



# MDT Member Recruitment and Retention: Building Trust and Traction

MARCH 9, 2018

DEPARTMENT OF JUSTICE  
**ElderJustice**  
INITIATIVE



**OVCTTAC**  
OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance Center



# TECHNICAL OVERVIEW

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- ▶ If you are experiencing any technical issues with the audio for this session, please let us know in the feedback box.
- ▶ If you have technical difficulties during the webinar, contact Jason Adams, who is providing technical support for this webinar. His email address is [jadams@ovcttac.org](mailto:jadams@ovcttac.org).
- ▶ Today's session will be recorded and made available on the training website.
- ▶ If you have questions, type them in the feedback box. We will address as many as possible throughout the webinar.

# ELDER JUSTICE INITIATIVE

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The **mission** is to support and coordinate the Department of Justice's enforcement and programmatic efforts to combat elder abuse, neglect, and financial fraud and scams that target older adults.

The Initiative does so by—

- Promoting justice for older adults.
- Helping older victims and their families.
- Enhancing state and local efforts through training and resources.
- Supporting research to improve elder abuse policy and practice.



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## ELDER JUSTICE INITIATIVE (EJI)

REPORT ABUSE OR FIND HELP

New on ElderJustice.gov

**EJI launches the MDT  
Toolkit and Guide for  
elder abuse case review  
MDTs**



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**Elder abuse is a complex issue that intersects with many disciplines.**

Elder abuse can happen to anyone. It affects people of every ethnic background, gender, and financial status.

# PRESENTERS

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**Maro Casparian**  
Director of Consumer Protection  
Denver District Attorney's Office

**Linda Loflin Pettit**  
Manager of Community and  
Government Relations,  
Prosecution and Code  
Enforcement Section,  
City and County of Denver



**Sergeant T.J. Blair**  
Major Crimes, Fraud Unit/Special  
Victim's Unit,  
Denver Police, City and County  
of Denver



# Keeping Older Victims Safe Through Collaboration

Denver Forensic Collaborative for At-Risk Adults  
February 2018

# The Case of Jade



## History of trauma

- Abandoned by mom at 1
- Raped by stepdad at 10
- Sent to live with aunt at 16
- Abused by husband in her 20s
- Spiraled into poverty
- Lost custody of children in her 30s
- Abused by boyfriend in her 40s, sustained permanent back injuries

# The Case of Jade



In her 50s

- Living in a garage
- Went to college
- Got into HUD housing

In her 60s

- At 68, met Luis (age 45)
- Invited him to move in
- "Isn't he beautiful?!"

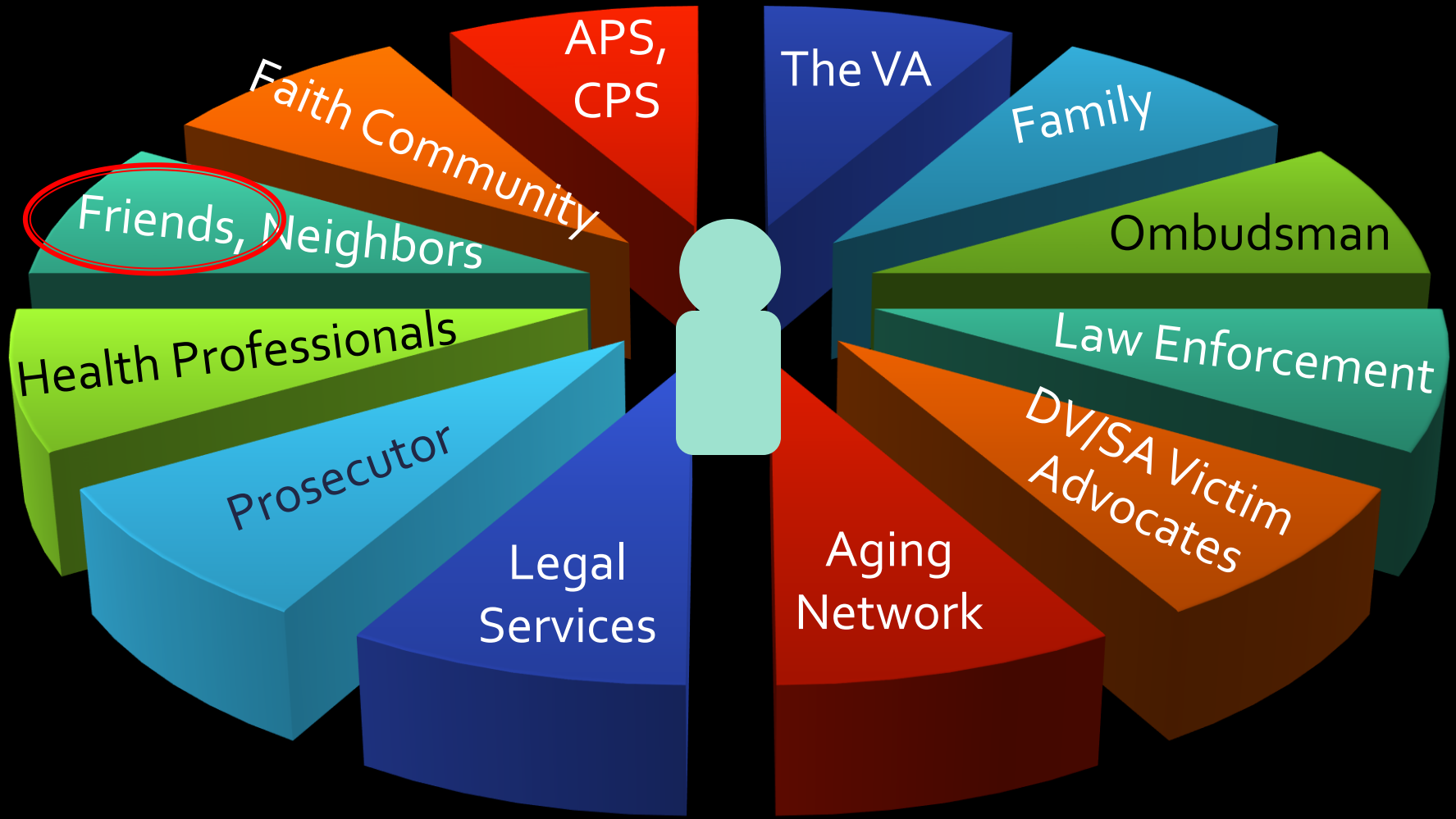
# But then:

- He invited his friends in
- Hurtful sex
- Her pain meds were missing
- He took over the bedroom, she had to sleep on the couch
- He stole her money
- Laid hands on her
- She learned about drug deals

His final threat:

**“Snitches end up  
in ditches.”**

# Who can she call?



# Don't call the police! I want him out!



**“Don't call the police!”**

**“Don't tell the DA!”**

**Can't tell management.**

**“I want him out!”**

***“Don't call the police!”***

# Don't call the police! I want him out!



**"I use not only all the brains I have, but all I can borrow."**

**- Woodrow Wilson**

# Denver Forensic Collaborative for At-Risk Adults

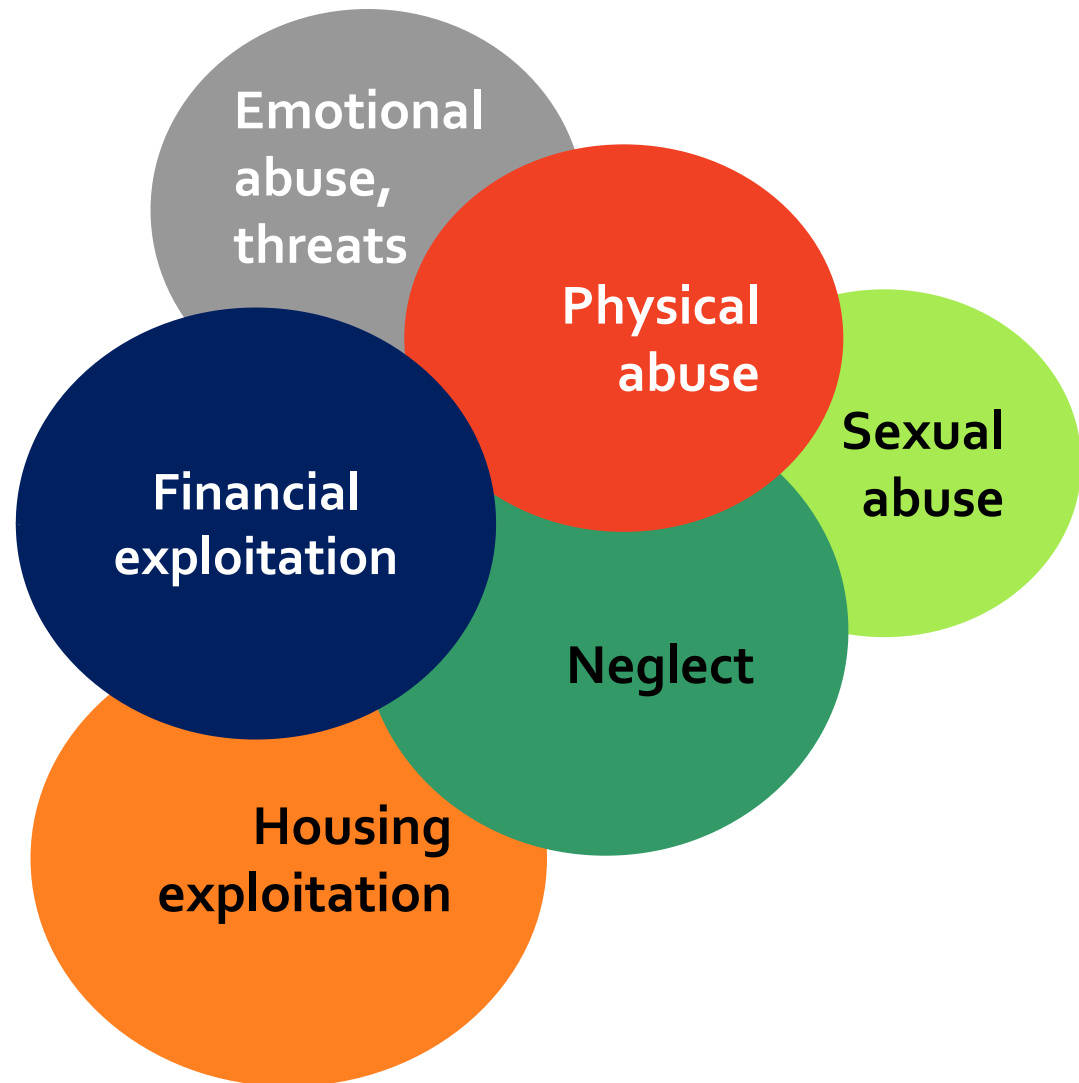
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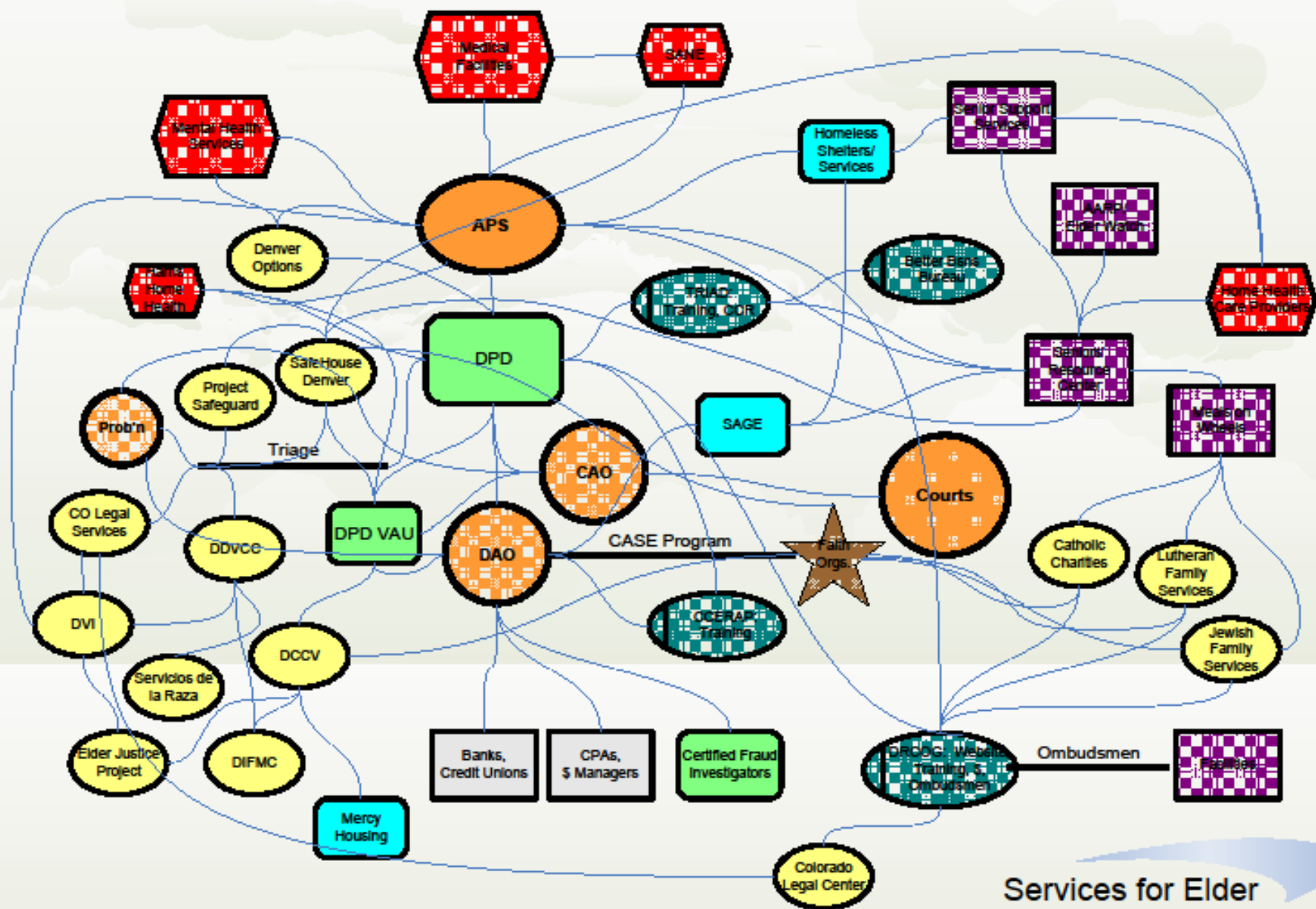
- Action-based, open case review
- Victim at increased risk of continued or future mistreatment
- Case needs immediate action or indepth case review
- Case would benefit from multidisciplinary problem solving
- Victim may or may not be receiving services
- Arrestable offense may be/is occurring

# Denver Forensic Collaborative

- Act as a decisionmaking body/authority to act
- Any agency can bring a case forward with advanced notice
- All professionals, participation by invitation only
- Confidentiality agreements
- Monthly meetings
- Training and agency information sharing

# Different Doors Open for Different Types of Victimization





# Together, we can:

- Improve coordination and communication between services and systems
- Increase the “eyes and ears” of the agencies involved
- Identify patterns and tactics of abuse
- Deliver services to victims sooner
- Reduce victim isolation
- Share responsibility for identifying offenders and managing cases

# But really, why attend?

- For face-to-face contact
- To give input on cases
- To educate collaborative partners
- To learn
  - Something or someone new
  - Every meeting
- To continually build relationships



# Why law enforcement attends:

- To show the working community that you are dedicated to the victim, regardless of the criminal case aspect.
- To learn what the partners in your group do and CAN do for the victim and to help your case.
- To teach others in the group what law enforcement can and can't do. Teach about the limitations of the law and what it takes to get a case accepted.
- To provide immediate help, as needed.

# Why law enforcement remains:

- To build working partnerships to help with at-risk cases and other types of cases.
- Action plans!
- To maintain working relationships you need for your cases.
- To develop a better understanding of APS, what they do and can't do, and develop a way for LE and APS to work together for victims.
- Ongoing education: you can always learn more about what different organizations do and what they can do for you.

# Why APS attends:

- DFCAA fulfills the state's requirement for an AP team
- You can bring open cases for input, referrals
- Case workers are invited to attend
- To discuss best practices, available resources
- To continually explain APS standards and core values, guardianship options

# DFC e-Consultations

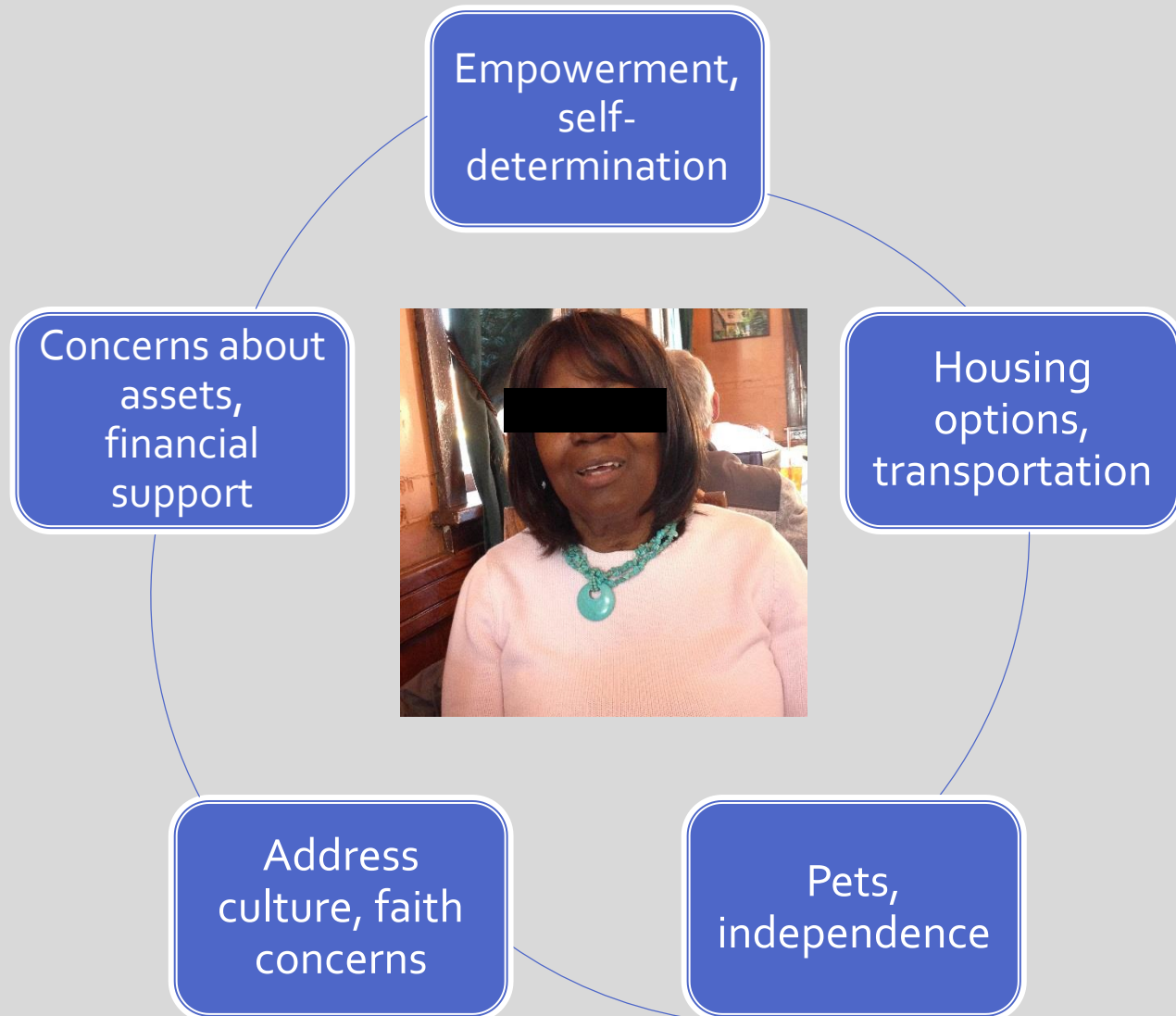
- Immediate feedback and suggestions
- Confidential, with case specifics given to those who can/will take action
- New (newer) case
- Participants can respond or delete
- Useful when typical response is not working/applicable



# Triaging Jade's Case

- Sent out an e-consult
- Immediate results
  - DA investigator went to speak with building management; advised a civil protection order keeping Luis off property
  - APS opened a case
  - Nonprofit advocate reached out to offer ongoing counseling, peer support groups
  - Jade pursued a temporary civil protection order

# Addressing the Needs of the Victim



# Keys to Collaboration



# Tips and Tools for Construction

## ■ Start by inviting—

- Domestic violence & sexual assault victim services
- Law enforcement
- Prosecutors
- Elder service providers
- System-based advocates
- Cultural resources
- State real estate investigator
- Health care professionals
- Mental health
- Environmental health
- Financial exploitation investigators
- Trauma specialists
- Researchers
- Public administrator
- Civil legal services

# Tips and Tools for Construction

- Meet with key players in advance
- “Hook” their interest
- Show what’s in it for them
- Offer a training session for part of the meeting so attendees can walk away with new tools or knowledge.

# Tips and Tools

- Select a strong facilitator.
- If you have a major case arise in your community, use that as a reason for a kickoff event.
- Teach the new languages. **DV? SA? LE?**
- Explain differing rules of confidentiality.

# Key Ingredients

- Trust
- Open, direct communication
- Clear, realistic goals
- Clear case review guidelines
- Procedures/rules
- Conflict: expect it, embrace it
- Celebrate accomplishments



# Key Ingredients

- Encourage everyone to bring cases
- Find a case tool that works for you
  - What information do you need?
  - What data can be captured?
- Sum up the action plan for every case – make the accomplishment “real”
- Collect data from day 1



# Collaboration: Benefits & Results

- Victim safety
- More resources for victim
- Less “finger pointing”
- New ideas about how to approach a case
- Shared ownership and responsibility for case outcomes



# Collaboration: Benefits & Results

- Shared knowledge of resources
- Shared knowledge of the individual, creating a united support system
- Learning the perspectives and strategies of other disciplines
- Offender containment from different angles

# Collaboration: Benefits & Results

We don't just come out of our silos once a month, we routinely *stay* out of our silos when working with these cases.



# Challenges & Barriers

- Understanding each other's framework for approaching cases
- Competing philosophies
- Information sharing, confidentiality
- Turf and egos



# Challenges & Barriers

- Need for continued education and cross-training
- Trust between professions
- Confidentiality issues persist
- Frustrations linger
  - With the system
  - With clients' decisions
  - "Just fix it!" attitudes

**Make an arrest!  
Charge him with a  
felony!  
Open a case, APS!**

# Build on Our Differences

- Different approaches, outlooks, and roles can be a strength
- Teach and learn from each other
- Share information and resources
- Common goal: victim safety and support



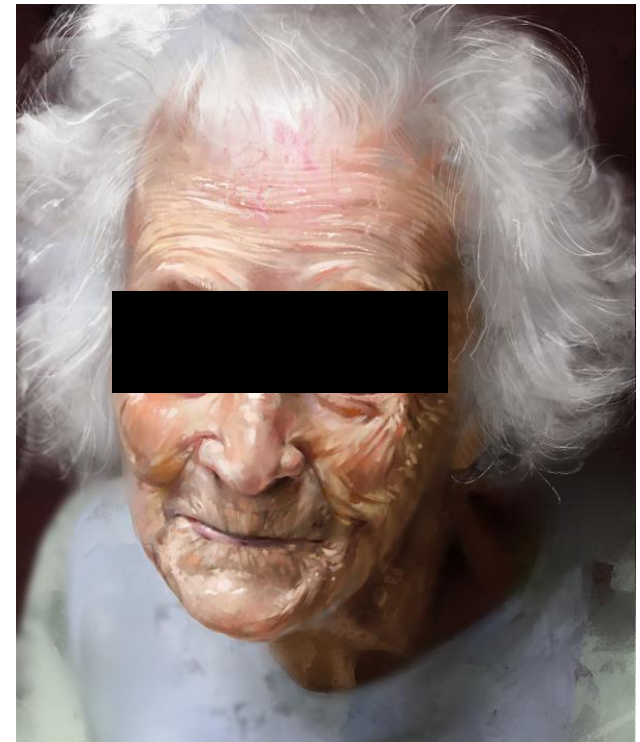
# The Case of Simone

- DA's Office received call from concerned neighbor, brought case to DFCAA
- Environmental Health just received the case
- Police educate group: can't force entry
- CA's Office offers to draft warrant
- Mental health counselor offers to be on scene
- Doctor, hospital social worker notify hospital, work on safe discharge



# The Case of Simone: Next Day

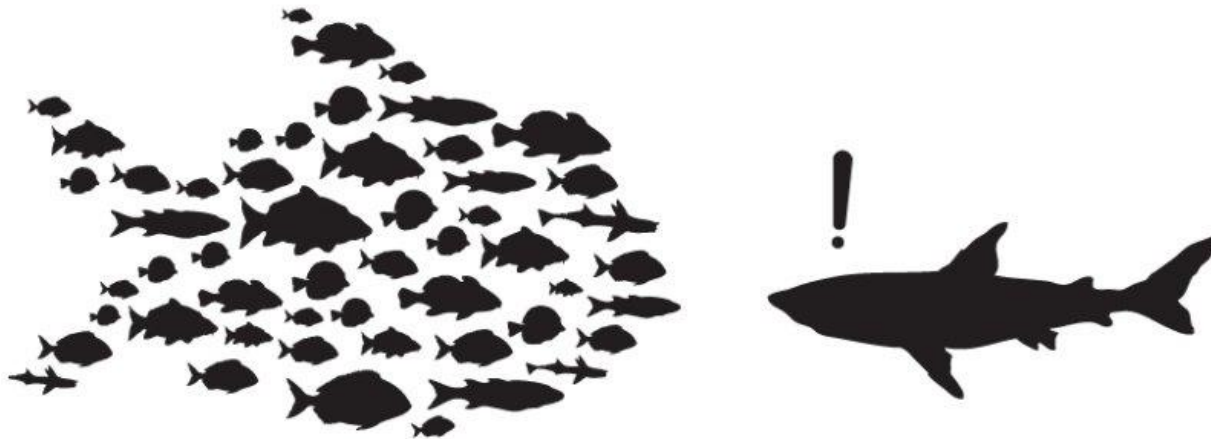
- All city agencies and mental health workers went on scene as a team
- Only one knock on the door
- Immediate medical assistance
- Mental health assistance
- APS prepared for case
- House boarded up
- Safe, coordinated hospital discharge



# Does this solve everything?

**No.**

**But, it can make the job easier  
and help keep victims safer.**



# Collaboration in YOUR Community

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- Who already participates?
- Who is missing?
- What exists that you can build on?
- When can you realistically start?
- What's holding you back?

# Questions?

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&

A



# QUESTIONS & SUGGESTIONS

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