thelen, Praxis Technical Assistance Partner  
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