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Hello, everyone and welcome to this will route for change Praxis International webinar that comes to you each month with various topics. There's some background noise -- you can hear me rose

I hear you

I heard the background noise but now it is gone

Okay good.

So as I was saying combo we are delighted to have you all with us today for the session coming to you this particular day on roles task responsibilities for coordinators in FCCR as you have already heard I am joined by our CCR expert at heat -- here it Praxis Rosenstiel and she secretly conducts these webinars with me and she's back with us for this topic this month. So hello Rose and how was he going

Very good nice to be here Liz how are you

I'm good it's always good to be on the webinar with you -- before you turn the session over to Rose, I'm going to review if you webinar tips -- to ensure that you have a good experience today, and so if there happens to be anyone on this session participating by telephone only, three phone lines will be muted for the whole session and so we just always recommend the best way for you to be included into the dialogue would be by e-mail. So you any time whether it's a comment or a question or a technology issue, you can send an e-mail to Liz at Praxis International whether it's a comment or a question or a technology issue, you can send an e-mail to Liz@PraxisInternational.org -- for the rest of you that are participating in the webinar, itself, we encourage you to utilize that chat box in the lower left-hand portion of your screen so that you can share any questions or comments that you have with the whole group. If we can pause for a quick moment, and if you would like to say hello and tell us where you're participating from, if you have colleagues joining you, it's always amusing to hear temperature reports across the country which are usually warmer than what I have right now in Duluth Minnesota and so feel free to chat that and if you would.

So Rose, I have a quirky thing happening on my and at this moment I am not seen any chat.

Do you see chats?

Yes I do I see Hello, everyone from you welcome to today's webinar and -- chimed in [ indiscernible - multiple speakers ] Alaska it's 36° there -- see it now

I do see it now so there was a little delay but it may be nervous for a second -- thank you everyone especially people below like 10° of temperature. As always it warms my heart to know there's places colder than Duluth Minnesota.

What's the temperature there?

Colder than I want to think about -- it was temple this morning was the air temp when I got out of bed -- we are maybe somewhere around zero - - 10 below when I got out of bed -- a couple more detail for this webinar session today -- if you happen to lose to get disconnected by the telephone or by the webinar system, simply rejoin through your original process and also we always like to let you know that this session is being recorded and so if you have colleagues who perhaps were interested in the topic and were not able to attend or CCR members -- not able to participate -- of course let them know that it will be posted on the role events recording page of the Praxis website -- rural events -- page

So with that I will introduce Rose tea link and Rose has a lot of years and I won't say specifically how many but a lot of years experience in working in a CCR and with CCR. She's a regular technical assistant partner for the role project and so if you after the session if you happen to have questions about any of the content or in general, technical assistance questions for your role program of course she would be your contact. So Rose welcome to today

Thanks like I said it's good to be here and I'm calling in from Seattle today and it's very nice and balmy here so --

Don't tell us

Right right right and welcome everybody it's good to have so many of you on. We had I think 71 people who registered in their 33 on today so that's good. We usually get about half the people dialing and or less than that but so without further ado, let's talk about today's topic. And as you all know the title is right up there and we're talking about what does the coordinator do in a CCR -- and often people think well the coordinator is the person who convenes the meetings, they bring and get the food and facilitated the task force interagency or CCR committees and put the agenda together and that sort of however, that is just one feature of what that coordinator does and probably as we discuss this further, the amount of time that you put into doing a big meeting or facilitating a big meeting is something that you'll want to be evaluating and terms of the resources that are available to you to do the other things that are so important. Because really to be effective, as a CCR -- what you need to do is as a coordinator is to be able to translate the problems that victims and survivors are experiencing when seeking help from or getting entangled with the system sometimes that's the case -- into changes into how that particular system is organized to respond in order to produce better outcomes. That's a mouthful. But we will break it down as we go. So it's kind of a highly complex job and coordinators must perform a number of functions while collaborating with advocates -- that's key -- working with key agency leaders -- and frontline practitioners and also while engaging with the community leadership and stakeholders.

Today we will explore how to coordinate at the implementation of sustainable Praxis is to change the system to enhance victim safety and well-being and hold offenders accountable. Many of the strategies that we presented are found in a central skills and coordinating your community response to battering and e-learning course for CCR coordinators. Which you will all be receiving after this webinar -- right Liz?

That's right. Yup -- and so Rose tell us a little bit of us a little bit of an introduction to the e-learning tool.

Not very many of you have heard of it it's been in place for a number of years -- it was developed by Praxis and it's a web-based curriculum that takes the learner to a process of figuring out how to think about and then how to act to address a response problem and this the mythical town of Glad Back and it's entertaining it's really nicely done so as you walk along side this mythical CCR coordinator whose name is Sarah, the course poses a problem of what to do about the fact that so many victims in flat back or being arrested for what appears to be retaliatory self-defensive or preemptive violence these are women who themselves have been battering or been battered in their using violence now because they are battered and so this is a fairly typical problem that we're seeing out in the countryside -- not the countryside in the country -- what to do about the them defendants who are arrested for the violence they use which is part of the context of their own ongoing victimization -- so throughout the e-learning course the student is presented with various choice points regarding what to do in order to not only pinpoint the ideology of the problem, but also to start to identify possible solutions. I think it's a super tool. There was for a couple of years I did a course using the e-learning tool where people got together for a couple days and in St. Paul and we went through together so -- really take a look at it. It's easy, it's very informative, every time I read it I still get something out of it I should say every time I use it.

Did I miss anything, Liz?

You didn't. I think that was an excellent summary. The only thing I like to tell people about e-learning is that once you get the resource and you are going through it with a interactive choices that you make, as long as you don't conclude your usage of the resource and take the final test, you are able to go back through it or sure that one resource with your colleagues. That's a good option so you don't have to have multiple copies of the same resource

Right right good point -- how to cheat I think -- the headline on that one right [ laughter ] -- if you don't care how you score the end

Right right right -- we can't be worried about those details so -- back right right

Here is a detail we do worry about. We would like to know a little bit about who was on the session with us today. So you will see for those of you on the webinar itself, you will see a poll that has just

appeared and we would like to get a little bit of information about how many of you are conducted CCR's or starts in your community and you have letter a of full-time coordinator CCR or set coordinator B I have time -- CCR start coordinator -- C a coordinator of either a CCR or Sartre but there isn't any time in your job duties allocated for it -- or if you have something else to just go ahead and chatted in with us for us. -- The poll the pie chart -- it's popping up where it looks like the majority of people are coordinators. Without any time that's allocated to do that job. There's a couple of other people chiming in in the chat to say that they are have time --

Right right -- it's grant writing time I think it's a good idea to perhaps put something in because -- you really again this is a complex job . It's hard to do it just in the marches of the other work that you do but I do that something that exist out there so will give you the overview of what it would look like and you'll be having to grapple with what portions do we do of this given the resources that we currently have. But yes that's -- the green -- green is

Halftime

Halftime -- right now we're at about 61% -- a little better than half the people don't have any time allocated in their job duties and the next biggest slice looks like it's people at about halftime

Right right -- we don't know which are SAR to you which are CCR or domestic file it's people but this model that I'm presenting to you is primarily based on a domestic violence coordinator community response model and its foundation so many years ago is the Duluth model which recently won the international award from the United Nations as being the most effective policy in the world for addressing violence against women and girls so it's a highly prestigious sort of model to use two essentially change the system so let's talk some here about what is the CCR what is it's purpose and I think it's -- I like this for bullet thing because it really gives you the four brought -- broad strokes -- first of all you're getting together or I should say your coordinating it with the various activities in order to first of all identify the gaps that exist in the system and then also to identify potential solutions. Then we have the third which is to change policy, protocols, procedures, laws, forms etc. -- whatever is in writing to in order to eliminate the gaps that exist in that system and to improve outcomes for victims -- the community and also the offender. Because what we want to do is we want to and the violence we want to interrupt this violent we want to get him to stop. CCR is not just about identifying more victims to go get services to help them leave or help them to manage their relationships comment it's really about getting the offender to stop as well. To put it out into the community that in fact this is not something that allowed. I heard a kind of nasty deep am I still on --

Yeah I'm not sure what that was -- carry-on -- that good think God.

What we webinar facilitators have nightmares about right -- so you want to build changes into whatever is in writing that organizes what

people do at every step in this particular system that you're working on and we are addressing the criminal justice system today, but the model can be very similar relative to for example looking at child protection and how they respond. So this is an overall this is what you want to do -- what's the problem -- what's a potential solution -- how do I embedded into what's in writing that will change how everybody acts when interbreeding on the problem. So let's talk just a little time talking about what a CCR is not -- because I think often what we do is we can choose the outcome which is to change the system with the group that might be convened to do that and other words sometimes I'll go somewhere and they'll say -- we have a CCR and what they mean is that they have a group of people that get together on a monthly or fairly regular basis -- that is the CCR. Well, that is the group that is the means to the end. If this group which is together on a fairly regular basis is making these changes, then yes indeed you have a CCR. But it is the goal that you're looking for which is to make sustainable changes -- and you don't always need a large group to do that -- so it is not -- isn't a prerequisite that as a CCR coordinator you get a bunch of people to come to a monthly meeting to address these problems. You can do this with a few people getting together. You can do this as a coordinator on your own meeting with the people who are involved with or responsible for or decision-makers in the agency where the problem is rising, the end product is the important piece and making these changes. In some communities containing a large group may be a recipe for disaster.

In the e-learning tool, your introduced in the first part of the e-learning tool to the glad back Tim it's called I believe -- and so there's a number of representatives of various agencies on this team -- but as you proceed through that the learning tool, you'll see that a lot of the work that the coordinator is doing has nothing to do with meeting with that team. It has to do -- a lot to do with identifying a problem and then meeting with individual practitioners and then find been out more -- finding out more about the problems finding about out about potential solutions and this is by way of relieving you of the pressure of getting together a large group that meets on a monthly or semiregular basis and then you have to spend all this time making them -- making sure they come back to the table and working at all these things. I have been in many communities where we have -- there's large teams but they have not produced anything of value. Some of them they produce this working relationship or some of them I mean the worst example I've seen was from Minnesota was the actually produced a brochure after working together for four or five years and they hadn't changed one policy, protocol, procedure, form, to change what people do. They had evaluated what was going on in the community. They really didn't even know what the problems were. So if you want to contact me to get some more information about that, feel free to do so. Like I say, you will be seeing in the e-learning tool that were getting into other methods for doing the work of the CCR beyond needing with this larger group and I didn't meet with a large group of people for the first 10 years. -- Of my work in central Minnesota doing a CCR. I met with them individually. We had small ad hoc advisory groups. We get together to look at a particular problem -- that sort of thing.

So again as your bona fide CCR trainer technical assistance provider Thomas I really view and the intelligentsia intercommunity of having to get together on a semiregular basis. I think that a lot of people get meeting out and sometimes you can have a meeting and then you're afraid to say certain things because you want people to keep coming back to your meeting and that sort of thing.

Liz you heard me say that sort of thing before, right?

I have. But I think it's a really important message and so you know for the confusing aspect of differentiating between a CCR and an interagency effort, could you reiterate what you said about wishing those two groups or bodies and what they are charged to do

Well I think interagency -- I mean you are coordinating some agency responses that are different and you're going to be working with various agencies in that -- you know -- sometimes you might ring up a police chief prosecutor, and your advocate together to take a look at the problem for example of you know -- women getting arrested. And maybe you've identified the extent of the problem and then you're going forward with taking a look at some potential solutions and then you're sitting down with have to tell them what you found out and what's being done in terms of a best practice elsewhere so there's an interagency effort. I don't necessarily distinguish interagency from CCR, so I don't know if that's what you were saying list -- but at any rate, is being confusing I think and partly the problem was promulgated perhaps by these grants going out and it seemed like the more people you had who signed up to come to this interagency group, the better off you are. So you are coordinating a community response -- and once you've made these changes and got people that are sharing information with various people and various people are involved -- if it's and Mary interagency effort but it's just not necessary that we have -- we create the schema first of all that we keep them coming month after month after month. You can start working on the problem wherever you're at and go from there. And that may be a big confusing I'm not sure if you're following this, Liz, but if you have any questions, you can type of and by the way -- but let's move on.

Liz, you keep track of what people are saying on the chat if possible

Yup of course that's right and so for all of you I have a comment -- who have a comment or question chatted in that anytime and I will integrate it into the conversation with Rose today. So Rose thanks for that reiteration -- it's important to clarify that.

Right right -- people call is a how do I get people to keep coming and I'm like -- coming to what and so that's always why I say well, you don't necessarily have to have them come into a monthly meeting -- right -- because back on the slightly talk about first of all what you're going to be wanting to do is to identify gaps. What are the gaps intercommunity. What's the problems you want to solve? The -- the first one on this particular slide is the efficacy initiated response. And this I think is a critical function that should be in place in your community. This is not something that the coordinator themselves to,

but the coordinator wants to work with advocacy programs and a law enforcement agency to put this in place. And because this is going to give you a front row seat and two seam okay first of all what goes on once there's an arrest -- what goes on once there's a law enforcement intervention -- what happens and what's communicated in that the lease report that is a product of that intervention between the law enforcement -- that the law enforcement agency does and that domestic violence situation. So I think that you not only get a front row seat about what's happening in it will provide you with maximum information about what the gaps are, but of course, if an intervention by law enforcement is potentially generates more risk than the victim is already experienced or additional risk -- that woman is going to need advocacy. So it's two-pronged first of all in providing this advocacy the victim you're giving her resources. You're fighting about whether she needs transportation to go somewhere. You're letting her know the lay of the land. It's very important. One of the things we know about some asides is that many of the women who are murdered in the context of domestic violence never had advocacy so it's very important to provide advocacy that predictive point and there's lots of evidence and research at this particular juncture that suggest how important this really is . Now I put this at the front because I think it's the most important is but it's interesting because and be heard e-learning example they don't discussed this about put this into place it's just assumed that it occurs -- that there's advocacy initiated response happening because in the example comment there is a community-based advocate whose talking to Sarah the coordinator about the problem with the law enforcement responses which result in arrest of battered women so the advocate knows this is happening because she's there -- she's finding out that the women who are being arrested are them themselves battered and she's in communication with the coordinator so -- that's a crucial link between the coordinator and the advocate and even if you're in the same community, I should say if you work for the same a program -- sometimes we can get to stuck in her little silos so I always say as a coordinator -- nature you're talking to the have because I'm going about what's going on out there. So the advocate is in contact with the victim. The police department has informed the advocacy program that there's been an arrest, the law enforcement agencies has also told the victim that an advocate is going to be contacting them. They don't ask the victim if she wants that contact. They inform her. And there's a protocol that guides what law enforcement does . There's a protocol that says what the efficacy program says so here's this concept of this written agreement between law enforcement and the advocacy program about how they are going to link to provide this important resource after there's an arrest. And like I mentioned, this doesn't come up here gets not discussed in the e-learning tool but we wanted to put up there because there's a lot of resources that exist on the Praxis website so that if you are doing advocacy initiated response and your community, that you get the resources and take a look at those things on the website to help you to figure this out how you do this and I'm also again once again available to discuss this with you and Liz you can provide them with a link to the Praxis page where all this information is -- right?

Yes that's right. So I'm typing it into the chat right now -- the link is posted there and if you have any questions after the session, of course feel free to contact Rose or myself -- but on that website, link that I sent to you -- you will see a number of resources that are available to you and specifically about advocacy initiated response. So there should -- lots of good stuff there -- and you can utilize that. Rose there was one question in the chat that if we could pause for a second

Sure

Sandy Rhodes writes -- as a beginning correlator do think it would be helpful to begin by meeting with several from the same agency to help me identify the gaps that they have within their agency I've been doing this for less than two weeks and therefore I need to hear lots about a successful beginning

Very good. Well that's a beautiful segue and in fact let's go through the slides and we'll talk some about some interviews and observations in that sort of thing. That will provide you with a real good grounding in terms of getting the practitioners point of view about what the issues are. So yes. Thanks for the question and you'll be getting other methods of identifying the gaps as well. Your single greatest resource about what the gaps are going to be is going to be the women themselves -- the victims and survivors who are experiencing the responses. But crack Tichenor's as well as the new coordinator I think that the system will probably be very open to you coming and saying can you tell me about your work and what do think the issues are and doing your various interviews and can I do a ride along. I would like to get fully engaged about what it is you do and what guides your work and that sort of thing. I'll say more as we get to that particular slide. But let's stay with focus group the focus groups of covered quite a bit in this e-learning tool.

Sandee the e-learning tool will help you as well although I might provide a caveat here that some people are like while this is really advanced -- don't let it intimidate you. It will give you tools but some of the tools are more advanced than you might be ready for and there's always again you can reach out for technical assistance as well to help break down some of these things also. The focus groups --

Focus groups are something that I think you can't underestimate estimate their value in terms of being able to have women talk about their experience. Often what we see is we see the relationship where the advocacy advocates or the interveners the other various interveners are working with her to provide guidance to her to get her to get the help she needs to make some choices and decisions about her life and this more or less reverses the relationship and that they're informing you. They're the experts about their experience and they'll tell you what it has meant to them to have law enforcement intervened let's say or have law enforcement intervened and then find out that there's this thing called an automatic no contact order in place where they're going to be seen their home if they cannot -- if he isn't there or they'll tell you what it was like to be arrested and will they ever call for



assistance again -- what was the context of that arrest -- in the e-learning tool, there's a various number of women getting together and to discuss their experience and what it was like to be arrested as offenders and that what it was like to become a victim defendant. For all of you out there, I highly recommend the blueprint which is on the Praxis website as well because that's the root good place to find out -- okay what would everybody in our community be doing that they were doing the right thing and you don't have to apply the blueprint as a whole, but it can serve as a real good Bible let's say for okay what would I really best practice look like for dispatch or police or probation or judges or whatever. I was part of developing the blueprint or I should say I was part of identified where some of the gaps were in that particular system and to do the blueprint, they had 30 focus groups that they used to really get a full sense of the problems. Now you don't always have to reinvent the wheel. You may know what your community that the problem is of well been getting arrested exist and you may want to find out well how extensive is this problem and you may want to talk to women individually about their experience as you talk to them after an advocate initiated response because if you don't advocate an issue response you're not responding to just the identified victim in an individual instance you're going to want to be providing advocacy to this victim defendant who was battered and now she is in trouble and arrested for her violence that was she used against her batterer and so focus groups are really good ways to identify a problem or I should say get identify a problem the more extensive portion of the problem -- what is the impact -- you may have to extend but -- again it's in the e-learning tool there's also other resources available where you can find out more about how to run these. I've got resources on that as well. And

The next method you might want to put into place whether you're new or seasoned is a lot of places they have what they call a CCR and some of them may just have a team that gets together on a red were bases that has not done much but you know -- I would say if you're have what is a CCR what people agree are get together and do this work or I'm just a coordinator and I will work with various people one agency at a time to get things in place -- this is one of the things that I might -- I probably am going to be working on getting in place in addition to the advocate initiated response they want to get something that tracks and monitors what's going on in our system. Again this is a method of identifying the gaps. It's also going to be a method assessing the changes that we put into place, are they being used -- are we seem more arrest, prosecutions, convictions, if we've got a risk assessment that we put into place, and Arlen Foresman agency as a result of our efforts -- is it being used -- up a tracking and monitoring system can be -- it can be as extensive as a fancy database like there's one on that the Duluth program provides called the domestic abuse information network or it can be as simple as a wall chart or for my first 10 years again of course this was pretty computer -- well, no, it there were computers but they were difficult to handle -- but we just used a table and would go to the first of all after there was an arrest or a non-arrest because of a alleged incidents of domestic assault we did start tracking from there. This is how many arrest there were this is how many non-arrest there were -- those arrest and we went on and

followed that case through the system every week we go back to the courthouse and find out -- okay what was the next stage -- was there another hearing -- what was the outcome -- in that way we were able to identify -- okay there's when we started out there was a 16% arrest rate -- now that's of course incredibly low. And so by the time we were had two years in place we had a 90% arrest rate and that was all of the people who were calling because of an alleged domestic violence incident. We thought showed up that much because of this work that we were doing -- the prosecution rate was abysmal when we started and that went up into the 80 percentile -- and then we saw this conviction as well so these are things you want to know because -- this is going to be the gold for you because once you might have a law enforcement agency that takes they're just doing fine and a system and they think they be very only problem is that victims aren't cooperative, but when you can show look we should have a higher arrest rate or what's going on with prosecution -- let's talk about this and let's talk about what's being done in other communities to improve this response because as we know, if we don't kid him to stop, she's not going to be safe. Then we can't just require that every woman or every victim survivor be on a constant psychological and physical search for safety. We do need to get a handle on and this is the agencies that are in place that are supposed to make this happen and of course in the e-learning example -- they talk about how many women we see arrested for domestic file is and if you have more than 10 to 20% of your domestic file is arrest women, then you have a problem and not just because women are capable of using file is but generally they're not going to be using violence except in the context of resisting the pilots to which they are the victim and so -- this is worth getting a handle on. If you think there's a lot of woman being arrested in your community and you think that a lot of these women are battered women, and then you go into your court system or your work to find out what it really is what is our rate -- this is really something that will get people's attention and you can -- it will be the golden terms of you'll be able to go was a this isn't just my thinking or not just buy anecdotal delete that there's a problem, here's the data. So that is tracking and monitoring it would again were going to this past. I highly recommend that you get more information on each of these pieces. There's information on the website and again you can call me so another method of identifying issues is to do some text analysis and thinking about I think you're with Sandy -- starting out when you'll meet with people who are in the system -- asked that was the policy. Do they have have a policy and domestic violence -- today a procedures, forms, checklist, what is in writing that guides the choices of each practitioner when they intervene on that system. Now the second part is examining work progress that's another sort of text. Often you won't be able to look at some of these things in the beginning and you don't necessarily need to. In the e-learning tool, you'll have an experience of reading actual police reports that were written by law enforcement officers who had arrested was and now she's a victim dependent. But at any rate, you can yield a bunch of information by reviewing what are the work products. After you've been operating for a while, and maybe you've got some things in place let's say you've got a policy in place now or euphoric with your agency to ask some risk questions or developed some risk better procedures for intervening at a certain point maybe you can --

you can ask or your effort will be about looking at was in this police report because that will be important. Let's say you develop police report writing guidelines and you find out through looking at police reports a year later, that no one is using them. Your elite you read the police report itself and what was supposed to be in that report isn't there will that's valuable information that can be part of assessing how well it's working.

So I'm going to keep moving here -- again Liz I feel bad because were giving them so much information and in just an hour and 15 min. unfortunately we cannot keep you on the line for hours and hours, right?

Yeah right the time goes very very quickly but as you have said several times already that you are available to respond to people who might have questions and so if this is just getting your feet wet a little bit and you decide to explore it e-learning the tool itself, certainly keep in mind that roses are available to you at any point.

Yeah I was going to back up a little bit because when you look at this text analysis all right -- I want to say a couple more things about this -- when we started this session out I mentioned that what you wanted doing is changing the text ultimately. You want to be changing what's in writing thanks guys behavior of people. For the interveners -- this is what guides them currently -- there the laws their policies was on the checklist and what's on their screens etc. -- so looking that would currently guides them and then looking at what might be some best practices and often you'll find that there isn't a lot of written directions regarding domestic violence and maybe they have a larger policy that just stresses of assault well domestic violence is the and the sorts of responses that it requires because of the relationship so when you are working and effort at reform and what they do come of this is going to be a good way to find out -- what is the expectation -- and some of the changes you make -- you won't be able to do at the local level or you may need to make what you do at the local level stronger by working with your coalition to maybe change the law -- for example a number of years ago in Minnesota when I was working with a number of projects around the stated we were -- we wanted law enforcement to be sharing their police reports so applicants could have a copy of those and then they could work with the victim and in that way they could also work with the system to strengthen those -- what happened was mostly Spartan is the same way you can't have those police reports their private. And even though we had gotten information from the attorney general in the guru in terms of data privacy and the state-level, they said no, we read the law and it looks like to us like we're in trouble if we share these police reports so we went and change the law and we just put a real simple piece -- simple phrase and they're a couple sentences that said -- law enforcement will share reports upon request with bona fide vested violence agencies so problem solved right -- sometimes that will make a difference. I know recently in West Virginia, they changed the policies and of the law so that the whole idea of failure to protect in cases where there's domestic violence is no longer something that's been in used in terms of their child

protection agency -- I'm jumping ahead of myself getting to some of the best practices --

Can we pause for a second to look at chat --

Lisa White writes in -- there's a police chief in her community that or multiple chiefs that don't believe errors of the way to go in they haven't been able to convince the chief that it is -- he thinks it will stop victims from calling the police even though research is out there to the contrary and so she's wondering what he's just and whether or not it would be a good idea to have achieved connect with you directly or if you have another idea.

You know I think Lisa you should call me. And we could discuss I think it would be good to have we could help set up a police person I mean a law enforcement person to contact them I think my cop buddy Marcus from Duluth somebody -- he's probably going to be your chief is probably going to be more interested in talking to another law enforcement entity than me. So why don't you give me a call and we can talk about that. Nancy Fryer says what is error that's advocacy initiated response which we discussed a few slides back

I'm reposting the link for the website for those Arab resources

Let's discuss a few more technique for identifying problems and getting more information about them and I talked about some of these when Sandy asked her question but I think again to write a lot ride a longs and court watchers -- use other methods to observe practitioners at their work -- when you -- in the e-learning tool again if there's an excellent segment about how to talk to cops or prosecutors about their work -- often I think as advocates we want to jump in there and start -- I don't know tell them what to do -- I don't know that's true -- that's maybe a myth about us -- probably not that controlling -- people love to talk about their work. So the with the chief and say could I talked to one of your patrol officers and given me the best one you've got or that can really tell me about the nature of their work and what they do and how they do it and then meet with them and say -- what do you do how do you do it -- what guides you when you do this you have a form you use -- is there a policy a lot -- etc. -- you get a lot of information that way and you'll be building relationships. Because that's also a very important piece of what you do obviously. And build relationships I just want to say that because as 2015, I think that people are much more cordial and open to your coming to them and talking to them about what they do and what you know and what your job is -- much more so than let's say in 1980 much more so than let's say in 1981 when the first CCR developed into Duluth -- people are police are inherited from their own people -- prosecutors -- national resource centers are out there that think people are on alert that there's better ways to respond to the domestic violence and you're going to be there to be sort of this resource and re--- referral and conduit to what might make their jobs easier and produce better outcomes for them because everybody is doing their job wants to be able to do a good job. I mean that's a good starting point right -- it's a blanket statement and there may be exceptions -- but that's

where you start right -- you see some of these questions about what we can learn from observing and interviewing practitioners -- I recently worked with a program in Michigan and they were brand-new to this whole CCR business and she started out by going out and talking to the chief and they were happy to hear from her because they heard about some of these things but they didn't have the time to go out and look for every little new fangled idea out there -- in the universe of possibilities around all kinds of different crimes -- your resource and before you step foot in anybody's office, I think it's really good to do your homework -- so I think again -- observing interviewing this is a real low stress sort of thing you're just there as a supplicant to learn what they do and how they do it -- that sort of thing. So again in the e-learning tool there's a real good guidance for how to do that. The last thing we have here is this idea of mapping. Charting and identify the act actions that take place in the case for example a domestic filings in the processing of a criminal justice in the processing of the criminal justice system case is about 11 broad steps but then there's a number of apps and each of those steps are guided by various you know tools again policies product call procedures checklist forms each of those points of intersection -- where the intervener interacts with that case -- they'll be guided by something generally in writing -- this is my I think is what we all seen as being really important in terms of looking what at what makes somebody do something they do -- for me this is a very valuable piece because it took it of the personal -- for example patrol officer wasn't doing the right thing and I didn't have to take it personally that he was a bad person let's say I had a look at what organized him to do particular things and I'm talking some about the text -- I think there's maps out there you don't necessarily have to map everything anymore you can learn from what others have done but if you're kind of having a problem figuring out okay where did these things arise and where can we strengthen what we need to do it that can help a great deal -- I'm blanking now if there's maps if they do any mapping within the e-learning tool do they list do you remember

It's been a couple years since I've been through that. I don't believe so.

Right and I should know because I am the facilitator of this particular -- I'm just blanking -- anyway okay let's move on and talk about other methods because I think again as they CCR coordinator you're going to want to be finding out these problems and it's the bulk of what you do -- I should say the bulk of which are due to start off and to justify your existence if there's no problems in your community if everything's hunky-dory well don't bother putting in some time into your grant for you to do some of this work I mean in fact model it and sell it because you know that's what we -- all working for is having these systems in place that are about making the victims and their survivors lives easier and stopping the violence so -- you know --

And I just interjected question here on the chat?

Yes

As you're talking about benefits for victims and survivors -- Sandy Rhodes ask a question about the ultimate goal is to eradicate domestic violence -- it what happens in terms of interaction with a perpetrator or the abusers --

Right right okay well in a well-designed system you might have some sort of batterers intervention program at the end of this you know that is going to be where the perpetrator is court ordered -- however what we are -- what we know is that an arrest can make a difference for recidivism. So what we want this person to hear from one person after the other and the system is that you can't do this anymore. And so in terms of having compassion for that particular perpetrator, we don't do them any favors when we say oh yeah you're right she provokes you there's nothing you can do -- you know -- you'll just have to continue to struggle -- that really -- if we care about them at all we want to get into that -- we want to get to that batterer early enough and say strongly enough from as many people particularly people who have power that you cannot do this here. I can sympathize with you -- you've got a lot of things going on in your life and now whatever from your point of view she's irritating you or whatever it may be -- but we're here to say you can't do it. And I found a message that resonates in the other thing that resonates is that when the system finds out how much these batterers rely on their ability to manipulate the system, they start to go okay -- that's enough of this. We are being used by these people as part of their system of furthering their power and control over their partners -- so you can change as a part -- batterer whether you never go to a batterers group let's say and I used to say we did a batterers group and then we also have this effort to change criminal justice system response and we always said if we had to give up one or the other we give up the batterers group that it wasn't the batterers group at the end of this process this 11 step process -- that was making the difference it was the batterers it was that everybody same from the police department police officer to the judges to the probation it's all over -- are done -- if you keep doing this, we will were going to stick it to you a little more so that gets their attention and they can change. And so this is what makes the difference. This is why you're working with them. The batterer may hear over and over from her I don't want you to do this but she has little value your kid can't overestimate the power that an officer particularly I think a male officer coming to the scene of a domestic thing you're under arrest -- I don't think this is appropriate and they show it the more pro-arresting this that the officer makes the recidivism goes down. That's my little spiel IMAT but we should keep moving on here with this whole idea about other methods -- as advocates you are the engine of the CCR. You are an ongoing conversations with women about their experience. Asked them what was it like what happened to the third bullet here is a system response concerns procedure and I believe that's on the website as well. Start to organize yourselves as an advocacy program so that when you hear about a problem with the system systemic response that you are continuing the conversation with the women that you're talking to about getting more information about that. Tell me some more about this baby and intake you ask a couple questions that you just do it for a month or so you say have you had experience have you ever interacted with this agency

what was it like -- was a positive would you call them again -- did you feel respected -- it can be very simple and of the and then you know -- when you look at their form maybe you can say to them all what looks like you had a problem -- can I talk to some more about this baby not right now but maybe can we set up half hour down the road because were trying to do something about this problem. And you would be surprised baby you will be surprised -- but there's many women who said yes I want to do something about this and I want to help you. So this is a way for you to provide opportunities for women to get involved we always they were victims centered and we want to involve Dick is with what we do -- this is a way to start saying okay tell me about your experience maybe we'll will have a focus group down the road maybe we don't know exactly how were going to use you -- but I went into the plant please department with six women who had been had a very bad response from those who particular agency and I met with the chief of these women and eight talked about and the case of this state there was no arrest and what I was hearing from them and knowing a lot and knowing their policy at the department -- there could've been an arrest. They were in fear of imminent physical harm -- so we went in and talked to the chief and they were so articulate and so I mean it was kind of amazing because when we were ready to go then she okay for this name he said Rose hold up a bit and I said okay so I went back in the room and he said oh my God there so articulate and I said yeah they clean up nice because for one thing a lot of systems people they only see victims at their worst and they reinforce the stereotype and so that to provide opportunities for women to change the culture in terms of who they are -- and the chief the next step was to take a look at these reports and talk to the people who were involved in not making these arrest -- reasserting that the officer were supposed to do that -- and so it was kind of a it was a really nice way to work with the women and then work with the chief and this particular case. I also worked with another chief who said we don't have any problems here we have a state law there's no problems at all. And I said oh okay good I said but you know we that we have of course because it were an advocacy program we frequently have conversation with women if I hear there was a problem to you want to know about that well it's hard for somebody who's in a position of authority the chief of police's case to say no I don't want to hear about it -- keep it to yourself -- so of course he had to say yes I want to hear about it well I called and I called I think it was 20 people in the that have been responded to in the previous year and of those 20 people that I called now this is 1983 and it was that it was a real bad system of those I had 13 women who said they would never call again and so then I was able to go into the chief and I said well okay I have 13 women your said that never call your agency again and there they'd like to meet with you or they're willing to talk to whoever wants to hear from about a and that really got his attention. So again this is a value of the information that you are collecting. Okay so we are at 305. And we are getting to the facilitating an interagency process for change -- again top of the list identifying the gap and the next part is is there anything out there that might be a possible solution and again this is the value of working on this issue -- 35+ years hence -- baby is 30 years hence -- since we first started working on changing the system -- is that you identify these gaps and then there's all these solutions that have

already been developed you might find some to print you're going to find some on various from your state coalition -- if you look at the Andrew Klein research it's a compilation of the various research that has been done around the country about what works to intervene effectively in the violence -- you look at the gaps euro identify potential solutions you can contact me again of course and then you will bring people together for problem solving and I always say -- don't identified a gap and then bring it to a large group meeting. You know if I've identified a gap in a police response I'm going to want to give -- I want to go directly to that particular agency and give them the opportunity to be a part of the solution. And then I'm going to be fairly -- very what you call it -- discrete about that gap -- at least at first -- and then I will be very -- of good of the trumpeting the solutions so I identified a gap I go talk to the chief of police and I'm not going to talk to them until I'm sure I know what I want out of that meeting I've got an agenda I know what I'm going for in that meeting and I'm going to bring forward this gap in this potential solution and I'm going to engage this person in the potential for working together for a bit of time -- maybe another meeting a couple three or four midis to take a look at this potential solution -- and see how it might be adapted or modified or implemented whole an existing practice and we will maybe bring in some other people to look at this potential solution may be the chief of police says well I want to bring in my hotline staff because you know they're going to know -- know what happens more on the street than I do at this particular point that don't find a lot of to submitting that but it's true -- or maybe we want to bring a patrol officer and also so you will want to engage that individual agency decision-maker on a potential fix. Then if you the resistance there, thing you're going to want to fall back in your gonna want to find some other ways to motivate this particular individual you know who hires this person I mean how can you bring other people that might be able to influence that person in order to get them to take a look at what might be something that you need to put in place. You're gonna want to leave that meeting and you're gonna want to make and you sure that you have a paper trail you're gonna what a follow up that meeting with something in writing that says this is great meeting with you this is what I understand is your position relative to the this particular topic we look at these particular issues paper trails are significant motivators these are not things are going to be spreading around your again going to be discreet you're gonna be a trusted person and you're gonna be started with the position that he's gonna be glad to know you and is gonna be good for him his career just to Parliament from Barbara L prosecution forcing outcomes that take everybody happy there in that field right -- so that's gonna be where you get the be kind of a well of communication expert or something that you know always does put forward that sort of thing. I never went to did the meeting with anybody after my first few failed attempts until I had done a you know I did role-play or two because I turned but it turns out that people were defensive in the first place that I was there right they thought I was going to tell them what to do and if I said anything that sounded like I might be critical, you know so I would say what I was going to say and people say what does that that when he's gonna think you're this or that or pressure you're telling them is doing a bad job or whatever -- so the coordinator then so that's just a real



shorthand again about saying how to think about going forward and we have some documents about how to run a meeting and some of these points are in I have in writing and some of the writings I've done and if you want to get your hands on that list we can get that to them to -- so the coordinators the person who's gonna be doing all these things. The person whose keep the group moving and keep the process going you're gonna do the follow through you're gonna get the by and -- you're gonna be making sure that we move from problem identified to solution implemented to assessing and evaluating and so -- not an easy job and particularly if you don't have time to do it but again you know it's worthwhile -- the women that we work with definitely need us to be interviewed on this level. We can't just take care of the victims poll withdrawal made crowding out of the river we have to go upstream and we have to use all the resources that are available to us to interview intervene on this problem and again feel free to contact me -- take a look at the Praxis websites for more -- Liz I saw you put the aqua tossed out there that's a resource -- take your time to really explore what is to be done and so this brings us to 3:11 PM and I think we just have a few more slides to go through and my content for the day is done and I hope to talk to any and all of you in the future because I really respect what you're doing and I think again that you're probably more unsung heroes then you should be and what you're doing out there is really going to change the world so and I completely believe that Tom -- go-ahead Liz taken away

Time for a song is that

Yeah it was very inspiring

Your welcomes back we all knew the little [ indiscernible - multiple speakers ]

Thank you for that -- thank you to all of you for participating today and chatting in your questions and comments. If there's anything that we missed or if you felt like it was just too rushed in terms of tracking all of the resources that I was putting in the chat, know that there will be a follow-up -- e-mail that will go out summarizing today's resources. You will see on to slide Rose's contact information and so as she said she's available to answer any and all your questions. I would like to just give a quick little plug for next month's webinar which is going to be March 18 and the topic will be social change advocacy. We hope that you will be able to join us for that. Registration is required like for the session and so just provided the link where you will see the registration option for that session. Grows thank you so much. You are a wealth of knowledge and I just so appreciate your time and your dedication to helping us use e-learning and the best possible way.

Thank you for that

You're welcome thank you everybody for tuning in and until next time

Yes very good thanks everybody take good care and be in touch with any details that we may have missed. So thanks everybody. Talk to you soon.  
By by by

[ Event Concluded ]