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## **Coordinating a Community Response (CCR) in a Rural Area—One Program’s Experience**

Rose Thelen, Praxis Technical Assistance Partner and  
Daryl Chansuthus, Wo/Men’s Resource and Rape Assistance Program  
(WRAP)

**September 26, 2018**

>> Hello everyone and welcome to the webinar offered by Praxis International and the office of violence against women. This is intended to strengthen interagency responses to battery and I'm Liz Carlson the rural program specialist in Duluth, Minnesota and I am helping to facilitate the logistics of the call today. I'm so glad you could be with us. Today's topic is "Coordinating a Community Response (CCR) in a Rural Area - One Program's Experience" . I'm joined by Rose Thelen the rural technical assistance partner here at Praxis with extensive expertise in CCR methodologies, law enforcement investigation, individual and systems advocacy, batterers group and the overlap between child welfare and domestic violence. We are also joined by Daryl Chansuthus, executive director of wrap a dual DV and sexual assault program serving 19 rural counties in Tennessee. Between Rose and Daryl there are many years of experience providing multijurisdictional and multi agency development for social change and we are so fortunate to be joined by the two of them. Hi Rose and Daryl! How are you?

>> Fine, thank you.

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>> Good and welcome to you both. Thank you for being with us. Before I turn this webinar over to Rose who will introduce the topic and expand a little bit more by way of introducing herself and Daryl, I want to touch upon a few details related to webinar technology. You will see at the bottom of your screen there are captions that are rolling. We like to say that with real-time captions mistakes do occur and you don't have to worry about being overly concerned about those. We encourage you to utilize the Q&A box you see in the middle column of your screen. The phone lines, the audio component of the webinar will be muted for the duration of the session today, but we encourage your comments and thinking. We ask you to share that with us in the Q&A box. Any comments you want to pass forward in the Q&A box will be routed to us as the presenters and then Rose and Daryl will make a point of integrating your questions into the presentation. You should feel free to adjust all of the boxes on your screen. When you hover over the light gray icon on the far right of each individual box, you will see a range of options available to you to adjust the technology to your preferences. We want you to know this webinar is being recorded and will be posted to the rural recordings webpage of Praxis International. And to let you know if you have any sound considerations or webinar issues or technology issues during the presentation today, you should always feel free to send a message in the Q&A box to our webinar host, Patricia. Or if you notice that the sound seems to be unstable and you are utilizing the Internet audio, voice over IP, dialing and by telephone will oftentimes improve your audio quality. If you end up calling and by phone, just know you should also turn your speaker volume off so you have the best benefit of participating on my phone. With that, I am going to turn our session and webinar presentation over to Rose and Daryl. We are ready for you, Rose.

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>> Thank you, Liz. Welcome to this particular episode let's call it, rural routes to change and I'm so pleased to have Daryl on the line with us from wrap in Tennessee. She will tell you a little bit about her area and why she calls it rural and what they do there. And of course what we will be talking about today is how to Inc. about coordinating a community response in a rural area that can capitalize on the rural nature of the area and also adapt some things that may be working in a larger area or were developed in a larger area. Often people think what is good for Saint Paul, Minnesota isn't necessarily good for Brownsville, Tennessee or what works in San Diego won't necessarily work in some other smaller community. So without too much ado we will get into it and as Liz mentioned it, feel free to use the question box and we will stop every once in a while to take a look at it to see if there are any questions. This will be recorded for future reference if you like and you also will have our contact information at the end and you can talk to myself or Daryl if you want to hear more about this. Let's get started with Daryl. Why don't you tell us a little bit about who WRAP is in the rural nature of your community as well is what you are doing relative to CCR, okay?

>> Absolutely. Hello everyone. Just a brief bit about WRAP. We were founded by a small group of volunteers in 1975 as a rape crisis line for women in Madison County, Tennessee. At that time I think the population was about 30,000 and we are up to about 90,000 now. That is Jackson/Madison County by far the largest and the second largest city is a population of 30,000. The average population in the communities we serve ranges from a low of 6000 to on average around 15,000 and 20,000. We are talking very rural areas. Over the last 40 years WRAP has run into a dual domestic violence sexual assault program. We have two administrative staff and her program staff of 24. We provide a wide array of

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services to residents in 19 counties in West Tennessee. I joined WRAP six years ago and began immediately looking for ways to strengthen the response of our community to domestic violence and sexual assault. In my search for information about coordinated community response, I discovered Praxis International and also discovered their affixes the learning center. I applied and was accepted and graduated with class M and it changed my world. As part of that process I learned about the specialized intensive TA for world communities and asked if we could be considered as a recipient of the assistance around strengthening coordinated community response in West Tennessee. We were selected to be a recipient of that assistance almost two years ago and we made history. [ Laughter ] As a result of that we implemented some incredible programs. We focused initially on four pretty rural counties, two of which added extremely -- had extremely high rates and one had higher rates of domestic violence in Jackson in Madison County even though they had a third of the population. Two were average in terms of the number of reports. As part of the process we ended up adding another three counties to the initial one. Since Rose was last year I think we have eight counties actively involved with AIR which is Advocacy Initiated Response. We are really excited about a lot of changes that have happened and I look forward to sharing more of that with you as we proceed today.

>> That's super. Great it has taken off, Daryl. Before we launch into what you did and how you did it, let's go through a couple of slides that define coordinated community response and how we think about it and particularly in regard to rural areas. Here is the standard definition and probably everyone on the line has seen this before and it is an interagency effort to enhance the effectiveness in order to better protect victims, hold offenders accountable and create a climate of deterrence in the community. I wanted to emphasize that one of the things that

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happens is people say we are doing CCR to identify more victims to get services. One of the things we like to emphasize is one way to help victims is get the offenders to stop so don't forget about using the power of the criminal justice system to hold offenders accountable. Of course always need consideration of due process and their civil rights and all of that in place. Ultimately, if we start to end the violence or start to hold offenders accountable, we are creating a climate where the message is loud and clear that it is not something you can get away with in our community or county. Would you add anything to that, Daryl?

>> No. I think that sums it up very nicely.

>> Let me just say, one thing that throws people is interagency effort on the definition. The interagency effort doesn't necessarily mean -- I think it has relevance in the rural area that you have an interagency team that works to get a coordinated community response going. Generally what we mean is it is the advocacy program who is coordinating the community response. They are generally bringing together multiple or individual agencies and often in an ad hoc way in order to first of all figure out what the gaps are, and then to implement solutions which we generally start with how can we change the policy, the protocols and the procedures that are currently in place to beef them up so the practices on the scene or throughout the court process are changed in a way that relieves the victim of having the onus to stop the violence. It also puts it into the hands of the community to stop it. The third thing that the coordinated interagency response does is it monitors and evaluates results. We will talk a bit about the results at WRAP as we proceed here.

>> One last slide, in the middle is an advocacy program and that would be WRAP in this case or anyone on the line today who was in an advocacy agency. We are

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talking about the independent community-based advocacy program that is the coordinating agency. What they do is work with various agencies to see what the gaps might be, and generally they will see what the gaps might be because they are in communication with the victims who let them know this did not work so good or I would never call that law enforcement agency again or how can I trust my batterer won't learn everything there is to know about me? Whatever the gap might be. The advocacy program identifies the gap and sets up the kinds of conversations with various components depending on where the gap might exist. We generally start when we talk about doing a CCR, we generally talk about starting with the law enforcement agency. How can the law enforcement agency and advocacy program work together to bridge the gaps that exist and remove barriers that make the system more user-friendly and can help take the onus off the victim and get her the individual the services she needs? Also in the case of the male battered person, I won't go into it but it's not as common a problem but regardless, sometimes advocacy programs work with the victim who is now arrested as well. We will save that for a bit. This is the overview. The advocacy program is in the center and this can be a real asset which we will talk about as we go on. The advocacy program is doing the legwork and getting the individual agencies around what they find out there.

>> Let's proceed, Daryl, here's your chance to tell us about what are the rural features that you think make buy in not only possible but more desirable than in some places?

>> That's right. As you were describing coordinated community response and what that looks like, I was thinking my concern at the very beginning when I first started exploring this was the advocate has to carry the burden of all of this. We

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are the go to for everybody and we are already overwhelmed. We have one advocate per county and they do a lot of work. But that is not how it works. We are building -- what I think makes it ideal for us is we are able to build on already existing relationships. For advocates to do their jobs well they have to know people. They have to know people they are working with and law enforcement and build those bridges between the courts, the law enforcement, community-based agencies that provide support. They are the ones between the prosecutors, batterers intervention and jail, they know these people I know who they are. They communicate with them on a regular basis and to do that in a way that benefits the victim, they have to build those relationships and build positive constructive relationships with these folks. These relationships are in place and often if you have an advocate with been with you for a while, they have been in place for quite a long time.

>> You are seeing each other not just because you made an appointment and you go through the rigid hierarchy to get to the top. You are seeing each other --

>> It's organic.

>> You see each other at the football game or in the supermarket.

>> Our advocates are community-based. It's an important feature of this. Our advocates are community-based and most of them live in the communities in which they work. That allows for relationships that provide the opportunity to talk about tools and strategies and approaches to the shared work that can improve it and make it better as well as strengthen and enhance it. So yes, there are less rigid hierarchies and you don't have to go through an approval process just to have a meeting to talk about something. You are able to have cozy conversations.

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You can talk one-on-one and explain what something is. You can get the initial buy-in so you can then explore it in more depth. Just threw that personal interaction.

>> That's right. And just dropping in the office is a possibility in a smaller community.

>> And that is what happens. An advocate sees a law enforcement officer and they are talking about a situation, and the conversation comes up where in situations like this, having this would be good. In Brownsville, the county we implemented in, we were not getting -- law enforcement would tell us we are referring people to you but they are coming in that we have to go back time and time again because they won't go get services. I was just sharing with Rose and I should probably save it for success but because of these conversations we were having, they were very open to implementing advocated initiated a response. And once we did that, the number of people reaching out to us for help, I didn't calculate what percent the change was but a jump from 17 to 174 during the same period from one quarter 2017 to 1st quarter 2017 to 1st quarter of 2018. So those conversations with people you know who trust you, we are here to work to accomplish the same end. We want safety for people.

>> We want to hold both the offenders accountable and that the victims have access to service.

>> I'm looking at this one that seems like a mouthful but the small staff creates openness and I think that was a piece we saw is they don't have a lot of person power within the small agencies. They are very open to the idea they don't have to go to ongoing meetings and do this ongoing interagency thing --

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>> They would not be able to. They simply don't have law enforcement for that matter WRAP in very rural counties. They can only be divided so many ways. This is something, this way of thinking about coordinating the community response as the actions we take and the collaboration we have, the camaraderie we have in working together and having a common structure that we work from with common goals we aim towards, that works really well. We have a protocol and we understand what it looks like and who does what. We know each other and can talk about issues that may arise from it without feeling like we are being punished if we do something wrong. We are working together to strengthen, truly strengthen our response to a problem that we share and we both want to do something about.

>> That's right. --

>> The other thing, the last thing is really important for rural, my advocates know the local media. They have easy access to them. And being able to promote efforts like this that are aimed at crime reduction in the community and providing better services to the community is something that law enforcement enjoys and that advocates enjoy. Being able to celebrate how we are working together to address a problem that we share in common and is impacting the community -- in West Tennessee, domestic violence represents more than 51% of all recorded -- reported crimes. To some of our community executes problem and in Dyer County, one county we implemented and it wasn't 51% of crimes against people but 72%. This is a very positive piece from this is we are able to not only develop these partnerships with people with whom we are ready have trust-based relationships, but we are able to communicate that relatively and effectively to the community at large which increases support for the effort.

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>> Hats off to you, Daryl, because you are really good at making sure the press knew you were doing something with local agencies that was new and deemed effective. It was bringing in some tools that have been developed in other places and did not require you to start over. You could bring in something from Praxis has a tool that law enforcement can use that was developed through their blueprint. You could bring it to the local people and they could sit with you for a few meetings to determine how it could be adapted. You are the conduit between what is out there and what the local agency doesn't know about because like you say they are small and have other things to do. You are on it because you are aware of what is going on out there relative to domestic violence.

>> I could not have done it without the tools provided by Praxis and the expertise you brought with you. I think that's what I appreciated most is as an expert coming to rural West Tennessee you don't know what to expect and you come prepared for everything. You are pretty flexible to adapt and meet specific needs of the communities we served. Those of you who were in rural communities no , particularly if you work with more than one county, one county in rural in Tennessee are vastly different from each other. What they share in common from one community to the next, there are some distinct cultural differences. Rose was able to adapt to each of those very quickly and help me present materials and tools to them in ways that allow them to be successful. I am truly grateful for that. It provided the framework and structure from which we were able to build what is becoming a very strong collaboration.

>> Thank you for that, Daryl. Do you have a question, Liz?

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>> We do have a question. Before we move on there is a question about whether or not a CCR is an ongoing meeting? Can we clarify a little more about what a CCR is and maybe isn't?

>> Okay. I think there is a misunderstanding that the coordinated community response is a large group of community representatives that get together on a monthly basis. The coordinated community response is more like a verb. Daryl and Rapp are coordinating -- and WRAP are coordinating tools in the community so they can respond in ways that hold more offenders accountable and protect more victims. So it is not an ongoing meeting. I think it's one of the selling points for a rural area. I think Daryl is with me on that because like we mentioned, large geographic areas covered by one law enforcement agency doesn't have a lot of people they can send to an interagency meeting every month. Quarterly, maybe. The work will get done there. The work of identifying where the problems are in response to the problem of domestic violence and sexual assault as well, the work of identifying what are the problems becomes the work of the advocacy program who finds that out from the victims themselves anecdotally and looking into the public record about the level of arrests versus the level of alleged assaults when law enforcement is called. Is there prosecution in the community? Are victims getting erroneously arrested? To victors -- to victims feel they will be help when they call 911 or do they rue the day they called 911 but the advocacy program knows that and they know it anecdotally. It works with various agencies to say there is a bunch of tools now that have been developed around the country, so how about I bring some of those to the community and we can see how we can adapt them locally? We will do that with individual agencies who will utilize the tool. We will get to this in a second, where Daryl started and where I highly

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recommend most programs start is to get yourself an advocated initiated response protocol in place. Let's go to that.

>> This might be a good time to say that as Daryl mentioned I was on site there. You don't need me on site. Partly what I do on site is I am learning how we can cut to the chase in rural communities and sell this to rural communities. How do we get them on board? How can we take what might be a huge blueprint or policy and break it down into its parts that we can start in a particular place, for example with law enforcement? If you contact me for ideas about how to approach law enforcement to get advocated initiated response, I can help you with that and Daryl is willing to talk to you as well. Once you have the advocate initiated response in place, then you will be able to have ongoing access to the victim in that so you want the ongoing access with. Not the community agency coming for a meeting. Then you will be able to see how the system is working for this woman over time. Is she being threatened if she doesn't cooperate with prosecution? Is she being charged with a crime as she fails to respond to the subpoena? Is it taking two years? Is the batterer being left out of jail before she has a chance to take a deep breath? What are the gaps? We are speaking primarily about the criminal justice system. We want to turn this institution into something that is user-friendly for the victim. WRAP and advocates are the smartest in the room because they have ongoing access to the women who are the victims who are the smartest about their experience. That is the deal. I might be the prophet singing in the wilderness on some of this but I don't recommend you go out and start a big interagency task force to get together on a regular basis. It sucks resources and getting them to, and then come back and getting the same people there as well as figuring out what they need to do, etc. it was a selling point in the community in Tennessee and the others I have worked with that law enforcement

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realizes we don't have to come to a monthly meeting where we go why are we here and what are we doing? We have good food and we like everyone but why are we here? So that's the answer to that question and a little long-winded. Here is a flow chart of how Daryl and WRAP thought about it. Daryl, do you want to talk about this? The first step of course is expanding your knowledge base. Do you want to take us from their?

>> Absolutely. Our first step was to make sure we were on the same page in regards to my team and myself. We talk about coordinated community response, we understand what it is and what it looks like. The kinds of questions are like to we have to meet? Is that a meeting? Then what is a? In my mind it never was a meeting. Rose pointed out it's not about the meeting. It's about what we are doing together and how we are cooperating and collaborating to make sure offenders are held accountable and victims receive the services that they need to be able to move forward from there abuse successfully. That was the first step, to make sure we were grounded in that knowledge and operating from the same frame. We thought it would be easier to focus on one component. Coordinated community response takes many different forms. One of the tools that helps to facilitate that coordination is advocated initiated response. It strongly encourages and requires collaboration between law enforcement and the advocacy agency. We started with the AIR --

>> That stands for advocated initiated response.

>> That's right. One of the issues we had --

>> I'm sorry, my cat went on my keyboard. [ Laughter ] It advanced the slides. [ Laughter ] There we go. I have a home office.

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>> We started out with focus on advocated initiated response which meant training my team on what that is and it's something our advocates were already doing in some communities that we serve. Those that had really strong relationships with law enforcement, law enforcement would rather than call the hotline would call the advocate for the community directly with a need because they were with the victim who needed assistance. I don't know if you are all familiar with Advocated Initiated Response but what it means for us and the way we have implemented it is we have law enforcement call us if not on the scene at the moment, before they finished their shift. They call our hotline or the advocate directly to let them know that a victim needs assistance. They provide us with the information from the victim in our advocate either immediately follows up or if for some reason it's not possible to do it immediately, first thing the next day they follow-up with the victim to introduce themselves and let them know what services we provide. They make sure they are safe and feel they were heard by law enforcement and what needed to happen was going to happen. Our advocates really liked that model and decided to talk -- that was what we were going to do and we would talk to law enforcement in different counties. Before we did that we identified which counties we thought we would like to start in. To make that decision we looked at two things. We looked at counties that -- we looked at the number of reports in counties and wanted to focus on counties with the highest number of reports. We also looked at counties where we had strong relationships with law enforcement already. We had a very stable advocate who had been with the program for a while and who had built a positive and structured relationship with law enforcement. In identifying those communities, we talked to our advocates and talked to their connections. Most of my advocates know the Chiefs of police in their counties and if not the chief, they know the

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captain responsible. In talking to the key decision-makers, getting the initial okay from law enforcement that it sounded good and they wanted to do it, the next step was to talk to the mayor's to make them aware of what was going on to make sure they were supportive of the effort. So those things probably happened at the same time because advocates were talking with law enforcement and I was talking with the Program Manager with the mayors in their counties.

>> Let me interject that one thing I think was a given and a requirement was you had people that were going to have jobs to coordinate this effort. It wasn't just something they did on the margins of all the other work they were doing. It was what they had time to do and learned it and had a plan for going forward. When you talk about approaching involved decision-makers, in this case you were talking to them about doing this Advocated Initiated Response which has good research done that shows how effective it was . It's a pretty easy thing to sell to law enforcement for a few reasons. One is it doesn't require much of them except to make a call. There are a few things they have to do because of protocol which can be found on the Praxis website which we will tell you about it the end. You were approaching them about participating in this specialized TA and I was coming to the community and you told the mayors as well and there was a showy display of that. But regardless of if I come to the community, you can approach the involved decision-makers to get them on board about implementing something like this and still make a showy display, or maybe you get someone from 50 miles down the road to talk about it. It's a community event is helpful, don't you think?

>> Absolutely. Before we ever brought you and knew what we were going to do, we had to talk to these folks 1st. We spoke to key decision-makers in the DA and

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people we were inviting to the roundtable. The way we did it here was we had key decision-makers in the morning and then the larger community was invited for the afternoon. Before we did that, once everyone understood what it was -- they hadn't had the training yet but understood what it would look like. Then we did press releases to inform the community at large because the roundtables we had were open to the general public. We held them in each of the communities that we were going to roll it out in. Some of the communities we had a very large response and in others a more modest response which will vary from community to community. Once we had that and had the roundtable, everyone received more information about the tools and the process, then we were -- and we got their questions answered, most importantly. What are we committing to? How will it help? What can we expect? Once we had those roundtables we were able to go back and meet with the department heads who would be involved in actual implementation. In that process, we were able to talk about what we wanted the protocol to look like. Are we on board and is it something we feel we can do? We had one of the original communities say we want to do it but aren't ready yet. And we had another community who was not included in the original four but heard about it and said they wanted to be involved in can we be involved, please? Since that time every community who has been involved since then has asked can we please do this too? So we are excited about that. We were able to follow up with each of those department heads. In some cases it would be the police captain in charge because initially we worked with law enforcement. We would meet with each of the captains and in a couple of counties, the chief. We would work out a protocol and establish a memorandum of understanding. We got that drafted and signed and then we moved to implementation.

>> Rose?

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>> It's Liz. Can I ask another question of you and Daryl?

>> Certainly.

>> What you say a little bit more, once you have the MOUs in place between your program and your local law enforcement, then what? What is the protocol? How is it that women are provided the Advocacy Initiated Response?

>> That is a great segue. Let me think if I have this right. What law enforcement does is they notify the advocacy program following a domestic violence call the advocate initiates contact with the victim as soon as possible following the notification. They don't go to the scene because we found over time that is fairly intrusive for the victim. Unless you want someone on the scene, generally it is late at night and has had enough going on, etc. And the advocate let's her no right then and there when she contacts her that she doesn't have to talk to her at all. So the initial call is made immediately and then making sure the next day before release if possible or before the first appearance, the regular staff will contact the victim to provide advocacy throughout the process. The other thing that happens is within protocol it says the advocacy program will be in contact with the victims when there was no arrest. A couple of other things are also in place. Law enforcement agencies will share police reports with the advocacy program and will also collect statistics like how many domestic violence related calls they get an of those how many were there arrests on? And they will follow the case throughout the court process. So you are just providing a service to the victim when you do error. That's an important peers -- piece. What happened to the case? Did she feel she was supported or did she feel like she never wants to call again? It facilitates not just the individual Agassi -- advocacy but the institutional advocacy. Maybe you find out she would never have called again or maybe they

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arrested the wrong person or the prosecutor's office threatened her with falsifying a police report if she did not testify. What are the gaps that you see in the criminal justice system walking alongside this victim and from your data collection? Often I think people think we will do this and then we will increase the volume of services we provide to victims. That is one piece, but more importantly in terms of the CCR, you are able to see they had 100 calls where there was an alleged domestic assault going on and of those 100 calls, 10 resulted in an arrest. That is awfully low. What is going on there? And then in your contact with the non-arrest victims you find out they should have made an arrest. One of the other things in this protocol says the advocacy program will meet with law enforcement agencies to discuss any gaps that they identify. There is a protocol with the law enforcement agency and then there is a procedure that exists that the advocacy program level. What do we do and say to the victim when we contact them? What do we do if we find out there was a problem? What do we do with a victim who is in jail and now arrested for domestic assault? How do we work with a defense attorney to provide advocacy to a victim in jail? How do we make a link between our conversation with the victim and how does she know about what the witness person in the prosecutor's office will do? I don't know if I'm answering the question per se --

>> Rose, I was trying to say there is a question around victim consent. An important part of AIR is that the advocate is proactive and reaches out to the victim and doesn't wait for the victim to call. For us, I can say we I -- we initially struggled with that. If law enforcement is calling on the scene, they asked the victim -- they call us and then asked the victim if they want to talk and if the victim says no then they don't have to. Our advocates say we will talk to the law

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enforcement officer and let the officer know's about the victim to make sure they are safe.

>> If they are not calling us on the scene, law enforcement provides us with the name and number. As Rose pointed out, when we call they don't have to talk to us. If they prefer not to talk to us they don't answer. If they don't answer we leave a message letting them know that we are just calling to check. We don't necessarily identify that we are WRAP because we don't know who listens to messages. We let them know we were calling two admin on them -- we are calling to check in on them to make sure they are safe and if they could call us back and we leave our information. If the answer and say they don't want to talk to you, we thank them and don't call them again. That's how we handle that. Rose, I don't know how you handle that.

>> Let me say there was research done in Denver and at the end we have a link for this make the call thing that has this information in it, but what they found is when you ask victims most of them say no because they don't know what it is or thing that means they have to go to a shelter. It's to a.m. blah blah blah. Most say no but when they's which -- but when law enforcement informs the program that they will call and they can say no if they don't want to talk to them, most Dems then said yes when they were called. In addition to seeing if they are safe and providing information about services, the advocate also says do you have questions about what is next? As soon as the guy is taken away in the squad car, she says when is he getting out? What about the fact that need him to babysit in the morning? Do I have to go to court? The officer may have done a good job of telling her these things but in fact it flies right out of her brain in the heat of the moment. Generally the victims say it was very useful, the information they

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received about what would happen and there would be someone with them throughout the process was most valuable. The other thing they cited as most valuable and compared the community-based advocate with the systems-based advocate and they found what was most helpful was the information they received and the fact it was confidential advocates. And some states you want to check out whether the law enforcement agency thinks you can or cannot have that information. In most cases and domestic assault misdemeanor cases it is public data. Arrest or non-arrest. That's a piece to check out. And generally it's an interpretation thing. Law enforcement says we can't give you that information, but if you do some research you will generally find that they can.

>> There is a follow-up question that expresses concern -- this is a question we put to Rose as well when we started this, just calling, doesn't that put the participant at higher risk because you don't know who was monitoring the calls?

>> The thing is her risk greater because he is now separated from her and she doesn't know what is next or what is coming or because he knows she has been contacted by an advocate? If she says I'm being monitored then you make other arrangements. In the focus group we have done with victims they said no call. The lack of information, there is a huge intervention risk just by involving 911 or having law enforcement show up. It might not just be from the court process but maybe she is involved with child protection and may be in touch with her housing. The risk is for everyone to struggle with or think about. We have not found there is been a lot of risk in that context. It's one thing you want to evaluate.

>> We monitor that. We ourselves are very careful when we call. Our advocates are accustomed to working with victims in high risk situations. They are very careful when they call. And two things, someone asked the question that AIR

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replicates [ Indiscernible ] and also this is evidence of what you were saying earlier, Rose, regarding the impact on victims of AIR and their willingness to receive services. Hayward County, one of the counties we implemented this in , first quarter 2017 I mentioned this earlier, we served 14 people. They have a rate of calls for abuse higher than Jackson/Madison County which has a population three times the size. We didn't understand why. Law enforcement would tell us they don't want to call. They just don't want to call. Since we initiated Advocated Initiated Response , that number for the same quarter this year jumped from 14 to 127 served. Once we reach out and we talk to them and let them know who we are and how we can help and it's free and confidential and we have services, people are like my gosh, yes! It's a really important thing to keep in mind. The other thing with respect to LAP, after we made the decision to go with AIR, we were identified for participation for training for LAP. For those of you who may not know the lethality assessment program. There is a screening tool that law enforcement officers use when they go to the site of a domestic assault. They use a screening tool with the victim to screen for lethality. If the victim answers positively to a certain number of questions or to certain questions or if the officer believes the person is at high risk, they make a call immediately to the Vic them -- to the advocate. The advocate then talks to the victim if the victim is willing. If the victim is not willing and the officer believes they are at high risk we work with the officer to make sure the victim has a safe place to go for the evening and a safety plan with the victim as well as they are aware of services available. And then those cards are collected. We are doing LAP. We are doing that and AIR. We want officers to call us no matter what. We want to no. Not just if it is lethal, not just if someone is charged by defendant officers responding to an assault and someone will be charged and whether it's lethal or not we want to know so we can follow

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up with the victim and make them aware of services available. In rural communities a lot of people don't go anywhere because they don't think they will get any support to do that. We want to make sure that support is here. So we call our program enhanced LAP where we implement LAP and keep with the model and track it. We are also then calling on all calls with the AIR component, whether they are lethal or not.

>> There is another question about how it works in a tribal community. We did this in a couple of reservations in northern Minnesota and it was the same deal. Victims generally said no they did not want anyone to contact them when the cops are doing what they usually do which is saying do you want us to call the advocacy program or make a decision on their own when we call. When we started doing it the victims were more engaged. I want to emphasize it wasn't just we are providing support. We are also putting her in charge. You tell us how this works for you. If it's not working and you want to work with us to change this, let's go for it and linked together and do what we can. I wanted to get back to the question about risk. In contacting victims immediately after an arrest, part of the AIR protocol is the offender will be held until the next day or 12 hours or whatever the arrangement is. It's a piece you put in place so he won't be directly monitoring. If he is recording or something that something you can find out from her. If you think that is something going on in the number is in safe she can call you another time. Let us move forward. It looks like time is wasting. Let's talk about some organizational shifts for you.

>> Before we go to that, there is a question about how does AIR work in tribal communities or do tribal communities have a different process regarding law enforcement?

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>> I just answered that.

>> I'm sorry. I miss that.

>> That's quite all right.

>> I'm so sorry.

>> There are differences in whether people have phones and all of that but those are resource questions in rural as well. Do you use a phone that is a cell phone or does law enforcement call with their phone? Some gaps you might have to work out differently depending on the area. Let's finish up Daryl with talking about your organization shift because that's a piece too. You don't just take a phone call and that's it?

>> Absolutely right.

>> And we have some things on the slide 2Q you.

>> I've got it. Very quickly, Mary Jones indicates in their community they ask victims to sign a consent and then get the information and contact with them but the number of consents they get back is low and that doesn't surprise me. It's the same thing where people are unwilling and don't know what they don't know. Particularly in rural communities, and in West Tennessee people are taught to be self-reliant and independent and keep their business to themselves. They are reluctant to reach out. Our numbers show that when you reach out to them -- if they say we won't talk to you, we say we understand completely and do not bother them. As far as I know that hasn't happened to anyone. People say I did not know. I don't know these people are and I will talk to them versus we reach out and tell you who we are and how we can help you --

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>> In that case, is that consent seen by the guy? It's much easier for her to say -- for a cop to say you will be called by navigate of 15 minutes and if you don't want to take the call then don't but they have information for you and can answer your questions and its confidential. Okay, nevermind and path of least resistance. And then when you call it makes a difference. Let's talk about your organizational shifts, Daryl.

>> We talked about some of this already. We needed to make sure we were operating from the same frame so needed to make sure my team understood themselves what coordinated community response was and were talking about having meetings. We have sexual assault response meetings and that's the model people are familiar with. We also have domestic violence response teams. People are accustomed to meet to talk about things rather than thinking about how are we working together as a community. So the training was important so we all understand it in the same way. And the institutional advocacy is when we work with partners in different systems in which we collaborate to make them aware so conversations with law enforcement and the district attorneys and mayors and the batterers intervention program, all of those things were important to get people in the community on board with the concept of working together more effectively for a common goal. And introducing Advocated Initiated Response and how we were already doing that is looking at ways we could implement that seamlessly. And then of course in terms of actually implementing it, it is understanding what our roles and responsibilities were. In the past we wait for people to call us and it's a very reactive approach. We were encouraging now our advocates to be more proactive. They are proactive anyway, but now we are like don't wait for them because we know what the problem is. This offers us a solution to that and we know people are reluctant because they don't understand

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what they don't know. It gives us an opportunity to reach out and touch. Your role is not to wait but to reach out and call and let them know who you are and how you can help. And you understand their experience and are there to support them through that. That has worked very well for us. For our program managers, one Program Manager has the responsibility for coordinating this program. Her responsibilities to follow-up with key decision-makers to make sure things are going the way they should. If we have people wanting an advocate on-site, then we have conversations about that. If we see a participant in our program has not been heard or doesn't feel her needs are being addressed by the system, then we can work with them around that. The program manager helps to coordinate all that for our advocates. And our hotline workers, we collaborate with prevent child abuse Tennessee who is an external partner. They do the screening of hotline calls so we needed to train them on calls that come in that are LAP calls or AIR calls that need to be sent straight through to the advocate and they should not be screened. So working with the hotline partner and our crisis on-call staff, because we have a team that rotates to handle crisis on-call and make sure they understood their responsibilities were when they received one of those calls. So developing the roles and training around that for everyone who would be involved in the implementation of the process. I know it sounds complicated but it wasn't as hard as it might sound to some. We only of two administrators. Everyone on our team our program. There is not a lot of fluff at WRAP. We can do it with anyone who wants to do it . It's something that you can do. We are not just looking at the individual advocacy but also looking at institutional advocacy. So as we learn from our participants and we reach out more and reach more people learn about their experience and can take the information to law enforcement or to the court or district attorney to talk about how things are working for the

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victims. So not only is the experience for the particular victim enhanced or improved and better outcomes are achieved, but for all victims who utilize those services and pass through those systems. There is a continuous feedback loop. Not just between program managers and applicants but between advocates and law enforcement in all the partners in the system talking about how it's working. So much so that in our communities like in Brownsville and I think Dyer County in the same direction, they are creating a family Justice Center where many of these agencies can be co-located. So they can collaborate even more and we can have multidisciplinary teams to share information and collaborate even more effectively.

>> Let me say that a family Justice Center is not necessarily --

>> You don't have to do that.

>> You can have a family Justice Center that gets together and none of them change what they do. So they can be in the same place -- let's move to your successes but first I want to briefly cover, there is a shift that occurs in that women you are working with are involved in these solutions as well. I was a for you? Would you want to help us make a change so this doesn't happen to other victims? We are providing opportunities for that. I think Daryl mentioned something about getting out the vote . How does what happened to them -- what is the political nature of that? Are there elections going on that they can get to where they could talk to the sheriff candidate about more services or getting protocols in place for responding to domestic violence? And last is another way you find out if things are working is tracking or monitoring which is a piece that's also in the protocol. You will track and monitor and I know Daryl you are modifying your apricot in order to find out of the arrests we had how many

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resulted in prosecution? How long did it take? How many had consequences? You get a lot of information from that as well. I want to get to the successes in our remaining few minutes. You mentioned some of these already. I know people are interested all over the state and you mentioned when we were discussing before that some people say I want to do AIR and LAP because LAP is something that Tennessee has to do across the board. So the program is visible to others as something that is successful. Tell us about your successes and strut your stuff a little bit, Daryl.

>> I think I have outlined most of what I find. Where this is working well in most of the communities where we have implemented it, we are seeing more arrests and law enforcement has more arrests in the number of people we serve is increasing which is phenomenal. That has been a major issue. A lot of the issue behind the numbers is repeat incidents. So being able to reach folks and make them aware they are not alone and have a support system has been huge. Just getting the information out with the help of law enforcement has been incredible. Being able to connect to the victims. And the positive feeling in the community, people are seeing change. They are seeing changes in the numbers and we have been asked to go to a county commission meeting in Dyer County because they attribute the increase in arrests and increase in service to the enhanced LAP. The LAP plus AIR approach of collaborating between law enforcement and WRAP to the success in bringing down the numbers -- increasing the number of reports, and increasing the number of arrests. Were very excited about that.

>> Let me interject. One thing that is a selling point for law enforcement is they get tired going to the scene of these domestics and going back again and again and usually fault the Vic him because she did not prosecute as if she is in charge

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of prosecution. She often is because one prosecution dropped charges it's because she doesn't want to cooperate. But law enforcement was intrigued by the idea that we can reduce reliance on victim testimony through the writing of a good police report asking risk questions and having AIR in place. One last piece I want to make sure I say is this is not about feeding the mass incarceration problem. This is about to process and eliminating racism from who gets arrested. It's about having to process -- due process and we don't wait until there is serious risk of lethality. We get in early and let them know we can't get away with this and escalate the consequences. And we work very strongly to get evidence-based prosecution practices in place to take the burden off the victim. She is not safe for that reason. Just wanted to get that in there because with the arrest, arrest, arrest you start to sound like a mass incarceration person trying to feed the private prison industry. We are not talking about prison but getting in with a misdemeanor consequence and that kind of thing. Lots of success and people are paying attention. It's been great to work with you, Daryl. Want to keep working with you. It's been a pleasure. Here is more information about the make the call. A lot of the stuff that we discussed is in this on the Praxis website and has the procedures and model protocol. Also there is contact information and you can contact Janice Wick about that as well.

>> And here is our contact information. Daryl Chansuthus --

>> You actually spelled my name wrong. It should -- it spelled correctly in my email address.

>> That's okay.

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>> There is our contact information. Do feel free to get a hold of us and it can work in rural areas. And Daryl is a poster girl for that. Any last comments?

>> I'm happy to provide help or answer questions anyone has so feel free to email me if I can be of any help. It does seem an issue. I understand and happy to discuss it with anyone who is interested.

>> Liz, did you want to break in on this?

>> Of course I want to say thank you so much to Rose and Daryl and all of you for being with us today. And affirm what Rose and Daryl have said which is please feel free to reach out to either of them. We had a number of questions that were chatted into us which we appreciate and if there is anything further on your minds about AIR are working within your community for CCR, feel free to reach out to either of them. They are the experts. You will have access to their presentation. You can download it from the materials box you see on your screen. You can do that now and when we disconnect in a few moments. No that's available to you this recording will be posted to the Praxis rural recording webpage so feel free to revisit it if you have coworkers you would like to share it with. Finally I want to say that when we disconnect from this webinar you will be routed to an evaluation of today's session. It does make a difference. The feedback you provide is so useful. It's important that we hear from you. With that, thank you everyone. We are a couple of minutes over our time. But so grateful that you spent a portion of your afternoon with us today. Take care everyone. Talk with you again.

>> So long.

>> Goodbye

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>> [ Event concluded ]

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