


**The 911 Call:
The Critical Starting Point**
Best Practices in 911 Response to
Domestic Violence-Related Calls


With Jane Sadusky and Emily DeBroux



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Critical role of 911

- Initial call takers
- Immediate link to responding officers
- Longer term link between incident and prosecution and probation



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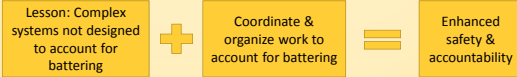
**Best Practices in
911 Call Taking**



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What do we mean by “Best Practice”?

- Lessons from 70+ communities' analysis of responses to battering
- Research of outcomes in criminal justice intervention for women and children



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For 911, “Best Practice” means:

- Communicate effectively, respectfully, safely
- Determine emergency and priority
- Direct responding officers
- Establish the type and level of danger
- Advance safety
- Document info related to the emergency
- Continuing engagement

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Assessing 911 response

- Policy change
- Best practice implementation
- Ongoing monitoring

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911 call review

- Checklists
- Redacted calls
- Listen once, listen again to analyze



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Assess for the following best practices in 911 call taking:

- Communicate effectively, respectfully, and safely
- Establish the type and level of danger



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Call 1: Communicate effectively, respectfully, and safely with callers

- Respond to callers unable to speak
- Elicit information safely
- Promote safety
- Respond to calls that are disconnected
- Awareness of cultural and social factors
- Communicate core messages



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Call 1

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Call 2: Establish the type and level of danger

- Elicit information from the caller about:
 - Immediate danger
 - Aggression/harm that has occurred or is occurring
 - Suspect's history
- Determine the risk to:
 - Persons at the scene
 - Responding officers

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Call 2

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Using call reviews to assess 911 practice

- Who?
- What?
- When?
- Why?

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Best Practice Assessment Tools

A set of tools for a small, interdisciplinary group to review response to domestic violence-related cases in four key areas of criminal legal system intervention:



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Making the connections...



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Features of Best Practice Assessment

- A specific focus
- Conducted by a small team
- Checklists of core practices
- Practitioner-advocate partnership

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To learn more...


Tools and technical assistance provided by Praxis:

- www.praxisinternational.org
 - Go to Our Programs, Institutional Analysis/Community Assessment
 - Vast audio archive and resources on analyzing institutional responses to violence against women
- Domestic Violence Best Practice Assessment Guides

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