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**Rural Building Blocks Webinar**

**Roles, Tasks, Responsibilities for Coordinators in a CCR**

**Rose Thelen, Praxis CCR Technical Assistance Partner**

**Wednesday, March 22, 2017**

>> Please stand by for real time captions.

>> Rose's session will focus on roles of task responsibility for coordinators in a CCR and I would like to just touch with some of the highlights of her lengthy bio but as way of introduction, Rose is a practice Technical Assistance Partner providing training NTA to rule over BW grantees in the area of Coordinated Community Response. Roko's the gender violence in Clearwater Minnesota in 1993 and continues to operate that organization Rose provides training domestically and internationally CCR methodologies law enforcement investigations individual in systems advocacy facilitating battered groups in battered women's groups and she focuses on the intersection of child welfare and domestic violence and as I like to say what does not roaster -- Rose do

>> Rose we are delighted and fortunate to have you with us today. I will have to get started Rose as soon as I touch upon some Webinar functioning to hopefully improve your participation today. So first of all you notice that there's captions rolling at the bottom of the screen and with all real-time captioning the stakes are possible in so we appreciate your consideration in that regard and I would like to refer you to the Q&A box that you see on your screen. Below roses Bodo and that is your opportunity to ask questions or make comments since the phone lines are

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going to be muted for the duration of our session. If you have something that you would like incorporated into the training, just chat a comment in the box it will be visible to me and I will make it a point to integrate that into our training. So in that Q&A box, far right, you'll see a notepad and option to make adjustments to the text and color settings of that box. Utilize that at your discretion. If there are participants joining why voice over IP Internet audio and you notice that the sound is not so great, or best recommendation is that you dial Invid Tello on and once you got audio connection by phone simply to your speakers off and that should improve your participation. If you need any further assistance with your Webinar, you can either utilize the troubleshooting – option that you will see in the top right portion of your screen where it says help or you can send a message through that Q&A box to either our Webinar host or myself and we will do our best to help you troubleshoot. This session is being recorded and will be available on the rural Technical Assistance archive page training archive page and always feel free to use my email address if you have any audio issues if you're not participating in Webinar and you like to pass along a question, via email so that's available to and Liz at Praxis International Liz@PraxisInternational.org. So with that Ms. Rose, I will have you take over the session and it is oriented toward topic

>> Thank you Liz it's a pleasure to be on this call today and thanks to everybody who is joining us and to get us started of course I want to ground us in what we mean by a Coordinated Community Response and you see the definition on the screen in front of you and it's an interagency effort to institutionalized practices but that centralize the accountability and build community capacity to effectively intervene and prevent domestic violence. And I believe Liz correct me if I'm wrong for people received e-learning tool as part of this conference today

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>> Captioner lost audio.'s's decision-makers within the community to change practices so that make them safety is more short and offender accountability is part of the response to the domestic violence and that they intervene then in ways that not only prevent the repeated offense, repeated by the offender but also prevent other offenders within the community from acts of domestic violence and off will say more about that as we go but I was wondering if first you could find out from the people in the audience I see we have 53 attendees today, how many of you are coordinators or say how many of you are actually coordinators of a community response and if you just click on that icon and raise your hand, and Liz well count them for me --

>> So the hand raised icon is the image of a little person at the very top toolbar towards the left of your screen, and so that's terrific we are getting quite a number of responses and it looks like we have about 15 coordinators who are joining us. That is great to know.

>> And maybe another had Joel about how many of you lock thinking about being coordinators fear --.

>> If you organization is considering adding or having someone to fill the role, if their coordinator -- we have for people for same their organizations are considering that option.

>> Many are on the line that are not coordinators for thinking about being coordinators so let's go into talking about what we mean by all of this and what the role is and perhaps with the advocacy agency role is not perhaps but in fact what the advocacy agency role is and all the sorts of variables that are involved in coordinating change in how intervening agencies and practitioners take action on

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a case. And you will see the graphic in front of you. It is fairly complicated but what we talk about when we think about how is an intervening agency or a practitioner organized and take action on a case there's a number of things that impact get them to do or not do certain things at every step in the domestic violence case. You see starting at the top administrative practices on the left and regulations linkages resources education and training concept and theories mission purpose and job duties systems of accountability. Liz will get you a more complete description of what this is and what all these things mean but we are going to focus a lot on the administrative practices and the regulations that guide how a person decides there are going to act when they have a particular case. So when we talk about administrative practices and regulations, we essentially are talking about what is in writing that guides how a person takes action, so bearing that in mind, that's going to be a part of how we think about where does the problem exist, how is it generated, and then where do we put the fix. So in terms of thinking about what are we doing I mean the first piece is that and another fancy graphic I love a nice graphic, but what we are talking about is that the job is to first of all identified where are their gaps and how a particular agency or group of agencies respond to the crime of domestic violence and we are talking about primarily in reference to this particular Webinar we are talking about the criminal justice system. And also the civil justice system to a certain extent as far as we're talking about protection orders. So we start when we think about what are the problems that people who are going to be smartest about where our problem is in the system is of course those who are experiencing the problem and in the center of the graphic you see the women who are victims of domestic violence and their children. And we are primarily talking of course in terms of the problem of domestic violence. We are talking about a primary primarily where women are

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the victims of the violence that doesn't mean that men are not sometimes the victim of violence as well and pardon me for being very gender binary and of course we are talking about Gay and lesbian relationships as well. But one of the things that according to will want to do or a Coordinated Community Response effort is going to want to do is find out what are the problems. If there are no problems, problem is solved in you really don't need to do this whole effort. But as we all know, there's a lot of problems that exist within the system and how it responds to cases of domestic violence. There's also overlap with sexual assault in terms of how we think about it and how we move forward to make the changes that are necessary to enhance victim safety and offender accountability. So the next ring is advocate the advocate is going to know be the next Mars person in the room or in the community because she's in conversation and in contact with the victim she hears and knows about lives through the experiences of the women do and so she's going to have a lot of information about these gaps. What the coordinator does his taps into those experiences and that full dossier about what's happening next and yellow circle is the coordinator whose job is always to be in touch with gathering information about constantly identifying ways to increase their knowledge about where do I put my efforts to get leadership within the community or within these agencies to take action, to make changes. So always thinking about that process, it seems pretty simpler -- simple what are the gaps or what might be the solution and in thinking about this particular three-step process, you're not going to just take these gaps to the community as is and say what do you say we brainstorm around particular solutions, it is also the role of the coordinator of the effort in conjunction with the advocacy program and the women to be able to think about what would make the difference here and we will talk about how you can figure out what some of

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these solutions as we go in this Webinar, but what we are looking at generally is we are looking at trying to change something in the written text, the policies and protocols, procedures and forms, the checklist that routinely organize again the practitioner who takes action on behalf of that agency when they are doing their job of intervening on the crime of domestic violence.'s

>> So before you ever involve the agency itself, you may be wanting to think about and working with for example your national resource Center, your coalition, other programs that have had the same problems and then working on solutions or maybe have implemented solutions already to find out what has been done elsewhere that we can bring to our community. And the third step is once those solutions have been implemented, you're going to want to monitor and make sure that the solutions are actually being implemented and that they are making a difference and of course going back to the last graphic, once you have monitored those implemented solutions, if there needs to be modifications you start the loop again what are the problems with what we are doing and how can we fix it so it is an ongoing process in that way. Does it make sense Liz?

>> Yes it does. It's a good description and a good orientation to get us started. So far we have not had any questions or comments. But another reminder do not hesitate at any time to share your thoughts with us and I will make a point to get them incorporated into Rose's discussion

>> So let's look at the CCR coordinator does CCR coordinator is as a term suggested as a coordinating number of the activities related to those three broad concepts so first of all there's a notion again of identifying the gaps, and we will get into how you do that in a bit. Identifying the potential solutions, and then bringing together the right people and I would suggest that this be done in an ad

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hoc way so bringing together selected decision-makers to talk about what the problems are and then exploring with them some suggestions for what might take care of that particular problem as identified by that coordinator and then bringing that community ad hoc group together and again this is not a whole team, we will get to get data that but this is people who can make changes in the agency that is responsible for where the problem is currently residing. This is CCR cornet brings them together the problem and take a look at potential solutions and they set up a process for further exploring how those solutions could be implemented locally and then ultimately what can we do to draft our version of what is a defined process or a defined written document that would organize us in our community and then to move the process forward through subsequent meetings to do that. And I'm just realizing by going through this that there's a lot of words and give you an example in a little bit but the other task of a CCR coordinator is as you look at this third main bullet which is about facilitating the interagency process is CCR cornet or might also or be organizing and facilitating an ongoing task force or team or a larger group effort that is engaged with them to be a supportive, to making these changes. Let's talk a little bit about the large group because in some places where I have worked you will see the people say well we have a CCR and what that means is they have a group that meets on a monthly basis and they get together and have been getting together for a long time and they know each other well and know what each other does and they like each other and maybe via getting on each other's boards maybe they are being invited to each other's children's weddings even. But they haven't really moved into the arena or are not at this particular point in history making changes in what they do. They are not developing a sustainable practices that will shift from the problematic fact is to a solution. And so if you have a large group and it's going fine you've got good

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relationships built that's all the better but this large group will not necessarily -- I should say don't think of this large group as a place where you bring a problem and say in our community our law enforcement for example to take an example from the e-learning tool is arresting a lot of women for their self-defensive acts of violence and that would probably be a bad thing to bring up in the large group. Because you're going to see a lot of -- there'll be a lot of defensiveness and it will be exposing a particular person on the team or their agency, the best way to think about that particular problem for example is again okay we identified the problem, identified the solutions exist in other places that would take care of that problem, we've identified were in fact that problem may be generated as a result of what particular action is currently underway and now we will sit down with the Chief of Police and who is responding officers are making those arrests or maybe it is a sheriff and we will sit down and talk about the problem in a way that that decision-maker can understand the problem and as a part of exploring those solutions with the coordinator and perhaps some other select people, and then identify potential solutions and then what the large group might be informed about is that we sat down and looked at a particular problem and here we are happy to report that our law enforcement agency is going to be implementing report writing guidelines that include assessments tools for the officers to be able to accurately assess is this an act of aggression that is a violence in active aggression in this particular incidents or is it an act of self-defense. Does that make sense to you, Liz?

>> It does.

>> Good. Not that you have not heard this before but I might say to everybody at this point that you can -- I'm available for you to call me afterwards to say what

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did you mean by that -- I don't understand that -- it sounds like you might be trying to protect that law enforcement agency, that is not what I am saying but generally, if there's a problem with an agency, the per step is to take that to them and to be able to say in our work with victims we've identified that there's a problem here and we wanted to give you the opportunity first of all to think with us about this problem, too let you know what we found and let you know what we know about that problem and what a potential solution might be. It is that let's call it a courtesy call, let's call it something that I think everybody who runs any agency wants to be able to be informed of the four it is taken to the broader community. And you will trumpet the success of solving a particular problem solved that's the first call it the first volley you may not have success at that level and then it may be important to bring people from your -- the broader group it may be important to ask selected of those people how should I approach this I've expressed a lot of defensiveness when I brought this problem forward, but again the large group is not the place to air dirty laundry. And I've seen many interagency task force is gone awry when that starts to happen. And anyway that is my little elevator speech about that. So moving to the method to identify gaps, as I mentioned and I got the graphic up again, is that the people are smartest about the problem is going to be the women who are experiencing it. And so making sure that if you are coordinator and working within an ab C program, that you are working with them to be able to understand and in an ongoing way asked the questions or document what you know about what women are experiencing. And I can give you an example from experience I had in an Eastern European country and I think that's part of the way and nobody's identified -- I was working with this group of women in Georgia, former Soviet republic country and they knew that there was nothing being done about domestic violence. In fact they

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were horrendous examples of severe violence that even though there was a non--  
- nothing was happening. There were variables about why that problem existed  
within the system that was set up. -- To move forward on that law against  
Violence Against Women but at any rate, the advocates new that it was not being  
followed at all. They were the only ones who knew that. And so I said that his  
goal because gold because you have within your within the work you do you know  
what is going on so do you have that document -- -- how do you know it from the  
conversations with women have you written down any examples of that well no --  
they knew it anecdotally but they didn't have -- they could not point to audibly 20  
women that we worked with last month out of the 15 of them who called law  
enforcement and were severely beaten to the extent that they had injuries, we  
don't have that can't make any claims about how many of those we spoke to and  
how many of the agencies involved failed to implement the law. So we always --  
it's something I see happening in this country as well. We are smart but haven't  
documented in a way that we can bring it forward. So we talk about making sure  
that in your advocacy program if your coordinator don't work with advocacy  
program get them onboard to do this they identify when they hear an ongoing  
conversations that a woman had an experience for example with the plastic --  
with the never utilized that system again never call for help because they don't  
want to get involved -- they felt they were at greater risk because of the call that  
they made for help -- document that. We assent to longer form -- of form that  
includes how you might think about documenting that on a regular basis. So the  
other thing you might want to do in order to identify gaps is tied to other  
communities and other advocacy programs to see if there is the for the program  
talk with other community groups as well that might be having difficulties with a  
particular system. Now the last bullet you see is the system's response concerns

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procedure so let me talk about that a little bit. And that is I sent you two documents that are related to that. They are both titled I believe institutional response concerns, tracking form template and procedure, and this is something that you can look at later on but think about okay how do we make sure that every person in our program and we are in advocacy program, is queued so that when they hear about is a woman's experience they go that's right we will try to capture that experience in fact we have a tracking form for that purpose. And we have a procedure that we now use and so we are going to ask that woman if we can get some more information about the experience she relayed to us. It may not be a good time maybe she is talking to you about this at 2 AM when you are talking to her on the phone and you don't really have the time and don't think it's the right place for you to save pulled everything I have a procedure I want to follow here and let me ask you a few things about that, but you want to inquire -- you know we are trying to do something about this problem and can I call you back later or can we put some time aside to talk about that because we really want to change that so that doesn't happen to anybody else and in fact if you want to help us, we invite you to do so. So that becomes a part of the routine thought process for the advocates or the group facilitator that works for you or the volunteer coordinator or the community education that you have that we will not be just making women feel better about that experience but we will be collecting that data and so we will be finding out about that so that is what we mean by routine inquiry and compilation. The next one you see is think about maybe you identify that there's a problem with how a particular respondent response to a particular group of women that use that particular service for example when I was working in a program, we had the experience where every woman who brought her protection order down to the court came back very

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down in the mouth because she was being treated like dog made at the court administrator's office when she handed over that -- her petition and we thought well we keep hearing this and it is like -- the person possible to be at the counter but not just one person seems like so many of them. We started to do a very unscientific survey when women came back from the office and said how is that experience for you and of course we confirmed it was bad, and I took that down to the head of Court administration and I said, you know -- to just talk to your counter help about getting some customer relations skills because they don't know it but here is what is happening when they are taking care of people who need to submit to protection order. She is like well thank you for giving me this particular piece of information and I will talk to my people and it was kind of -- it was really effective because we continued that survey for another six weeks and women were feeling much better about it in fact they got a smile and I have a good day and the problem was solved and it was very easy and it was quite effective. The other way to identify gaps is to do so observations go on ride a lawns, interview police officers, interview prosecutors, interview others to find out what they feel might be gaps and you might find out for example that you have a prosecutor who never prosecute the case because they feel like the only way they can is if they have a witness of victim who is willing to testify in open court and very little else. You might find out that the prosecutor needs more from law enforcement able to put Casas these cases to prosecute these cases the next bullet is cutesy initiated responsibilities a lot of information on the website in fact I've got a couple slides on that and one additional slide but I'm not going to go into that in great detail today because it is something I think that is separate or take some discussion, but it is if you currently aren't involved with law enforcement to the extent that you are contacted after an arrest, as soon as

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possible, to contact that victim by phone as soon as possible to consider implementing advocate initiated response and this is something that was absolutely intrinsic -- intrinsically a part of Coordinated Community Response is in the early days but for some reason it got lost and we were so busy I think identifying how the system itself to change what they do that we failed to do a lot of documentation about PNS is that there is efficacy as soon as possible to get in touch with that victim and this is going to be particularly useful not only in terms of coordinating a different response, but also in getting that woman what she needs in order to ameliorate some of the difficulties that she may experience as a result of having done involved with that agency. And so in this efficacy initiated response is to be distinguished from law enforcement same to the woman here's a card you can call this agency or do you want me to call the advocacy program this is a protocol that says law enforcement will be contact the new and you'll be initiating the call to the victim. The other way to identify gaps is to establish some tracking and monitoring activities whereby you are going into on a regular basis you are following how many of us there are of those arrest somebody prosecutions, was the sentences, and what's the outcome and was there a recidivism, where the gaps in our big system and that is information on the website about that as well but if you need more information about that, and you don't find it on the website, contact us. The other thing to identify gaps is to identify what's in the text and again we talked about that in the beginning what's in the law that suggests they should be responding differently or what is not in the law that would direct them to take the right action. What is in the rules that are written to govern what happens in the law enforcement in the course and what's in the administrative practices which are what are the internal agencies policies procedures protocols forms checklist etc. checklist etc. Moving forward,

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there's a lot of course that we talked about on that particular slide and again you may not be doing all of these activities, you may not need all this information the start is going to be dependent upon your community agency what the problem is. Here is a site about focus groups and I will split over this because again this is a big topic this is something that you may want to do on a periodic basis to find out how things are going in particular systems pick this is maybe something you might want to bring forward in terms of implementing solutions maybe you want to do a focus group of women who are arrested to find out what their experience was like and maybe want to do that focus group for the system to help them to understand what was the outcome of the arrest that they made of them for their self-defense of behavior. So Aaron I will skip over this as well because I want to into thinking about moving forward to

>> Identifying solutions, here we talk about again this is something I think that perhaps -- this is my go to always is to say for every -- just about every problem that exist out there in the country nationwide in terms of a law enforcement and court response to domestic violence also to child protection or other issues, but primarily there's been a lot done in terms of criminal and civil justice response to domestic violence. There's also been a lot done in the arena relative to sexual assault or so it's really you're going to want to be organized as the people are going to be the liaisons between what you know our solutions out there that could be brought to your community. So you'll be identifying is there a model law out there that covers this and is there a policy in place that would take care of this particular problem and etc. down the road. For example the e-learning tool talks about women who are arrested and I know that this is a big issue in a lot of places and if it is an issue in your community, I would suggest that in fact it is something that needs to be addressed as soon as possible as you feel like well we don't have

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the resources at this particular juncture. I would encourage you to find out what exactly can we do. We do need to attend to this and I would same as well that this is a problem that you absolutely will be able to get attention from the agencies with whom you work to say here's a problem here's what we know about it, we don't have all the documentation in place yet, we can get it if you need to, but we know even from the last six months we've had 10 women who come to our program said they were arrested or we know the five women in the last year were arrested and here's what we know happened to them as a result and here is why it's a problem. If we as a community want to intervene and reduce domestic violence, when we are resting the victim and the ongoing relationship, the victim who is being battered in that relationship because she used violence and self-defense, we have not intervened on the battering in fact we have just shut the couple of doors that might be avenue for her to get the help she needs and to get him to stop. So you can get attention within your community and in the law enforcement community because they do want to intervene on the crime of domestic violence. They do not want to be arresting people for their legal use of force. And in the problem is getting to what the solutions might be that have been developed in other places oftentimes law enforcement is not queued to be able to separate out what is the context of the violence or the injury that we are looking at and to solve that particular problem, there are self-defense matrix that have been developed and they can be reduced in handy pocket size cards for officers to carry, there's major says for matrices that can be used to address are certain questions that the officer should be asking about the history and the context and the risk that's been dashed the party is experiencing and so essentially there's a lot of tools that have been developed and you will find many of them in the blueprint for safety which is also on the

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Praxis website and I know that Liz is going to be following up and sending you some of these things. But if you have a problem of women being arrested in your community, and I encourage you regardless of how limited your resources are, to take this on because it is not something that you won't have dashed that hasn't been addressed in other places that solutions haven't been developed. And so get those onboard and bring them to the right decision-makers and take a look at the problem and in ad hoc group with the people who can make the changes that are necessary and bring to them these samples that have been working in their places and adapt them as needed and make the changes within your community. Again if this is too quick to run through, be sure to follow up with me and we can talk about this some more but it is something that programs around the country are addressing to be able to change this because it is very problematic and I guess you might call it one of those problems that may be re-created ourselves because we as domestic violence movement went into the criminal justice system and 70 want to see your best and now we're seeing arrest of the victims instead of the perpetrators and it's really an injustice that needs addressing and of course what we see is that case may end up in child protection and where the child protection gets the case and the offender is who has been identified through that report from law enforcement is actually the victim and then of course we get into the arena of just child protection have what they need to sort out who is really the offender here and there are solutions that have been built around that also and any problem you have, find out first what's been done elsewhere that might make the difference here in our community.

>> So here Liz IM blabbing away are there any questions on in the chat that have come up thus far? Before we take it on to the next slide?

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>> Thank you for checking in, there's not specific questions that have been asked thus far but of course keep that in mind in using the Q&A box to pass along a question or comment as Rose said, she is also available after the Webinar session and at the end of this PowerPoint you'll find her contact information so that is an option as well to

>> Right. So either I'm being crystal-clear and everyone is completely getting this or I've put them in a trance in some way -- [ Indiscernible - Multiple speakers ]

>> It is not my favorite venue levied to that way -- put that in the public city when we sent it out --

>> Here we have the implementing solution side and this is the piece I think that oftentimes people are like we know there's problems and know there's solutions out there and how do we get people's attention? And back to my previous discussion about women who are being arrested and they are actually the ongoing victim in the relationship of battering, I guarantee you can get attention for that if you were to take what you know and again you will be the smartest people in the room about the problem, and maybe thinking about it you will maybe want to take somebody with you who has been victimized in this way maybe not, maybe the person you want to do is you want to have a meeting with that officer or I should say the decision-maker in the involved institution agency law enforcement agency you are working with and have a meeting and say we got this problem I'd like to address it with you I think you would want to know about this, maybe you are not aware of it but here's what we know from the women we are speaking with and this is what we are seeing and in your own community if you see more than 10% of domestic violence arrests are women, that is enough to go forward and say you know what we know nationally is that this is something

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that I community should be concerned about because obviously there's generally the incidence of violence is about 10% at the most of women use and are capable of using violence effectively in their relationship to establish power and control over their perpetrator. Many women who are victims of course use violence in self-defense or to retaliate but that is different than the crime of domestic violence which is what we want to intervene on. So you generally will get some attention if you don't, if the law enforcement decision-maker for your meeting with says I don't want to concern myself with that, in fact I think you're just a purveyor of that user something make sure that you have some more questions about them document what he is telling you about that in response to what you're bringing forward and make sure that he is very clear with you that he does not want to look at this problem at all and you follow-up after that meeting with an email to that or the fact I want to clarify that you don't want to look at this particular problem for the following reasons: -- am I accurate, and if not please correct my inaccuracies and also let me know what you think might influence your attention to this problem because maybe you think that I don't know maybe we had a bad relationship in the past or whatever it is, could I set up a conversation between you and another -- let's say another law enforcement agency that had the same problem and then they interested in the problem is fixed or who might influence to come might influence your thinking about this, this is something you can bring up in a meeting also, but what I'm talking about is a very targeted meeting where you're really going to be wanting to make sure that the decision-maker knows what you are bringing forward and what you are looking for and what you'd like to see as an outcome which generally is going to be guess I want to look at that and yes let's set up another meeting all and by my Chief deputy cheap detective to take a look at this and bring me those protocols and we like to

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be able to look at those and take see what we can adapt for a community I always recommend that you rehearse that meeting that you have and bring forward the things that you want to bring forward and make sure you get what you want out of the meeting and that is a role-play in a lot of cases. So you will approach the involved decision-maker you will make them ideal they don't can't refuse you will as then if they will be willing to participate in subsequent meetings to take a look at these protocols, to adapt them as needed to our local communities, you will want to draft a particular protocol or maybe it is a form or maybe a report writing screen, within the computer assisted -- unit within their car, wherever your particular practice practitioner is guided by words on a piece of paper, a dispatch screen, a sticker, whatever gets them to make the changes that you want to be trying to take -- tinker with an annual review it with a wider reference group may be passive by some people and same type was and what to think about this particular form we are about to implement his do you see anything wrong with them, how would you make it -- any unintended consequences that you see most of the solutions that you'll be bringing forward have already been vetted to make sure that they do not in fact produce unintended consequences per that is I think the value in finding out what's been done elsewhere as well. The other thing that I found in bringing forward things that have been done elsewhere is sometimes you hear people say well in our community we bring that sort of thing forward and they go all right this is something done in Minnesota like we're going to you know like what they do in St. Paul Minnesota has any implementation possibilities in Henderson Nevada let's say -- so you will want to be couching that in a particular way and you bring that forward and say I know what happens in St. Paul cannot be directly transferable to our community, but can we take a look at this and see what is, what can we learn from and what can we put in our own version

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of this that will in fact be more applicable to our community and I have not found anybody that I worked with yet you said oh no I would rather start from scratch. Oftentimes people are going okay what has been done -- you're not saying okay you will implement this here because you're doing a bad job, you'll same I know you're a solution oriented agency, I know that you have done some good things in the community that you demonstrated you want to do some things in here is what I know is the next great thing that we could do to address this particular problem. All these kinds of sales skills which I had to learn over time because I was -- didn't come born with these things in my training didn't really put me in a position to be able to say these things but I learned that if I wanted to get from the problem to the solution, I had to learn of some of these skills and that meant I had to rehearse them and had to role-play them and had to deal with them with my brother who would say oh my God you have a tone and then I had to go into these meetings with somebody else who could stop me at the point at which I was going to say the wrong thing because I could see the redness keeping up my neck so anyway these are the pieces I think that our going to get you from gap to solution. Review with the wider reference group and finalize train and implement, seven implementation date of a particular time when you say we will adopt this report writing matrix for law enforcement and we will adopt it it will go live on August 2 and we are going to have a little press conference about that and we are going to put in the paper, we are going to give all kinds of ways wherever praise is can best be publicized and you will make this particular agency look good about this. Train after you have changed the form the policy the procedure of the protocol don't train instead of changing the form change the form and then train to the new form and by form I mean of course all these things in writing and again

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track monitor continue to see is this making addition a difference problem solved is ago per and look at that would you believe it was I think we are at the end

>> We have 15 minutes.

>> They don't have to go evaluate me after this do they?

>> I know -- I can back up a little bit -- back

>> We do have a question and someone wanted to ask you, a question and this is what she wrote -- I find that survivors are sometimes hesitant to allow Abacus to call the attention of a service provider to it experienced that was challenging or needs improvement because there is. Retaliation should they need to work with those service providers in the future. When she has tried to does concern to a provider without identifying the survivor she has been told that that provider needs specific information about the survivor and the situation in order to address the problem for so she is wondering what your thoughts are about that Catch-22

>> Very good thank you for that question. Never never exposed a woman survivor victim to any potential repercussions for sharing her story and when I talk about documenting their experience in bringing those forward and I'm talking in general here, that you'll want to be looking for things that you see, so that when you bring it forward you can same five of the women we worked with that were arrested last month were victims of domestic violence and here's what we know about them and here's what they said about that experience and here are the repercussions of it and you can use those qualitatively. Now in the institutional response concerns procedure that I gave you there's also a place within that poll procedure call procedure and on the form and oftentimes women will want to be

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able to address this with whoever was responsible agency that's not something that we would facilitate necessarily I mean if you got a group of them let same UI to focus group in the same we want to talk to the Chief of Police about that, that is good if a woman says no, I'm still with the Guy and I'm going to have to work with this system I cannot do this and then no, and the relationship has been established, let's take a look or think about and you can look at it later, but the working agreement between the domestic violence agency and the law enforcement agency that we sent out in advance that is a protocol that identifies how law enforcement and the advocacy program will work together to provide this advocate that efficacy initiated response. And it is something that in addition to saying that law enforcement is going to be contacting the program contact your program as soon as possible as defined in the protocol after there's an arrest and that your agency will be making contact with that victim, in addition to it there's a portion on the back page that says the second page that if there is a complaint about a particular case or a particular response, that the liaison that was identified in this protocol in this working agreement is going to be contacting the liaison from the other department in this goes both ways so let's say that their top is gearing when they -- cop is here's this woman is never going to call the advocacy program again because they're a bunch of revolting heads over there while that is something your agency might want to know about and you have this agreement between you that says the liaison on the law enforcement agency is going to contact you liaison to discuss it and in that case if you have a working agreement in place whereby your decision-making law enforcement entities as we well agree to contact each other when there's problems, then it's been established that okay we are here to do this and we are not necessarily going to reveal everyone stay because of it or if are going to be referenced in a particular

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case it will be between that detective or whether the liaison is and then the liaison and the other department so there's not quantity any repercussions from taking a look at this particular case.

>> It's important because even if you don't have a working agreement, about delivering advocacy initiative response you might want to have a working agreement about other things for example in working with an advocacy learning Center I've been talking to different learn programs run the country and one of the problems that people were talking to me about his language access. And so one of the things I suggested is that they get a working agreement with law enforcement about how long enforcement is going to -- how law enforcement is going to act to make sure that it is responding officers again in this case are making sure that the victim they are working with is connected to an interpreter when it is needed. So within the working agreement, I developed a template that outlines here's how law enforcement agrees to get interpreters contacted immediately when they need them to make this fact to provide interpretation and here's the number they call, and here is who makes the call. And here is to make sure that the number was called and/or if they need culturally specific advocacy this is the program they will call. If you're thinking about a relationship of any sort and I recommend this with the Hospital if you're doing sexual assault response, and/or if you're doing it with a child protection agency, how are we going to get involved as soon as possible and provide what is needed and so that's a long way of saying them once you've got this agreement in place, you can put in some measures to assure that there's not repercussions to your making that call as an advocate to that agency when there's a failure to do what they agreed to do because they agreed to do it. Once it is in writing it has more power within a government agency to guide what happens. And let me just give an example

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when I put this together 100 years ago, when I was doing a CCR in St. Cloud Minnesota and it took a long time to get law-enforcement onboard to do a number of things, and one of the things we wanted to do was to be able to call somebody when there was a problem and so long story short we had this liaison emplaced the first time I called the liaison about and it happens it was about them arresting the wrong person that they arrested the victim -- I called the liaison and he said to me something like you see Rose everybody puts their pants on the same weight one leg at a time and means we are only people and so more or less quit your complaining and don't you have something better to do and I said okay will thank you very much I got off the line and I called the Chief of Police at that time and I said you know I don't think the liaison understands his role for his role is not to tell me I am all wet or that to defend the agency. His role is that I understand you want to know when there's problems and you want to fix them and he said yes okay you are right, I will have the captain come in and talk to him and why don't you come to a meeting with me in the captain so that is what we did and the Chief role-played a little thing and now roles will call you and she's going to tell you about a particular problem in here's what you say, you say to Rose okay, I will look into it. I will look at this particular case and I will get back to you. And so he said to me how was that roles and I said that would be fine and then the Chief said when you get off the phone and can hang up you can say anything you want about Rose to the light socket or room at large but you are not going to be saying these things to her that kind of thing so anyway again that's a long way saying that but yes, do make sure that you don't reveal anything that you don't want to if you know there's problems out there, and you have a relationship in place, and you can set up methods whereby there won't be fashioned to that and if it's a problem that will be repercussions do that if that's a

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problem needs immediate attention because it's very egregious and she doesn't want you to contact the department because you'll put her at risk and you believe that is so, then you can't do it. And find ways or other ways to identify that these problems exist and get more information look into the public record and get more data to support the particular problem so it is not just her I hope that makes sense.

>> It does. That was an awesome question because it allowed it was a segue to cover so many details

>> I wanted to say I will put my picture in one more time for air if you're a coordinator of a CCR and work in the advocacy program that might be the one biggest fastest thing you put in place to begin with is this advocate initiated response and because you will be at the scene and now talking to the language packs program who are culture specific there are so many problems that the victim might experience if she calls because she's being beaten and there might be issues within immigration status there might be issues with language access and in fact working agreement that you just got is hot off the press and it includes attention to things like language English proficiency and the need for interpreters. It also includes stuff about will eyes be involved when a women calls ICE be involved because of domestic violence -- and so these kinds of things given whatever wherever your work in whatever the climate is like, might we might need to do some super advocacy around some of these things that are very problematic. I don't have a protocol at this particular point but this is another thing a CCR might be attending to add this particular junction in the community that I work with a have a very good protocol about the use of ICE with their law enforcement agency and it is in writing and I will get that and I will try to make

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that available to other people because I talked to other programs in the country where they say that publicly but they know privately that impact ICE is showing up at the scene and of course it's a huge risk and as inefficacy program has accorded her to CCR, you need to know that that is true because you are not going to be wanting to encourage people to contact law enforcement if it means they might be deported. So you can tell Trump I said that -- sorry about that -- I don't know if I should say things like that -- that will bleat that part out -- any other comments or questions I also if you need anything afterwards again, let me know.

>> I will interject recently Rose we have another slide or two left but I will just say that there's been a few comments from participants saying that your presentation is really clear and helpful and one participant who said that she wishes you could hear them laughing when you say something funny to

>> They are privileged to attend trainings with you live in person and -- back thank you very much.

>> Good to know

>> We are nearly at the end of our time together today. Rose, do you want to give a little plug for the e-learning course the guide that will get mailed out you want to say anything particular about it

>> Only that the e-learning tool -- maybe the visual around it are the optic as a say as they say it's a big team that is wonderfully working together that's the solution and don't really take you to the solution necessarily. They take you into really getting a real good sense of what the problem lies and all of that. But again let me reinforce you don't have to get yourself together a team. In fact most of the

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things that I did were outside of bringing together a large group of people at all because I had the least power in a big group of people who were like lawyers and judges and all that sort of thing so I wanted to be able to manipulate power in a way that position the experiences of the victims as the people who were the purveyors of truth. So just don't let that stop you in don't think my gosh women are getting arrested I have to go build a team. You don't need to. And you can start with zero to know resources let me put it that way as well. And they call for the work you do in place I get smarter because of what you tell me and so keep talking to me I am always here.

>> Great. Terrific Rose. So I will jumped in to close us out with a couple of particular points. For anyone perhaps did not hear me say this at the beginning of our session today, we will have the record of organizations who have attended as presentation today we will cross reference that with our records and if there is anyone who has joined us that has not received the e-learning tool previously, we will be certain to send that out to you. If you have questions about that feel free to call me. Liz Carlson in contact me by email or telephone. You can expect that to be received within the next couple of weeks. CMSP now as part of the PowerPoint download, roses contact information she said she is available and indeed that is true so here's the information if you would like to follow suit after this Webinar and below in the files box at the bottom of your screen you will see the resources and documents that Rose reference the working agreements, response concerns procedures document and so forth. Before you get closed out of this Webinar, you are welcome to download any of those things for and to other things, I would like to remind you that the next Webinar world CCR Webinar rural CCR Webinar May 17 and at that time will be joined by the national clearinghouse for the defense of battered women and our topic will be when

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victims of batteries are charged for assault and you will see publicity coming out to you announcing the session and giving you an opportunity to register so what prevent and finally, when you get disconnected to this Webinar, you'll be routed to a Survey Monkey evaluation and Rose loves to get all of the complements and things you have to say about her presentation and more than that we actually use your feedback in various insincere ways to make sure that these sessions are what you need them to be. So what that, Rose, thank you so much and always a pleasure and to all of you, keep up the good work and thank you so much for joining us today.

>> Thank you, Liz

>> Bye-bye

>> [ Event Concluded ]