

Case Management Issues

Collaboration and Communication Among Agencies

In order to provide effective short and long term victim assistance it is important that advocates from law enforcement agencies, District Attorneys' offices, and community agencies form collaborative partnerships to assist victims after a mass incident. A variety of strategies can be implemented to ensure quality and effective victim services.

One useful tool that has been used to make sure that a collaboration among agencies takes place and that every person working on the response has accurate information is to have key players from each agency involved in the response participate in a conference call every morning at a certain time to talk about the activities that occurred from the day before, the identified needs that have to be addressed that day and in the future, and who will be completing the identified tasks for that day.

Developing a Case Management Plan

It needs to be decided who is going to be responsible for the case management of the victims/survivors and their families. What is going to be the role of the law enforcement victim advocates, the District Attorney's victim advocates and community agencies once the initial response to the crisis has occurred?

- As in most situations, law enforcement advocates usually transfer the victims of the crime to the community agency when long-term case management is needed AND the district attorney's office if there is a prosecution in the case.
- One strategy includes assigning certain advocates, either law enforcement based advocates or community-based victim advocates depending on your community, to the on-going care and case management of crime victims. Case management duties would include the following:
 - Home and/or hospital visits
 - Assistance with filing Crime Victim Compensation applications
 - Information and referrals
 - Assistance obtaining counseling
 - Criminal justice, legal, medical, personal advocacy
 - Follow up services
 - Collaboration with advocates from the law enforcement agency and/or District Attorney's Office to provide support throughout the criminal justice process.

The longer-term care and case management can be overseen by either a community-based victim service coordinator or the jurisdictionally appropriate law

enforcement victim service coordinator. In addition, depending on the amount of case management required and the needs of the individual crime victims and their families, it may also be helpful to implement a case specific plan. That plan should incorporate a process that encourages victims to integrate into their own community with their own support system. If victims/survivors and family members live in a different communities, states or countries, coordination is especially important in making sure that the victims/survivors get the services that are needed.

Contact can be made through a state's victim compensation program or VOCA administrator to obtain resources in other states or territories. Contact the staff at the Division of Criminal Justice (303-239-5719) for assistance with making those contacts in other states and U.S. territories.

Record Management System

The utilization of a record or case management system is imperative in order to collect, organize, and manage all of the victim and/or family information as well as to document the type of services that have been provided to each victim and/or family. In criminal cases, obtaining and organizing all of this information in one database is also highly beneficial when transferring information from a law enforcement agency to the District Attorney's Office when the perpetrator of the crime is being charged. There are Microsoft Office data bases and excel spreadsheets that can be use. Also an example of a case management system used by some law enforcement agencies is run through Civicore.

If at all possible, it is suggested to have one person assigned to data entry for better quality assurance and accuracy of entered data.