

# CCR Resources



Coordinated Community Response: No Locked Doors



## Resources for Coordinated Community Response

### Developing a Coordinated Community Response

Alberta Council of Women's Shelters. Abuse of Older Adults: Guidelines for Developing Coordinated Community Response Models.

<https://www.acws.ca/sites/default/files/AbuseofOlderAdultsReport.pdf>

*This resource contains guidelines for creating a CCR Team.*

Area Agency on Aging, Region One, Phoenix, AZ, for the National Center on Elder Abuse  
*Creating Effective Local Elder Abuse Prevention Networks: A Planning Guide.*

[http://www.ncea.aoa.gov/ncearoot/main\\_site/pdf/EffectiveLocalElderAbusePreventionNetworks.pdf](http://www.ncea.aoa.gov/ncearoot/main_site/pdf/EffectiveLocalElderAbusePreventionNetworks.pdf)

*Drawing on survey results and the experience of several Area Agencies on Aging, this planning guide describes the steps to form, direct, and assess the efforts of a local elder abuse prevention network. Forms, blueprints for action, and samples are provided.*

Brandl, B. et al. 2007. *Elder Abuse Detection and Intervention: A Collaborative Approach*. New York, NY: Springer Publishing Co., LLC.

*Describes types of collaborative efforts, benefits and obstacles, processes to create, operate, and sustain a collaborative response; types of initiatives and teams, enhancing victim safety and offender accountability, and achieving systemic review and change through collaborative efforts.*

End Domestic Abuse Wisconsin. 2013. *CCR Expansion Toolkit*.

<http://wcadv.org/content/resources/ccr-expansion-toolkit>

*The Expansion Toolkit is meant to provide CCR teams with ideas for engaging additional "systems" in your coordinated community response; provide recommendations for fine-tuning aspects of your community's response to better meet the needs of diverse populations, cultures, and life experiences; and provide new ideas for outreach and awareness. By broadening the scope of CCR work beyond the legal system, this toolkit provides information and access to resources on a vast array of topics that may impact a survivor's safety in your community.*

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#### National Clearinghouse on Abuse in Later Life (NCALL)

A Project of End Domestic Abuse Wisconsin

1245 E. Washington Ave., Suite 150, Madison, Wisconsin 53703

Phone: 608-255-0539 • Fax/TTY: 608-255-3560 • [www.ncall.us](http://www.ncall.us) • [www.endabusewi.org](http://www.endabusewi.org)

End Domestic Abuse Wisconsin and Wisconsin Coalition Against Sexual Assault. 2008. CCR Toolkit. <http://wcadv.org/ccr-toolkit-0>

*This toolkit contains a collection of resources for establishing and/or maintaining a CCR Team. Materials include information on both Domestic Violence and Sexual Assault. **NOTE: Does not focus on elders.***

Garcia, Y. and Sanz-David, D. 2010. *Legal Services/Social Worker Collaboration in Elder Abuse Cases*. Legal Aid Association of California. <http://vimeo.com/17532945>

*A recorded webinar describing how legal services lawyers and social workers work together in elder abuse cases.*

Keilitz, S., Uekert, B. and Jones, T. 2012. *Court Guide to Effective Collaboration on Elder Abuse*. National Center for State Courts. <http://www.eldersandcourts.org/Elder-Abuse/~media/Microsites/Files/cec/Court%20Collaboration.ashx>

*This guide provides an overview of court participation in multidisciplinary collaboration to more effectively address elder abuse, neglect, and exploitation. It suggests ways that multidisciplinary partnerships can assist courts in effectively responding to individual cases and in improving systemic community responses to elder abuse.*

Keilitz, S., Uekert, B. and Jones, T. 2012. *Prosecution Guide to Effective Collaboration on Elder Abuse*. National Center for State Courts. <http://www.eldersandcourts.org/Elder-Abuse/~media/Microsites/Files/cec/Prosecution%20Collaboration.ashx>

*This guide provides an overview of the prosecutor's use of multidisciplinary collaboration to more effectively identify, prosecute and prevent elder abuse, neglect and exploitation. The guide suggests ways that multidisciplinary partnerships can assist prosecutors in effectively prosecuting individual cases and in improving systemic community responses to elder abuse.*

McC Campbell, M. 2010. *The Collaboration Toolkit for Community Organizations: Effective Strategies to Partner with Law Enforcement*. U.S. Department of Justice. Office of Community Oriented Policing. Services. [http://cops.usdoj.gov/files/RIC/Publications/e081026301\\_comm-collab-toolkit\\_100610.pdf](http://cops.usdoj.gov/files/RIC/Publications/e081026301_comm-collab-toolkit_100610.pdf)

*This toolkit was designed to help communities initiate partnerships with their law enforcement agencies and collaborate on solving crime problems at the neighborhood level.*

National Association of State Units on Aging. 2006. *Domestic Violence in Later Life: A Guide to the Aging Network for Domestic Violence and Victim Service Programs*.  
<http://www.ncea.aoa.gov/Resources/Publication/docs/nceaissuebrief.agingnetworkguideDV.pdf>

*This document presents information about the national aging network and offers guidelines for collaboration between aging and domestic violence networks to address the problem of abuse in later life.*

National Clearinghouse on Abuse in Later Life (NCALL) and AARP Foundation/National Legal Training Project. 2004. *Building a Coalition to Address Domestic Abuse in Later Life, Planning and Trainer Guide*. <http://www.ncall.us/sites/ncall.us/files/resources/BuildingCoalitionTrainerRev.pdf>

*The purpose is to help communities create a coalition to address domestic abuse in later life or to strengthen an existing based on effort. Includes a community assessment checklist in English and Spanish, a community assessment tool, and recommendations for future actions based on findings from the community assessment tool.*

Prevention, Intervention, and Coordination Sub-Committee of the Elder Abuse Committee. 2002. *Model Protocol for Local Coordinating Councils on Elder Maltreatment*.  
[http://chfs.ky.gov/NR/rdonlyres/19ED4C8F-AFDA-4FD0-A71B-4106A1D9F74F/0/model\\_protocol.pdf](http://chfs.ky.gov/NR/rdonlyres/19ED4C8F-AFDA-4FD0-A71B-4106A1D9F74F/0/model_protocol.pdf)

*This protocol provides ideas, guidelines, and tools to create, operate, and evaluate a community council to address elder mistreatment. It clarifies the roles and responsibilities of key professionals and provides sample forms and documents to assist communities.*

Ulrey, P. and Brandl, B. 2012. "Collaboration Is Essential: King County's Response to a Case of Elder Abuse and Exploitation." *Generations, Journal of the American Society on Aging* 36(3):73-78.

*This article describes a case that occurred in King County, Washington. After multiple missed opportunities for intervention, a community finally responds—and an offender is held accountable.*

Vinton, L. 2003. *A Model Collaborative Project Toward Making Domestic Violence Centers Elder Ready*. *Violence Against Women* 9(12): 1504-1513.

*This article describes Elder Abuse Domestic Violence Collaborative Project, which was implemented in a Florida community that had a high proportion of older residents. The six-month performance evaluation showed significant improvement in services. Local domestic violence shelters provided more than 100 hours of crisis hotline counseling, case management for six individuals, and emergency shelter of one older woman. The collaborative also developed and disseminated a plan for its replication.*

## Assessment Tools

Allen, N. and Hagan, L. 2003. *A Practical Guide to Evaluating Domestic Violence Coordinating Councils*, National Resource Center on Domestic Violence.  
[http://new.vawnet.org/Assoc\\_Files\\_VAWnet/NRCDV\\_EvalDVCC.pdf](http://new.vawnet.org/Assoc_Files_VAWnet/NRCDV_EvalDVCC.pdf)

*How to evaluate, benefits of evaluating coordinating councils, what to evaluate, collecting data, analyzing and interpreting data, and considerations including confidentiality, safety, and privacy. Sample forms and references. NOTE: Does not focus on elders.*

Longmont (CO) Coalition for Women in Crisis and Division of Senior Services. *Survey for Women Age 50 and Older* available at 910 Longs Peak Avenue, Longmont, CO 80501

*Survey tool. Headings include services that might help older women; your relationship with family members; and demographic information. The tool can be completed anonymously. Part 1 (services that might help older women provides a list of services and asks respondents to list priorities; Part 2 (Your relationship with family members) is a screen for abuse in later life.*

National Clearinghouse on Abuse in Later Life. 2012. *Survey for Older Victims of Abuse: Services and Support*. Available from NCALL in both English and Spanish.

*Survey tool. This survey was revised by the National Clearinghouse on Abuse in Later Life (NCALL) and the Office on Violence Against Women (OVW) based on surveys created and implemented by the Division of Senior Services and Longmont Coalition for Women in Crisis and Project REACH, Partners for Elder Abuse Community Education (PEACE) in Portland, Maine.*

National Clearinghouse on Abuse in Later Life. 2012. *Survey on Abuse in Later Life: Professionals and Service Providers*. Available from NCALL.

*Survey tool. This survey was revised by the National Clearinghouse on Abuse in Later Life (NCALL) and the Office on Violence Against Women (OVW) based on a survey created and implemented by the Merrimack County Coordinated Community Response team in Concord, New Hampshire.*

Pence, E. and McDonnell, C. 1999. *Coordinating Community Responses to Domestic Violence. Lessons from Duluth and Beyond*. Thousand Oaks, CA. Sage Productions.

*Describes the goals and philosophy of the Duluth (MN) domestic abuse coordinated community response and how the community evaluates its systemic responses. Provides a framework for understanding how community agencies involved in domestic violence response negotiate agreements and have transformed their system.*

Praxis International. Bellingham-Whatcom County Commission Against Domestic Violence. 2002. *Audit Report Response to Domestic Violence Cases: 911, Law Enforcement and Jail*. [http://www.whatcomcounty.us/reports/dv\\_safety\\_acctbilty\\_rpt\\_%20rev\\_1-20-03.pdf](http://www.whatcomcounty.us/reports/dv_safety_acctbilty_rpt_%20rev_1-20-03.pdf)

*Describes a six-step safety audit process, how to sequence steps to enhance victim safety and hold offenders accountable, and identifies processes that make underlie problem areas or effective practices.*

Praxis International. *Praxis Safety and Accountability Audit Tool Kit: A Guide to Data Collection and Analysis*, available for purchase from <http://www.praxisinternational.org/products.aspx>

*Checklists for dispatchers, first responders and supervisors in law enforcement; line and supervisory prosecutors and victim witness staff; court administrators and court personnel. Includes data collection; forms; and management response for each function. NOTE: Does not focus on elders.*

Wisconsin Coalition for Advocacy, Violence Against Women with Disabilities Project. 2004. *Self Assessment Tool for Ensuring Access for People with Disabilities*, available at: <http://www.disabilityrightswi.org/wp-content/uploads/2007/06/selfassessmenttool.pdf>

*Tool for sexual assault and domestic violence programs to review their programs and services to ensure equal access and the opportunity to participate for persons with disabilities. Includes sections on inclusionary policies, effective communication, and physical accessibility. Tool has 84 items to assess with suggestions for improvement where deficiencies noted and space to identify how a program will implement improvements.*

## **Potential Obstacles and Barriers for a CCR**

Marlatt Otto, J. and Quinn, K. 2007. *Barriers to and Promising Practices for Collaboration Between Adult Protective Services And Domestic Violence Programs: A Report for the National Center on Elder Abuse*. <http://www.ncea.aoa.gov/Resources/Publication/docs/BarrierstoPromisingPractices.pdf>

*Describes the historical development of the APS and domestic violence systems, barriers to collaboration between the two systems identified by participants at regional meetings and through a survey, and highlights successful collaborative initiatives*

Marlatt Otto, J. and Quinn, K. 2007. A Report on Discussions Regarding the Need for Cooperation and Collaboration Between Adult Protective Services and Long-Term Care Ombudsman Programs.

[http://www.ncea.aoa.gov/Resources/Publication/docs/APS\\_Omb\\_coordination.pdf](http://www.ncea.aoa.gov/Resources/Publication/docs/APS_Omb_coordination.pdf)

*Focuses on the utility of collaboration for Adult Protective Services programs. Describes benefits, obstacles of community collaboration, effective processes and goals, critical elements such as confidentiality and victim-centered focus, and examples of types of collaborative initiatives.*

National Clearinghouse on Abuse in Later Life (NCALL). 2011. NCALL Safety Planning and Confidentiality Information. <http://www.ncall.us/advocacy/working-older-victims>

*Staff working in domestic violence or sexual assault programs may have more experience working with younger populations than older individuals. Aging network workers and others may have experience working with older adults, but less experience asking potential victims about abuse, neglect, and exploitation. This section provides some guidelines and tips for working with older victims of abuse.*

The National Network to End Domestic Violence (NNEDV). U.S. Federal Laws & Confidentiality for Survivors. <http://nnedv.org/tools/faq/faq-flc>

*Provides answers to key questions about U.S. federal confidentiality laws, survivor confidentiality releases of information, data security, technology safety, and more.*

United States Department of Justice, Office of Justice Programs. 2002. *Privacy of Victims' Counseling Communications.*

[https://www.ncjrs.gov/ovc\\_archives/bulletins/legalseries/bulletin8/welcome.html](https://www.ncjrs.gov/ovc_archives/bulletins/legalseries/bulletin8/welcome.html)

*History of victim counselor privilege laws, types of laws, rationale for the privilege and future directions for the privilege.*