

CCR Problem Solving Worksheet

Use this worksheet as a guide to start the process of working through a problem. Remember to consider the *eight methods institutions use to organize workers* (next page) as you think about these steps. Start with the first five steps.

<p>1. Identify and document problem</p>	<p>Describe the problem. List details you know. Who is it a problem for? Why is it a problem?</p>	<p>What evidence do you have of the problem? What different sources of information do you need to collect?</p>
<p>2. Expand understanding of problem, who needs to be involved, analyze, observe, interview, focus groups</p>	<p>What will be need to be analyzed? (e.g., local circumstances; examples from other communities; research; alternative approaches; the pro's and cons of each.) Who else agrees there's a problem? List practitioners who need to be involved to solve the problem.</p>	<p>Who can advise on how the problem affects marginalized people? When and how can battered women or other affected people to contribute? Who else statewide and nationally can deepen your understanding of the problem and offer guidance suggestions and feedback?</p>
<p>3. Identify sources of problem</p>	<p>Describe how you will observe and learn about the setting that the problem occurs in. What strategies can you use to collect information?</p>	<p>How will you identify unintended consequences of changes you might make to fix the problem? List any consequences of changes that may need to be addressed.</p>
<p>4. Approach/ involve decision-makers in proposal for change</p>	<p>Describe the resistance or support you expect in solving the problem. Where will resistance come from? How can that be addressed? Where will support come from? How can that be taken advantage of?</p>	<p>Which agency heads need to support the working group? Who in your local agencies can provide leadership? Who do you need to convince or strategize with? What will they gain from being involved?</p>
<p>5. Working group meetings develop solutions</p>	<p>Describe the purpose and tasks of the working group. What outcomes do you want?</p>	<p>Who will keep records, take notes from meetings, coordinate and facilitate meetings to keep on track?</p>

Eight Methods Institutions Use To Organize Workers	Describe What? Who? When? How?
<p>1. Mission Purpose & Function Mission: overall process, purpose: specific processes required</p>	
<p>2. Rules & Regulations Policies, laws, court rulings, legislative mandates, directives: What workers <i>must</i> do</p>	
<p>3. Administrative Practices Forms, protocols, screening tools, routing instructions, “paperwork”, instructions on how to carry out directives</p>	
<p>4. Resources For workers & victims, technology, support staff, case loads, financial help, legal representation</p>	
<p>5. Linkages To previous & subsequent interveners, with people whose cases are being processed</p>	
<p>6. Accountability Batterer to victim, practitioner to victim, practitioner to due process of offender, practitioner to other interveners, agencies to other agencies</p>	
<p>7. Concepts & Theories Language, categories, assumptions, ways of thinking & talking, philosophical framework</p>	
<p>8. Education & Training Formal & informal, field or discipline, exposure to concepts & theories, specific skills</p>	