

**WE WILL BEGIN SHORTLY.  
WHILE YOU WAIT...**

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Dial **1-800-832-0736** and enter room number **\*1126783#**, or have the webinar system call you.

**Safety and Accountability Audits  
of Criminal Legal System Responses to Domestic Violence?**  
Friday, September 22, 2017

Praxis International - Institutional Analysis Technical Assistance

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**CASE FILE REVIEW: A CORE ACTIVITY TO  
STRENGTHEN OUTCOMES IN CASES INVOLVING  
DOMESTIC VIOLENCE**



**INSTITUTIONAL  
ANALYSIS**  
Changing institutional responses  
to violence against women

**Praxis International Webinar    September 22, 2017**

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**WEBINAR DETAILS**

**Accessibility**

- Closed Captions are displayed at bottom of screen. Due to limitations of real-time captioning, mistakes are possible.
- Use Q&A box for questions/comments at any time.

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**CASE FILE REVIEW: A CORE ACTIVITY TO STRENGTHEN OUTCOMES IN CASES INVOLVING DOMESTIC VIOLENCE**

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WITH RHONDA MARTINSON, PRAXIS TA PARTNER

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**SAFETY & ACCOUNTABILITY AUDITS GATHER INFORMATION THROUGH...**

Mapping      Focus groups      Talking with people about their work      Watching people at work      Case file review\*

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**WHAT IS TEXT ANALYSIS OR CASE FILE REVIEW?**

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Close, careful review of texts, with a purpose and focus to:

- Assess adherence to policies and practices
- Examine attention to risk and danger
- Uncover gaps
- Identify solutions

**QUESTION:** Has anyone engaged in any sort of case review previously? Perhaps during a fatality review, perhaps a review of a group of police reports or prosecution files, etc.?

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**TYPES OF TEXTS THAT ORGANIZE & COORDINATE WORK**



- Guidelines & formats for reports
- Texts prepared by workers
- Texts used by workers
- Laws, rules, regulations
- Training curricula, guides
- Audio/video recordings
- Agency directives, policies
- Computer screens, prompts
- Forms, worksheets
- Tests, matrices, scales

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**CASE FILE ANALYSIS**

- Can be with an Audit team or ad hoc team
- Facilitating the analysis
- Staying focused

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**NUTS AND BOLTS**

- Gaining access to case files
- Types of cases to review
- Preparing the files for review

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### STEP BY STEP: POLICY ANALYSIS

- Principles
- Procedures
- Monitoring

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### STEP BY STEP: POLICY ANALYSIS

Does the policy:

- Adhere to an interagency approach?
- Reference applicable laws, definitions and authority?
- Provide criteria for sorting cases into appropriate levels of response according to context and severity of abuse?
- Provide mechanisms for documenting the pattern and history of abuse when possible?
- Include mechanisms for tracking practitioner compliance to policy?

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#### 1016 (Domestic Disturbance)

##### Information needed

1. Exact location
2. Who is involved?
3. Weapons? type and location
4. Is it physical or verbal?
5. Is anyone injured?

6. Are both subjects still there?
7. If one left, description, method, direction of travel
8. Has anyone been drinking?

##### Other considerations

Is there any paperwork between the individuals? Check restraining orders and no contacts.

##### Dispatch

- 2 police officers
- If anyone is injured, dispatch ambulance and first responders.
- If suspect left, give out description and direction of travel.
- Check for paperwork between the two subjects as soon as names are known.

##### Information

A dispute is a domestic when one of the following or combination of the following is involved in a dispute: husband and wife; boyfriend and girlfriend; 2 people who cohabit who are over 18; Father/mother and 18 yr. Old child (if the child is 17, it is a domestic if the child is the perpetrator). Domestic calls are one of the most dangerous calls for emergency personnel. It is possible when personnel arrive that the subjects who were fighting, direct their hostility toward the responders to the incident. If someone is injured, medical personnel should be directed to wait until the scene is secured.

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### ACCESS TO POLICIES

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- Typically public records
- How would you get access to policies in your communities?

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### STEP BY STEP: 911 BEST PRACTICE ANALYSIS

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- Listen to call/read report: let the words do the talking
- Listen/read again: pay attention to the practices on the worksheet
  - What practices are present?
  - What practices are missing?
- Review and discuss as a team
- Repeat with as many calls/reports to generate themes

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### EXERCISE: ANALYZING A 911 CALL

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How does the call-taker establish the type and level of danger?

For example:

- Eliciting information about acts of aggression or harm
- Eliciting information about the suspect's history of aggression
- Determining risk to persons at the scene
- Determining risk to responding officers

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1 Friday at 19:57:24 seconds  
 2 911: 911 Emergency.  
 3 Caller: (female) Yeah, um, I was just wondering if someone could check on the welfare of  
 4 someone. I just walked past an apartment and I could hear a girl in there screaming.  
 5 911: What's the address?  
 6 Caller: It's 455...  
 7 911: Tyler Street?  
 8 Caller: No, it's Address A.  
 9 911: ...You hear a female screaming from that apartment?  
 10 Caller: I heard her yelling, yeah, and it sounds like someone is crying in there and when  
 11 I walked by closer to the apartment I heard someone shut the door and lock it. So...  
 12 911: All right, did you want to speak to an officer or just have him check on it?  
 13 Caller: No, I just want him to check on it.  
 14 911: OK.  
 15 Caller: OK, Thank you  
 16 911: Yeah, bye.  
 17 Caller: Bye  
 End of call.

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**EXERCISE: ANALYZING A 911 CALL**

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How does the call-taker determine the nature of the emergency and the response priority?  
 For example:

- Establishing the threat of harm
- Determining the nature of injuries and need for medical attention
- Establishing whether children are safe or unsafe or being drawn into events in any way

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1 Wednesday [date] at 5:15 a.m.  
 2  
 3 911: 911 Emergency.  
 4 Female Caller: Hi. I'm calling to report domestic disturbance.  
 5 911: Okay. What happened?  
 6 Caller: I filed for divorce and my husband he's trashing everything in my apartment and it's  
 7 an apartment for my name, you know, it's the only name on the lease. We were separated  
 8 and he's not leaving my apartment. He's broken everything.  
 9 911: You said he trashed your apartment?  
 10 Caller: Yeah. And I'm not home alone. I'm with my son. So...  
 11 911: Okay where do you live?  
 12 Caller: Address 2.  
 13 911: Okay, and what is your name?  
 14 Caller: First name is Vera. And last name is Taffill. T-A-F-I-L-L-I.  
 15 911: Can you speak up a little, I'm having a hard time hearing you.  
 16 Caller: Okay.  
 17 911: Okay, what's your first name?  
 18 Caller: Vera, it's V-E-R-A.

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19 911: Okay, and you live at Address 2?  
 20 Caller: Yeah, but I'm not in my apartment. I'm at laundry. But I brought my cell phone I  
 21 can call you.  
 22 911: You're at the Laundromat?  
 23 Caller: Mm, hmm.  
 24 911: Okay. And is he still at the apartment?  
 25 Caller: No, he was there asking until I go to the police. I don't know where did he go.  
 26 911: You don't know where he went?  
 27 Caller: No.  
 28 911: What's his name?  
 29 Caller: First name is Alexi. And the last name is the same.  
 30 911: Okay. What's his first name?  
 31 Caller: It's Alexi. It's A-L-E-X-I.  
 32 911: Okay. And same last name?  
 33 Caller: We have the same last name.  
 34 911: Okay. Okay. Does he have a car that he would have left in?  
 35 Caller: He's driving his car.  
 36 911: What kind of car is it?

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37 Caller: It's red Honda Prelude.  
 38 911: Okay. Do you know the plate?  
 39 Caller: The license number?  
 40 911: Yeah.  
 41 Caller: His license number is the same like his last name Taffili.  
 42 911: Okay. Okay. Is your son at the apartment yet, or...?  
 43 Caller: No, he's with me.  
 44 911: Okay. Okay. Why don't you wait there and we'll send an officer to see you, okay?  
 45 Caller: Okay. Thank you.  
 46 911: Alright. Bye.

End of call

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**ACCESSING CASE FILES**

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- Do you have access to 911 calls or other types of case files in your communities?
- If not, how would you approach access?

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FINDINGS AND RECOMMENDATIONS

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CREATE MEANINGFUL CHANGE

- Documenting analysis and findings
- Synthesizing review into recommendations for change
- Implementing recommendations
  - Priorities
  - Next steps
  - Assignments
  - Deadline

**QUESTION:** Has anyone had an experience of implementing a recommended systemic change or improvement?

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OUTCOMES HAVE INCLUDED

- Additional steps for supervisory review
- Script prompt additions
- Enhanced database lookups
- Etc.

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**RESOURCES FOR TEXT ANALYSIS  
(FREE DOWNLOAD)**

- Domestic Violence Best Practice Assessment Guides (policy & case file review checklists)
  - 911
  - Patrol
  - Investigation
  - Prosecution Charging
  - Victim-Witness Services
- Text Analysis as a Tool for a Coordinated Community Response: Keeping Safety for Battered Women and their Children at the Center

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**QUESTIONS?**

PRAXISINTERNATIONAL.ORG  
651-699-8000, X10  
SAFETYAUDIT@PRAXISINTERNATIONAL.ORG

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