The Crucial Role of Community-based Advocates in Rural CCRs

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with Rose Thelen, Praxis CCR Technical Assistance Partner, Gender Violence Institute

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- [Voiceover] Praxis and the Office on Violence Against Women Building Blocks webinars feature the core components of effective institutional and individual advocacies that improve outcomes for victims and accountability for offenders. These trainings are intended to provide in-depth perspective and thinking on relevant issues from national and rural experts in the field. I'm glad that you could join us today. I'm Liz Carlson, I'm the Rural Program Specialist and I'll facilitate this session and keep an eye on the chat. I'm happy to be with you today. I'm also joined by Rose Thelen, our Praxis Coordinated Community Response Technical Assistance Partner and today's featured speaker. Before I introduce Rose further, and our topic today, I'd like to review a few webinar details and--

- [Voiceover] Hey Liz? Rose here. You're going a little soft at times. If you could, you know, put it out there a little stronger.

- [Voiceover] Sure yes, thanks for that Rose. I'll try to move this microphone a little closer to my mouth, there we go. All right, I hope that's Better.

- [Voiceover] Better.

- [Voiceover] Good, thanks. So the audio for you all, for our participants today, is going to be muted. But, of course, we rely on your feedback and so we will encourage you to interact and to contribute your thoughts and questions to Rose's training today. Whether you are just participating through the telephone only today, or additionally with the webinar, you can contribute your thinking either by sending your email comments to Liz@praxisinternational.org or by chatting your comments in to the webinar chat box, which you will find in the lower left-hand portion of your screen if are logged in to the webinar. Right now, a number of you have already chatted a quick hello, so thanks for that. But if there is anyone that hasn't taken an opportunity to say hi or let us know where you are participating from today, feel free to do so right now. That will help you to be familiar with that chat box and comfortable with using it throughout our conversation today. I would also like to let you know that there's a difference between that Public tab that everyone will see and the tab next to it which says Private which, when you click on it, you will see the list of presenters and double-clicking on one of the presenters will open a communication feed just with that individual if you have a comment or a question that you would like to chat directly with that person, that's also an option to you at any point today. If you get disconnected either to the webinar portion or the phone connection, of course, rejoin through the original connection, the process that got you to that point, and hopefully there won't have been too much time lost. Also, I wanna let you know that this session is being recorded and will be posted to the Rural Audio Archive page of the Praxis Rural web pages, and so you can feel free to look for it next week if you would like to revisit it or perhaps share it with a colleague that is not able to participate today. With that, I would like to introduce our topic, which is the crucial role of the community-based advocate

in a CCR. I'm grateful to have Rose Thelen here for our session. Rose has been working for many years, and she brings a wealth of experience to her CCR work, including direct advocacy and multi-jurisdictional, multi-agency work on the county, statewide, national, tribal and international levels even. Rose is probably familiar to many of you, since she serves in a variety of capacities for Praxis, including providing rural technical assistance and as a regular Rural Routes to Change host. But today, she will be providing trainings on this Building Blocks webinar. So welcome back Rose, hi.

- [Voiceover] It's great to be here. Thanks, Liz, for that introduction.

- [Voiceover] Thank you, thank you.

- [Voiceover] Our slide got a little goofed up there, weird.

- [Voiceover] Yeah, sorry about that . It's doing a funny little formatting thing. But I would say at this point, Rose, if you would just go ahead and get started with our topic today, I think we're all ready.

- [Voiceover] Yeah, thanks again, and you know, I thought I'd start the session out with asking the listeners a couple questions. We had about 105 registrants and we're running at 43 people at this point, it looks like. And a lot of, the vast majority of the people who signed up are from advocacy programs, either domestic violence or sexual assault or dual. I was wondering, because the topic is the role of the community-based advocate in a rural CCR, I was wondering of the people who are on the line, how many of you are with programs that participate in a CCR in your community? I imagine we can use CCR in a, sort of a general sense of the word, if you are also a participant as a program in a SART. Raise your hand. There's a hand at the top, and just click on that and then we'll just get an estimate of this, I guess, or actually we might even get a fixed number. Oh, lots of them. 18, 19, 19 of 44. 20, okay. So this is, going once, going twice, the number of people in a CCR, number of programs who are in a CCR. Okay, now I wanna ask you another question. Of those, it looks like we have something like 23 programs in a CCR, of those programs--

- [Voiceover] I think we were at about half--

- [Voiceover] Yep, of those that are in a CCR, how many of those CCR efforts are coordinated by the advocacy program, ,he community-based advocacy program, as opposed to an outside agency? So please raise your hands again. Okay. Watching the numbers up there. So it looks like, so far we've got out of , we're looking at. , so it looks like about, a little better than half of those programs where there is a CCR are coordinated by the advocacy program. All right, that just gives me some reference point for moving forward on today's topic. And of course, what we're talking about is the crucial role of the community-based advocacy program in a CCR. And let's start with some core principles of a CCR, which will also serve as our definition. You see it up there, in a kind of puzzle format. It's this interagency effort, again, to institutionalize practices that enhance protection for victims and survivors, accountability for offenders, and change the climate of tolerance for violence in the community. Now, you've probably all seen this definition or a variation of it throughout your time in a CCR. Now, because half of you aren't in a CCR, we're just gonna start with some assumptions that you have some foundational information about what that is. When we talk about community-based advocacy, what I'm

talking about is this non-profit, non-governmental advocacy agency which is independent from the system which you are seeking to work with to change practices to better respond to victims and offenders and change the climate in your community. And when I think about community-based advocacy, I think about that in terms of three main functions. There may be more, and some of these, of course, are overlapping. But you got your individual advocacy, which helps the individual woman with what she needs in terms of resources, referrals, support, in some cases counseling and advocacy, right? That's one function. Another function is legal advocacy which, of course, can be individual as well. But this is to meet the woman's legal needs. What does she need in terms of a protection order? Who is gonna help her get that? Who is gonna go with her to get it? What does she need in terms of the court system? Who is participating with her on that level? And then the third one down below is a systems institutional advocacy component. Now, when you have a CCR, generally the coordinator serves this function as well, particularly where they are effectively organized. Ideally you would have the coordinator function within the battered women's program as you can see in the large rectangle in the middle. But when you have an outside coordinator it's imperative that there is a very strong link between the coordinator of the CCR and the community-based advocate. There should be an ongoing relationship between the advocacy program and that coordinator. That role, part of what that relationship would facilitate is this sort of being a conduit between what's the victims experience and what does the coordinator know about the victim's experience, so that that guides the behavior of what the job of that CCR is going to be. So what I mean by that is, if we're looking at a community and we're looking at a response from the system to the crime of domestic violence or to the crime of sexual assault, what we want to be looking at is, when we make any changes in that system or before we do, what's happening to the victim or the survivor in that situation? And that's where we need to be making the changes. That is a locus for much from which we think about and act to institutionalize different responses within the various agencies that are responding to domestic violence. In any effective CCR we want to centralize the experiences of women, which the last slide spoke to as well. But when we think about breaking that down, how do we do that? Well, one thing is that we're always analyzing what's her help seeking experiences? We're also consulting with her about, what does she need? What is she getting? What would be better in terms of the response? And then we're also seeking to involve the women themselves in the institutional change efforts. I will, in fact, be getting to some of these through some very concrete methods to think about organizing your program to do that. And so, when we think again about accountability to survivors, women and their children, we're looking at everybody. You know, how accountable is law enforcement, let's say, to the experience of the victim? How systematic are they at analyzing what they are seeing at the scene of a domestic so that they can be sure that they are making an appropriate arrest? So that they can be sure that they're gathering enough information so that the onus for making that case go forward is not on the victim, but rather is on the system, operating with good information that was gathered at the scene by the law enforcement officer, which is then used by the prosecutor to minimize the need for that victim to confront directly her accuser. When we think about accountability to survivors and women and their children, one of the things we think about is, okay, what is the impact of any change that we're gonna make? For example, I was talking to a program a couple of days ago and they were talking about that they have automatic no-contact order in all cases of domestic violence arrests. And in the cases in which they have these automatic no-contact orders, the victims can request that these be lifted and that she can have contact. But it requires this

victim to go to the advocacy program three times and talk to and get information from the advocacy program. Now, the advocacy program was suggesting that they kind of liked this because it, well, it actually forced this contact between the victim and the advocacy program. But the question becomes, what kind of impact does this have on the victim? We don't wanna be having more access to victims by requiring something that is onerous to them o,r in fact, may be unnecessary and actually may have a chilling effect on other victims contemplating the criminal justice system, as well, for help. There is a practice that was put into place, and, you know, it was probably done with the best intentions by the court that assumed that, well, we wanna make sure that she's not being coerced into dropping this order, we wanna make sure that she has a good safety plan and all that sort of thing in place. But in fact what it's doing is, creating a great hardship, and is there another way that information from the victim to the courts about contact can be gathered without requiring this sort of, oh, you know, life-disrupting necessity to get with the advocacy program a number of times? And it depends on how much time she has to get away in order to do that. So any kind of change that you're thinking about making within your system, we talk about this accountability to survivors, and that we always want to look at, when we think about the three principles, about offender accountability, victim safety and changing the climate in the community, we always want to prioritize victim safety over the other two. Sometimes what happens when a CCR is coordinated by an outside agency, they may get more invested in case processing, let's say, or we're gonna throw the book at this offender, or we're really gonna hold him accountable. But if holding him accountable doesn't equate with greater safety for her, then you have to get back to examining what they're doing. So any system that you're operating with, you're always looking at, and again, the key, the most important piece, is the person in the center who is experiencing the violence. You've probably all seen this maze map. This is just another way of thinking about it. What are the various systems that get involved when a woman might call for assistance through ? Then you can see the number of systems that might be involved. Now, this is the end slide from the Rachel DVD which is available through Praxis. If you haven't seen it, I highly recommend that you get this. It can be a very useful tool for working in your CCR, too. Thinking about what does a CCR do, then? This is where it can get kind of confusing. In some places, people think, "Well, CCR means "getting as many people together as possible "in the community on a fairly regular basis "and getting to know each other and networking "and doing some cross-training and that sort of thing." And those are all very useful endeavors, but the reason that you're coming together is, a, to identify gaps that exist in the current responses to domestic violence or sexual assault. And what I mean by that is those gaps that fail to protect victims and hold offenders accountable and maintain a, sort of, a culture of maintaining the status quo within the community. So identifying the gaps is key. There's no reason to get together if you're not fixing something. The second part is to implement solutions to those gaps. When we talk about institutionalizing change, we're talking about putting something in writing, a policy, a protocol, a procedure, that is going to effectuate a different response. And we always talk about putting it into writing because we want a change that's gonna be institutional, it's gonna be standard. It's going to outlive the particular participants who, in fact, are a part of your CCR. And what I mean is that sometimes you can have brilliant people in your community who are good thinkers on the subject and they got good ideas and they're gonna change their practice. But what we wanna do is, taking a look at what they're doing that's good, put it into writing, standardize it, pass it on to others in the agency, make that policy, procedure, protocol the guide for what everybody does within that agency. Build in

the linkages that are necessary. Okay, and so then finally, we're always monitoring and evaluating the results of what we're doing. So we've identified gaps, we've made changes, and then we're going to see whether they're actually working. That's the CCR at its simplest. If you're just getting together and you're networking, getting to know each other and understand that you're all good people and you're making some good changes just because of that, that's one thing. But if you don't move to the place where you're really looking at, okay, what are we doing and what's its impact and could we do this differently? This is another slide, it's probably another goal around what we just covered, but I kind of get graphic crazy or something. But this one, for me, puts the woman, the survivor, at the heart, in the middle of the circle. And right next to that is the advocacy because as the advocacy program, particularly the community-based confidential advocacy program, you will not only be able to hear what her experience is, you will be able to observe what's going on for her. You'll be able to observe how she's being responded to. You'll be able to observe how it's impacting her. You'll be able to see what the impact is longer term. Advocates are in a particularly unique experience to be able to see the woman throughout the life span of this case. For most of the other agencies that come into contact with her, they're going to have a limited time frame by which they see her. The cops will see her right after the call. Then they may not see her again. Maybe they'll see her in court. You're gonna see her, and you're gonna wanna be maintaining an affiliation with her throughout this system to see what are the long term impacts, what are the unintended consequences? How do other systems get involved, and then, how do the actions of previous systems impact what's gonna be the outcome for her throughout the community, actually? This is, of course, a slide which you have available to you. I think that you can make this into a handout, too. But I found this to be, this is a fairly new invention that was done by Maren, and I just think it's a really good way to talk about it and to think about it. And a picture is worth a thousand words in my book. So let's talk about identifying gaps and the role that the community-based advocacy program plays in this regard. And I'm going to ask you again to do some hand raising, just to find out the extent to which it's happening in your community. And then I'm gonna go into the various methods by which these pieces are structured. So we have three of them that we're gonna cover, and they serve a couple of purposes. They identify gaps, and they're also gonna be a piece of the evaluation and monitoring. We have this advocacy initiative response, which is absolutely critical foundational necessity for advocacy programs to implement within your communities. Another method to identify gaps is to interview, observe, survey, document women's lives. And then the third one that I've got up here is tracking and monitoring public data. There are other ways as well, but these are the ones that we're gonna cover, given the time that we have together. Let's look at advocacy-initiated response. I'm gonna just give a short description of this and then I'm gonna ask you whether you've got this in place, all right? So the advocacy-initiated response is, it becomes the acronym AIR as you can see, is this agreement that you have as an advocacy program that you will get a call from law enforcement as soon as possible after a domestic violence-related incident. The law enforcement agency doesn't ask the victim if she wants contact. The law enforcement agency instead informs the victim that the advocacy program is going to be contacting them, that an advocate will be making contact. Then at that point, the victim doesn't have to talk to the advocate, but the advocate is contacting her, and the victim is not the person that initiates contact. And when we're talking about advocacy initiating a response, we're looking at something that's happening in a routine, standardized way. And generally it's guided by something in writing so that everybody on board within that agency knows it's gonna happen. Now my question is,

how many of your programs are providing advocacy-initiated response? If you could raise your hands. All right, we've got a few here. And again, we're looking at not, when just on sometimes it happens but it's fairly routine. That doesn't mean that it isn't, that there aren't glitches and sometimes an officer may forget to do so. But this is pretty generally that, okay, we got advocates, our program is going to be contacted by law enforcement and then we're gonna contact the victim. It looks like we've got about programs that are doing so. You know, and just as a follow-up, if you wouldn't mind, the people who identified that you're doing that, if you wouldn't mind putting your name and your program in the chat section, the chat pad, that would be very helpful because we wanna be in touch with you if possible, and again, if you're willing. Okay, now we got down to six, it looks like. All right, so this is a practice that was part and parcel, central to the early efforts of CCRs, and it's kind of an interesting phenomena in terms of organizational development. But it was just assumed that it was something that was gonna be done. Duluth was the first place in the country that was doing this, and then generally, around the first number of CCRs that were developed, I would say, for the next 10 years, it was just assumed that this component was gonna be in there. But then over time, we spent so much time talking about the changes that needed to occur within the criminal justice system or the child protection system or whatever system that we were working on that we failed to highlight the importance of this early advocacy contact with the victim. So now we're involved in this effort, this very, I guess you'd call it strategic effort at this point, to get CCRs around the country to take a look at this practice and it can be one of the first practices that you look at. It can be defined as a gap that you don't have advocacy for the victim as soon as possible after an arrest. This doesn't mean that the advocate goes out as a part of the law enforcement response. It doesn't mean that you have to go out there at all, but you're gonna be making initial phone contact with that victim as soon as possible, and then following that up the next day with some other advocacy, and then maintaining that contact throughout the court process. And let me tell you why we strongly encourage this advocacy-initiated response. I guess I gotta back up here first.

- [Voiceover] Rose, can I just interject a quick question from the chat?

- [Voiceover] Yeah.

- [Voiceover] Crystal Young is just asking whether or not AIR is considered best practice.

- [Voiceover] Wel,l you know, depends on who is saying best, I'd say absolute best, top of the heap practice, yes. One of the things that we know is that there has been research done on early advocacy, community-based advocacy provided to victims, and it reduces psychological distress and victims sense a well-being, increases a victim's well-being. And so, you know, if we're looking at the goals of, and this was a study done in Denver and if you Google it or maybe Liz, you can get this study to them, but right there you've got a practice that is about enhancing victim safety. Of course we can make the assumption that her reduced psychological distress is part of her capacity to have safety and seek it. The other thing that we found out in the study that was done in Denver, and it was a very well done, highly scientific study, was that it improved court outcomes. So, you know, here's a practice that I consider pretty evidence-based in that it goes right to the heart of what you're trying to do in terms of protecting victims and also increasing offender accountability. Just in terms of the studies that have been done, we

know that it makes a difference, and it's a positive difference. And they looked at both, they looked at contacting the victim without her approval, and then we also looked at, who was the advocate providing the advocacy. What happened was, in this study, was, the court advocate, the prosecutor's office, would contact the victim, and that was happening anyway, and then the court advocate would also contact the advocacy program, the community-based advocacy program, who would contact the victim without her approval, without asking her that sort of thing. And what we found was, when the court advocate asked the victim if she wanted contact with the community-based advocate, generally victims said no. And they said no for a number of reasons. They didn't know what that meant. They didn't know what this person was gonna provide. They just didn't, it was what you'd call uninformed, they didn't have informed consent. But when they didn't ask the victim and the community-based advocacy program just contacted them, they always stayed on the line and they always wanted to maintain connection with that community-based advocacy program. And there were a number of things that people assumed were the variable here. One of them was that the community-based advocate was confidential, that anything that she said to that community-based advocate was not gonna go anywhere. A best practice with a court advocate is for that advocate to let the victim know, "Look I'm not confidential here. "What you tell me, some of it may be "it may be passed on to the prosecutor. "In some cases, it's all going to be passed "on to the prosecutor, depending on the department. "And in some places, that could be discovered "by the defense attorney, and then of course, "the offender may find out the information." The confidentiality of the victim made a difference. It's a best practice in terms of the research that's been done. And I know just in terms of my own experience, it's a best practice in being able to not only provide what the victim needs, the individual victim at that point, and she's gonna need all three of the functions that we talked about before. She's gonna need the individual advocacy, what's available for her out there, what's the resources? Can she get shelter? She's gonna be provided the legal advocacy as well, in terms of, "Okay, let's talk about what's happening next. "We know that your husband," let's say, "has been arrested and taken to jail for domestic violence. "He's gonna be held until tomorrow, "or the next working day. "He is going to be ordered to stay away from you. "However, if you want to have contact with him, "we can work with you on that level "and get that information to the court." So it's gonna provide that systems advocacy, well, that would be the legal advocacy component. It's also gonna be providing a systems advocacy function as well. And that's what you see up here, that, when you get to the victim and you're talking to her about her experience, you will have an opportunity to identify gaps. And if you're the advocacy program that owns the CCR coordination aspects of it, you know, the link between what you're hearing from the victim about her experience is gonna be very direct. If you don't have the CCR coordination within your agency, that function, the coordinator will be interested in, or you're gonna organize an effort so that they are interested, in what's the experience of the victim at every juncture of the response of the criminal or civil or child protection or whatever system you're looking at, right? It will identify the gaps, very hands-on, you know? What was it like for the victim? The response of that patrol officer, let's say. Was he respectful? Did she feel supported? Would she contact them again? Did she feel like she had done the right thing by contacting them? Was her account of what she said, her narrative of what happened, does that jive with what the official account is? What does the police report look like? Her responses to you at that point will be a method of assuring some sort of, well, making some quality assurance measures a part of every case that happens when there's new practices put in place. And then, depending upon the response of the victim, you can bring forward

concerns, and some cases you'll be bringing forward some praise and reinforcement for the efforts of that officer at the scene. It's also a method when you get contacted about this arrest that's occurred and you make that contact, it's a starting place for tracking and monitoring the system. You will have a handle on, first of all, all the arrest cases. And then you'll be able to follow them through court, from the call all the way through the case disposition. If anybody has any questions, let's see, this is typically--

- [Voiceover] There is a question.

- [Voiceover] Women who are arrested, in dual arrest, incorrect, predominant aggressor arrests, thank you for that question. This is another super important part of this function is that, if you are, yes, if you're contacted, and let's say you have suspicions about whether the person who was identified as the victim in this case is actually the offender in an ongoing relationship where there is domestic violence, with certain eligibility guidelines in place, let's say you look at your, you know, you look at your case files or whatever, your documentation about who's used your program, and you see that this, you're talking to a guy who actually has sent his wife to you a number of times because of his violence to her, well, in this case of course, you have reason to suspect that there was a bad arrest. So there you know, okay, this is part of the systems advocacy function in that, okay, something's not right here. You can also, at that point, using any kind of eligibility criteria that you've developed, you can then meet with the, who you think is the real victim the next day in jail and help her with her defense. Now this is, of course, and this is why I am your technical assistance provider, this can get a little tricky and a little complicated in your community about making sure and bringing it forward that your function is, provide advocacy to victims of domestic violence, because we're talking primarily about domestic violence cases here. But that your function is, provide advocacy to victims of domestic violence even when those victims have been arrested. And so how you identify that is going to be a part of what this coordinated community response is gonna look at in terms of the practices that you're putting into place. I hope that's understandable. It gets a little complicated here. But I think that is a key feature. We know that there are now victims who are being arrested who have maybe been battered for a number of years, and then they use self-defensive violence or preemptive strikes, and then they get arrested. We haven't necessarily; we likely have not intervened on the violence that was used to establish power and control over another. We've just intervened on the violence that was used to resist this power and control. So we've taken away one more tool she might have to resist it. So we absolutely need to be working with that victim as soon as possible. And it looks like somebody was, Becky was talking about, probation officers do a special assessment to these women. Now it'd be interesting to know, Becky, does that happen before? Is that done as a pre-release strategy? Or is that a pre-sentence? Is that down the road, or is that closer to the event of the arrest? At any rate, you need to be there. We all need to be there and we all need to be documenting how much this is happening in our communities so that we can take action to change and alter this particular practice. So that gets us back to some of the other things that we talk about in terms of tracking and monitoring. We're not gonna read this slide, obviously, but this is the example of a working agreement between the advocacy program and the law enforcement agency to establish advocacy initiated response. I just put this up there to kind of cue it. But it has a number of things in place. It says what the law enforcement agency will do, which is to contact you. Where it's really working well, they're gonna share some arrest and non-arrest reports with you, they're going to

keep statistics, they're gonna look at law enforcement policy with you. They're going to identify and liaise on to your program so that you can discuss any irregularities that you're finding. So that's page one. This form is available on the Praxis website and it can be a good starting place for, where are we at, oh this is page two here. It also talks about what you're gonna do. But it can be a good starting place to go into law enforcement and say, "Hey, I was listening to this brilliant "webinar the other day and they were talking "about advocacy-initiated response. "We should take a look at doing something like this. "And here's a protocol that "has been developed. "Would you be willing to take a look at this "and maybe we do a version of this? Or at any rate, let's investigate this." You know, the interesting thing, too, about the advocacy-initiated response is that, I just lost my train of thought and I can't for the life of me figure out what the interesting thing about this is. But it'll come back to me. Oh, I know what it was. You know, when I started working, a 100 years ago, and I did a project in Minnesota with 15 advocacy programs and their corresponding law enforcement agencies, the sheriff's office and a police department, there was resistance at first. And now there is so much support for this practice among the law enforcement community that, if you have any concern or fear about bringing this forward as an idea and are afraid that there's gonna be resistance, talk to me and I can get you in touch with a law enforcement agency that can sell it. Because it's got a lot of unintended positive consequences for law enforcement agencies. And so they appreciate having somebody there to work with that victim afterwards. Okay, I'm gonna go through another way of identifying gaps. And this is something called the Institutional Response Concerns/Procedure form, which is kind of a mouthful. But essentially what it says is that, when you're an advocacy program, and you hear of a problem that a woman, a victim, survivor has experienced, that you're going to document that. I mean this is, it's kind of no-brainer. But in fact, we get used to hearing problems that victims experience but we don't really quantify them and compile them and then think about taking action on them. And this is a real basic way of training and requiring people within your agency to start to listen to the problems that they're hearing about with a different ear. Often we will hear a victim say something about some awful thing that happened to her, and we'll be there to empathize and commiserate and let her know that yeah, this is not her fault, it's the fault of the system. But this is a method of saying, "Oh, you know what, we're trying to do something about that. "Right now might now be a good time "to discuss this fully, but can I get back to "and find out some more about what happened "when department X "contacted you and why exactly "you're never gonna contact them again, "and why it was the most humiliating "experience you ever had?" Of course, if you've got the time and she wants to talk about it right then and there, do it. But this is a way that then says, "Okay, not only are we going to do something "about this, we're also gonna ask you "at that particular point "when we get to this, when we get to "documenting this, we're gonna ask if you wanna work with us on changing this." Now, here's the procedure again, and violates all the rules of nice PowerPoints. It's got too much information in it. Iit's a screenshot of this form which is also available on the Praxis website. And this is just by virtue of an example. You can think about doing it your own way. But essentially, it operationalizes the collecting of this information. And then getting the form, once it's been collected, so you maybe have an individual advocate who is doing the night shift and she's talking to a woman late at night and she hears about this thing and then she goes and gets the form and she talks to her and then she routes it to the person who has been designated within your agency to keep track of these problems. And not every problem is gonna be acted on immediately, and they're not all gonna be acted on in the same way. But that's where the person, who is in fact keeping

track of these problems, maybe it's a liaison, in this agreement that you've developed with law enforcement, maybe it's a CCR coordinator, maybe it's somebody that you've designated as the institutional advocate to work with the CCR coordinator who is outside of your agency. But at any rate, they're gonna keep these on file and then they're going to bring them to you, as an advocacy program, and you're gonna spend and designate maybe, oh, one staff meeting a month, or maybe you'll have a portion of every staff meeting that you have to discuss what are the institutional problems we're seeing out there. What kind of forms did you get on this, and what do we need to take action on immediately? And what would that action look like? I don't know, some of you have probably heard me before, but when we started doing this at our agency, well, first of all, it was kind of fun and you may think I have a warped sense of fun. But we got fairly creative on how we were gonna change some of the behaviors of particular individuals. And the story I like to talk about is, we had this judge who always said the worst things possible to the women who were getting protection orders. They were very ignorant and patronizing and, well, disrespectful ultimately. What we did was, we kept a number of those and then we brought them together and we said "Okay, we got eight of these things. "For one thing, we can try and get another judge "on these cases, but can we change this guy? "Get him to say something different?" I don't who it was at the meeting, but they said "You know, the Chief Judge's wife "is a counselor "at the local college. "We should see if she wants to, "you know, do any volunteering for us." And so she did. And then she found out about these problems and she called her husband, the Chief Judge, and told him if he didn't muzzle this other judge there was going to be hell to pay at home, essentially. I felt kind of sorry for the Chief Judge, but it was crude but effective. And ultimately, the Chief Judge went to this other judge and said, "Look, you gotta stop saying things to the victims "that suggest that all it's going to take "is an evening out with him "and spend a little money on her "and everything'll be all right, or that sort of thing." So anyway, this is something to look at when you get off the webinar. Here's the actual form and again, this is just serves as a possible example. But I wanted you to notice at the bottom that it talks about, "I would like to participate in focus groups "or other methods of addressing "this problem as needed." And in this way, you've got somebody who says, "Okay, yeah, "I don't want this to happen to other women. "I wanna get involved in making a change here." You know, we talk about empowerment, which is a loaded term, but empowerment doesn't just occur because somebody's I don't know, what do you say? Had enough counseling or whatever to feel better about themselves after they've been victimized. Sometimes a person can feel mightily empowered by working with others to make social change. I am what you'd call exhibit A to that point. The more you can think about, how can we involve women, victims, survivors in what we're doing, the better. Think about, of course some of this all goes back to your own programming. How do we do this, how do we fund it? Any time I'm asking battered women to get involved with me, I'm gonna do what I can to pay her for her daycare or for her transportation or whatever because she, in that case, is providing the expertise. I am her student. Teach me your ways. What's this like? And it more equalizes the relationship, because over the years, what we've seen is this drift from the point where we started in the mid 's, and it was all about sisterhood and we were walking alongside of victims. Now what we're seeing, is of course, this hierarchy where I am the advocate, I have the information. You are the poor slob of a battered woman and I'm gonna give you what you need so this doesn't happen again. And of course I'm completely overstating that. But just always, how much is this a relationship of equality? How much am I involving her in changing the conditions that impact all of us? So this is a piece right there. I guess I wanna ask at

this point, is there anybody out in the listening audience who is using this or a form of this, in terms of your agency? Are you documenting problems that victims are having in this way? Are you capturing it? The volunteer can use it, the board member, the advocate, whoever, within your agency. Raise your hand if you're using something like this or you have some other method whereby you're capturing these stories.

- [Voiceover] I would say, if you're using a form comparable to the one that's on the screen, if you're in the webinar system, raise your hand. If you have another mode that you are documenting information and you can kind of chat that in, some sort of brief explanation of that, feel free to do that and share it with the group. And we'll just pause for a brief moment. Get a little--

- [Voiceover] And like Liz says, this is just a kind of a sample but one of the things I think, one of the functions that this serves is, as much as we talk about other agencies being organized by what's in writing, their policies, their protocols, their procedures, their forms, this is a way to institutionalize things within our own agencies. People may be particularly form averse, but in some cases this can be, well, not in some cases. I've seen the documented qualitative and quantitative data that we can gather as advocacy programs to be the most important piece that we can bring forward in terms of fomenting change. We can't go in there, we can't go into the community and say, we can't just use anecdote anecdotally, I think that things need to change. Well what exactly? What exactly, what is the step in the system that created the problem? How many of the women have you worked with who had experience, let's say, with child protection and felt like it was very adversarial? And by what did you measure that? What happened there? That's gonna be a real important function for you, particularly if you're in a community that may be fairly resistant to change. In other words, you may be operating in a community that says, "Bring it on. "What's out there that's working anywhere, "and we will put it into place and adapt it here, "and we'll monitor it and we'll make sure "that it's making a positive impact "on the victims' safety and offender accountable." If you're working in that kind of a community, you probably don't really need to do an extensive amount of identifying what the problems are and the extent to which they are occurring. But usually, generally, you might need to be keeping track of some of these things in order to be convincing in the need for change. And in some ways and in some programs that I've worked with, you may need to be asking and documenting these things because your own lens by which you look at the problem with women coming into your agency may have shifted over time. That maybe over time your agency has become more of a center where individual women come and get help, but you don't do as much in terms of even identifying what the problems are when they are contacting, or in contact with, other agencies in your community. It may be a question at your agency, "Do we think that's something we should do?"

- [Voiceover] So, Rose?

- [Voiceover] Yes.

- [Liz] If I can just provide a little feedback to your question about this form, would that be all right?

- [Voiceover] Yes.

- [Voiceover] Okay. It seems like there's one person on the line who is using a form similar to this. And then someone chatted in that her program, Tanya Kaiser, was using something similar.

- [Voiceover] Oh, okay.

- [Voiceover] That they would send this self-addressed stamped envelope to a woman after the fact that would allow her to kind of anonymously express, you know, whatever comments she had to provide feedback and also what she liked and what she didn't like. It allowed that program to kind of focus on what they could do better. That it was helpful to that program. But then there was also a question that I wanted to ask you about.

- [Voiceover] Okay. And Liz, you seem to be getting quieter at the end of your sentences. if you can, I don't know what it is, if it's your microphone, okay?

- [Voiceover] Okay, good. Then the question was about how CCR teams can incorporate the forms into their work, and should other agencies also be using the forms and not just the specific DV agencies, was kind of the question.

- [Voiceover] Yeah, I mean, it depends on your agencies. Of course, we've got, like,half of the programs on the line who don't have a CCR. They may be interested in just capturing this on their own and then, you know, using it as one way of working to promote change. I think that, dependent upon how open your community is, it's a little tricky that everybody's keep getting the goods on people, (chuckles) let's say. You know that the cop says, "Well, "what was your experience like with child protection, "and I'm here to document that," that sort of thing. But I think that it's a good advocacy function, particularly as a community-based advocacy program who has part of its role to identify these gaps, right? The quality assurance method that the woman, I can't remember who the participant was, but mentioned something about sending out an anonymous form. That's a real good method too, and we'll get into that. That may be a way of serving. This can be used in addition, so that when it just comes up, you can start to capture it. So you don't miss these things, and maybe you hear about certain things and you've got enough data that you don't need to keep documenting this. have really found the difference to occur in terms of just the focus of the advocacy program to start to say, "Okay it isn't just my job to make her "feel bad about the bad things "that are happening to her, "and provide consolation "and that sort of thing when I hear about it. "I am going to change those things, too. "And thirdly, she's gonna change them "with me if she wants to. "In fact, she's gonna be the best "litmus test for whether what we're doing "is actually making a difference." So I like that unintended piece of it as well. And then I like the coming together on a regular basis within your agency. I think that the International Association of Forensic Nurses has on their website something about quality assurance. And I had one of the leaders of that agency or association on a webinar with me. And she talked about quality assurance measures that, at every juncture where the advocacy program, not the advocacy program, sorry, where the victim is in contact with the system's representative, like, for example, the survivor at the hospital or the law enforcement or the investigation, that they have quality assurance anonymous forms for people to fill out to say, "This was good or it wasn't." And that's brilliant. I think that's a great thing to do too. And I think the more that the CCR is on board with, "We're identifying gaps, and part of that "is to be able to

do these quality assurance measures," that's gonna be a real important piece in your CCR. Too often, the CCRs are organized around just getting together and then patting themselves on the back for getting together. And maybe after they've gotten together a number of years, they've developed a better brochure to put in women's bathrooms or something. What we want them to be able to think about is that's nice, they're getting together, nice maybe even that they're putting a brochure in women's bathrooms. I don't know, I'd have to think about that. But ultimately, they are in the room, at the table, because they have power and authority within their own agency to radically shift how everybody in that agency thinks about and then acts on a case. And that's the real job, and that's what we're looking for across the nation, is, how much have you institutionalized actual changes in the function of what you do? We'll move to the next piece on identifying gaps, and this is the tracking and monitoring. This can be a sophisticated tracking system such as the Domestic Abuse Information Network that you can get through Duluth. And this is a real fancy software system. Me and my partner Chuck developed this with Duluth. You can know practically anything you want to know, up to and including, what did the officer have for supper that night? I'm exaggerating there but, you know, you can sort the information by individual officer, you can look at the individual judge, you can look at department, you can look at all kinds of variables. If you have the capacity, and it doesn't take a lot once you get the system in place and you got a method within your own agency and you've got a method of not only putting the data in, and sometimes that can be done by a volunteer, and sometimes it's an intern or something, but then you got yourself a nice slick system for creating reports that looks at the percentage of arrests, prosecutions, convictions, re-offenses, the length of time it took from start to finish. You can identify gaps in that system. If you see, "Well we've had great arrest rates "but we don't have any prosecutions," then you know where you need to use your laser beam strategies for organizing within the community to make those changes as needed, right? Okay, so that's a sophisticated system, Domestic Abuse Information Network. I also have a couple of bullets on there, and Liz you'll send these out to people, is that right? The Scope and Scale and Start with your Numbers, those two bullets, those are referencing a couple of handouts. The Scope and Scale comes from, we just put this together for the training that we did in Arizona. And it looks at a number of factors and it's a form. You can take it and you can decide, okay, we wanna look at certain aspects of these, what's on this form for the next six months, or you can work backwards and say in the last year, how many arrests, how many prosecutions, what was the percentage of women that were arrested? Was there racial disparity? What's going on in our community? Of course you'll have to start with getting people on board to provide that information. We have actually some agreements that you could use as a template for going to an agency and saying, "Give us this information, we'll put it into our, "either our DANE system "or we'll plug it into this form that we have for it." I did the tracking and monitoring of a community of , people with a tablet for five years. We just used a ruler and wrote it all down. And we got a lot of information just by doing it that way. Every week we'd go to the courthouse and find out what happened to these arrest cases. We had an agreement with the court administrator that she'd just put the files on the counter and we'd look through them. That's Scope and Scale. Then the next one is called Start with your Numbers. This is something comes from sexual assault. They have this form and also with it is this little exercise, I guess, for a community to look at their numbers. That's gonna be available to people, right Liz? Are you sending that out?

- [Voiceover] Yep.

- [Voiceover] Okay, all right. This is continuing to identify the gaps. Let me just suggest, too, that this identifying gaps, this is this tracking and monitoring. This may be something that, if you don't have a coordinator in your agency, this is something that the CCR coordinator might want to do. But you're gonna be advocating for the need for this kind of thing, either with that coordinator or if you meet on a regular or semi-regular basis, with the larger group. I highly recommend that if you don't have a very strong relationship with the coordinator that it might be worth setting up a time to meet with them to talk about what kinds of things you could provide in terms of direction to their efforts. Most of the change in the CCR is not gonna occur at that larger monthly or semi-regular meeting. Iit's going to occur within the margins. It's gonna occur between times. It's gonna occur in ad-hoc committee meetings with a particular set of people to look at a particular problem. That's funny, these slides kind of got weird on here. Okay, building solutions into case processing. Again, some of this is where you're gonna see some of the overlap between the systems advocacy component and the coordinator component. I always recommend that you start from, "Okay, we've identified a gap in our community. "Is there anything out there that might solve this problem?" Is there a report writing guideline that is used that reduces the number of false arrests or dual arrests? Is there a policy component that I can bring forward maybe just to the CCR coordinator's start, or if I am the CCR coordinator, can I sit down with the law enforcement, let's say, the problematic law enforcement agency to identify the problem and here's what a potential solution might be? So, is there anything out there? Right now, in terms of criminal justice system response to domestic violence, if you put every best practice into place that's out there, you could completely shift what your community does and you could put yourself on the map. Take the blueprint that's available through Praxis and implement that, you're gonna be famous. There's practices that abound within that blueprint which is on the Praxis website. There's numerous places that have best practices that look at child protection and at sexual assault responses. Any time you can identify something that's already developed, that's the thing to do. There's also best processes. There's methods of bringing people together to take a look at the problems, and then institutionalize these best practices or develop your own responses. So I'm just gonna breeze through this. So then the final piece is a component of how the CCR community-based advocacy program is gonna be involved is, you're gonna be not only doing some of these things yourself, but you're also gonna be promoting the need for these things to be done by your CCR. We're gonna close this out with talking about, how can we, as a lowly advocacy program, let's say, get these people with all this power to make these changes? And so, don't worry about that. We'll get to that and also, I think, one of the biggest key pieces is that anything you're gonna do is going to be done very strategically, and done in a way that incorporates the agency that might be responsible for the gap, get them involved as a collaborator and a co-investigator and somebody who is interested in making changes, and then giving them lots of credit when they do. The assessing and evaluating component, this is going to be some of what we've discussed already. If you're doing the ongoing victim engagement at the bottom where you're talking to her about her experience, if you're doing advocacy-initiated response, you're gonna be able to get first hand the qualitative information about what's occurring. And then, depending on how many people you work with, you're gonna be able to quantitatively analyze it as well. Text analysis, that's Praxis' fancy term for evaluating what kind of policies, protocols, procedures you have in place. If we said we're going to change our

report writing guideline and then we review a number of reports at the end of a defined period of time, and we see that none of the police reports include any of the information that the report writing guideline directs them to put into their reports, well, then of course, back to the drawing board. It's not working, and in fact maybe there needs to be some more intensive supervision. Some of the solutions are also part of the evaluation. Supervision will get at, is this happening? We've got report writing guidelines in place. Now I'm gonna supervise whether the reports actually include the use of them. Tracking and monitoring we discussed. And that's the same tracking and monitoring that you'll use for identifying the gap. Overcoming Obstacles, this, I think, is what, for all our good intentions, can be a real stopper in terms of getting out there and making the changes. We may know, "Okay, yes, I really want to see this system change." But what good is it if I go out there and try and make a change and somebody has an issue with our program that happened 20 years ago and they don't want to hear anything about it? What if they think I'm speaking out of school and I got no business telling them what to do? What do we do about that? When I think about overcoming obstacles, first of all, there is your own internal, I guess I'm starting at the bottom first.

- [Voiceover] Rose, can I just interject for a quick second to say that we are at the end of our time?

- [Voiceover] We are?

- [Voiceover] We are, yup, we are. (Rose laughs)

- [Voiceover] I'm sorry, I'm so used to doing the ALC webinars, they are 15 minutes. Okay people, if you wanna organize resistance to the fact that this is 15 minutes shorter than the ALC ones, feel free to do so. Oh, I'm so sorry. I was thinking we were operating on the hour and / time of reference. So, dang it. Well, call me.

- [Voiceover] We wanna, of course, be respectful to everyone's schedule. For those of you who have other commitments and need to disconnect now, of course feel free to do so. And Rose, if you just have a couple of minutes of a wrap up, (Rose and Liz talk over each other). Anyone who has time for that should stick around for it, and anyone who needs to sign off should of course do that. And just a quick thing I'll say is that, when you disconnect, you'll be routed to an evaluation. So if you would, please, fill that out if you need to disconnect now. But otherwise, Rose, if you just have a few, if you wanna skip ahead a slide or two or if you wanna wrap up, that'd be great.

- [Voiceover] Well I'm completely mortified. I'm sorry, I just didn't think about it. I'm gonna wrap up here, the end. No, I'll give you a little more on that. I am available as a technical assistance provider. Once you know the problems, once you've done some of these things and you wanna think about, "How should I get this in place," please contact me because I think it's something that people have devised various ways to do it. First of all, I think one of the things that we know about the state of the art right now is that there have been so many successes with making changes, and people are more poised than ever to try new things. So please contact me. And understand that you will be seen as valuable within your community when you start to do things that create accountable and transparent agencies, when people come together in this way, when there's a wise use of public dollars, because these are public agencies and they should be doing the best thing possible. And then also, the agency morale is improved

by the changes that you make, and that's not just your agency but the agencies involved. So you're gonna wanting to be talk about these things. And if you look at the PowerPoints when they come to you, you'll be able to see some of these things. But again, please, in fact, do call me if you've got some questions about, "We know what the problems are, we're gonna do "this advocacy-initiated response. "How do we sell it? "What else do we need to know? "What procedures should we have in place internally?" Et cetera, ad infinitum. I am here to talk to you, here's my email. And we can set up a time to talk. Well, that's it for today. Liz, very sorry. Heads will roll. I suppose I'll be written up on this. (Liz laughs)

- [Voiceover] That's right, we have a form for that. (both laugh)

- [Voiceover] She's a gap, she's a significant gap. Okay, all right. (mumbles) human being, right?

- [Voiceover] We only have quality assurance forms here at Praxis International. It's all about what's done right, not about what's done wrong.

- [Voiceover] Yeah, that's right

- [Voiceover] Anyway, that's right. Thank you so much, Rose. And to all of you for joining us today. Just a little reminder that next month we will come together again on the third Wednesday of June, which will be June , the same time, and our topic will be calling victims before they call you. So check your calendar, make sure you are available and be sure to register through our website if you are able to attend. And again, once you disconnect, please just spend a couple of minutes on our evaluation because it's so important to our programming that we get your feedback.

- [Voiceover] The other thing, too, Liz is, next month is this Advocacy Initiated Response thing. So anybody who's out there doing it and it's working well for you or, even if you have some issues, email us because we'd like to get you in on this call too.

- [Voiceover] Yeah absolutely, that's a good heads up. We would love to hear from you to incorporate you in the conversation directly. So you can send an email to Liz@praxisinternational.org between now and then. And we will get you in conversation with Rose and the other speaker on the topic next month. So with that, watch your inbox for the resources that Rose mentioned, and if you have any other questions about the session today, of course feel free to contact me. But again, thanks everybody, I hope you have a great rest of the day. Take good care, bye. So Rose, just sit tight for a moment.