



The Michigan
DVOCATE

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CRIME VICTIM SERVICES COMMISSION

THE MICHIGAN ADVOCATE was created in 2000 to provide information and resources to VOCA Grantee-agencies, other crime victim programs, and advocates in Michigan and throughout the country. This publication strives to help professionals maintain comprehensive and quality services to victims of crime and to inform advocates of broader issues affecting crime victim services.

THE MICHIGAN ADVOCATE is published twice yearly and has recently evolved into an electronic format allowing for broader distribution of news relevant to crime victim services.

www.michiganadvocate.org

Michigan Elder Abuse Task Force: A Short Description of Activities

■ By Drew Walker

Michigan's Task Force on Elder Abuse was established by Governor Granholm through Executive Order No. 2005-11 in May of 2005. The Task Force is led by the Michigan Office of Services to the Aging and involves a partnership between the Department of Community Health, the Department of Human Services, the Office of Financial and Insurance Services, and the Michigan State Police.

The Task Force on Elder Abuse has held three meetings to date, and future meetings are scheduled to take place on the first Thursday of each month from October 2005 through May 2006. Public input is welcomed and encouraged from all concerned parties. Time has been allocated during each meeting for public comment. Public feedback on the draft of the Task Force's final report will be widely solicited in March and April of 2006. The final report will be delivered to the Governor by May 31, 2006.

The Task Force on Elder Abuse is charged with an important step in the development of a coordinated, comprehensive response to the physical and emotional abuse and financial exploitation of Michigan elders. The Task Force will review and recommend educational initiatives, policies, and legislation that are sensitive to the situation of aging in Michigan. The Task Force recommendations will focus on implementing social and cultural changes that will benefit Michigan through effectively preventing and prosecuting cases of elder abuse, as well as raising public sensitivity and awareness of the issue.

The Task Force will work to deliver the following products in relation to elder abuse, neglect, and financial exploitation:

- A Review of Existing State Efforts Toward Prevention and Prosecution
- A Spelled-Out Set of Pressing Issues and Significant Challenges
- A Review of Out-of-State Laws, Policies, and Practices
- Recommendations on Developing a Reference Database
- Recommendations Regarding Enhancement Mechanisms for Intercommunication between Private and Public Sectors
- Recommendations on the Establishment of a Communications Network
- A Review of and Advice on the Development of Effective Investigative Teams
- Improvements in the Possible Scope and Depth of Research
- Recommendations Regarding Educational Approaches for Enforcement Professionals
- Recommendations Regarding a Plan to Expand Public Awareness

The Task Force is divided into four main committees to achieve these deliverables. The Public and Private Sectors Communication and Coordination Committee (PPS) will help guide the Task Force in developing and enhancing successful public and private sector efforts in dealing with various aspects of elder abuse. The Investigative Teams and Law Enforcement Training Committee (ITLET) will work to develop recommendations regarding enhancing the effectiveness of law enforcement and prosecution efforts. The Public Awareness

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Michigan Elder Abuse Task Force continued...

Committee (PA) will study successful public awareness strategies in other areas and work to determine which strategy would best address elder abuse as it exists in Michigan today. The Database, Research, and Legislation Committee (DRL) will help guide information gathering and analysis for the Task Force as a whole, as well as develop various other issues related to database, research, and legislative work in Michigan and other states.

Task Force meeting themes will include:

- Learning from existing state-wide initiatives in dealing with elder abuse
- The construction of local investigative teams
- Needs and successes prosecuting cases of elder abuse
- Guardianship and conservatorship
- The difficult issues surrounding vulnerability or competence and autonomy vs. protection

- Surrogate decision making and financial products
- Law enforcement strategies regarding financial exploitation
- Physical abuse/neglect in relation to medical examiner and care staff recognition of elder abuse
- The successful marketing of elder abuse issues and initiatives

For further information about the Task Force on Elder Abuse, please contact Drew Walker at (517) 241-0851 or WalkerDr@Michigan.gov, visit the Spotlight site www.ihcs.msu.edu/elder, and attend a Task Force meeting!

Drew Walker, PhD, is the Project Director for the Michigan Elder Abuse Task Force in the Michigan Office of Services to the Aging.

Supreme Court: No Right to Sue for Failure to Enforce Restraining Order

■ By Thomas Nelson

The facts alone are horrifying...

In June of 1999, Jessica Gonzales called the police in Castle Rock, Colorado. Her estranged husband, Simon, had abducted the couple's three daughters from their home. Ms. Gonzales, via prior divorce proceedings, was granted a restraining order specifying that he could have no contact with her or their children. During the eight hours following the abduction, Ms. Gonzales repeatedly implored the police to enforce the restraining order, calling them five times and even appearing in-person to show them her copy of the court order.

The police did not respond in tracking down Mr. Gonzales. At first the police advised Ms. Gonzales that there was nothing they could do at the time and to call back at 10 p.m. if the matter was not resolved. At one point, Ms. Gonzales went to her estranged husband's apartment and called the police again. She was told by police to wait for them at the apartment until midnight. The police did not arrive, nor did Simon or the children. At 3:20 a.m. Simon Gonzales arrived at the police station on his own—with a gun. He fired at the building and was subsequently killed by law enforcement officers. The bodies of the Gonzales children were found in Simon's car. He murdered all three girls earlier that evening.

Jessica Gonzales Files Suit

Jessica Gonzales' restraining order included language stating that a knowing violation of the restraining order by her estranged husband was a crime. The order also gave the following instructions to law enforcement officials:

You shall use every reasonable means to enforce this restraining order. You shall arrest, or, if an arrest would be impractical under the circumstances, seek a warrant for the arrest of the restrained person when you have information amounting to probable cause that the restrained person has violated or attempted to violate any provision of this order and the restrained person has been properly served with a copy of this order or has received actual notice of the existence of this order.

545 U.S. (2005)

Jessica Gonzales sued the police and the town of Castle Rock for \$30 million on behalf of herself and her deceased daughters, claiming a violation of her civil rights when the police failed to enforce her restraining order. Under the 14th Amendment of the Constitution, a State shall not "deprive any person of life, liberty, or property, without due process of law." Simon Gonzales deprived his daughters of life, but Ms. Gonzales's argument was that the police (as a state-sanctioned agency) deprived her and her children of the right to adequate protection.

It takes some explanation in order to see how the right to protection could be viewed as a legal "property right."

The district court dismissed the case, saying that Ms. Gonzales failed to state a legal claim for a property right protected under the 14th Amendment. The court of appeals later reversed that dismissal. The court of appeals explained that the "mandatory" language of the restraining order created an entitlement — or, in legal terms,

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a property right—to police protection. The court of appeals found that Ms. Gonzales had a valid claim that the police deprived her of due process by denying her right to police protection, and that the right to police protection was, in fact, protected by the 14th Amendment. The court of appeals ordered the case back to the district court for trial. The town of Castle Rock then appealed to the United States Supreme Court.

The Supreme Court Decides in Favor of Castle Rock

In June, the Supreme Court ruled that Ms. Gonzales could not sue the police department or the city. In a 7-2 decision, the majority of the Court determined that enforcing protective orders—or not—is a matter of state law, not federal law. To rule otherwise would reverse a long-held tradition of police discretion, even with respect to mandatory arrest statutes. The Court said that although Ms. Gonzales might have had a type of “benefit” to police protection under the Colorado restraining order law, this benefit is not necessarily a property right. Again, in order to successfully sue under the 14th Amendment, the plaintiff must demonstrate that they were deprived of a property right.

For Ms. Gonzales to succeed on her claim for damages, she had to prove that she was legally entitled to police enforcement. According to the Supreme Court, these kinds of entitlements are created by “existing rules or understandings” derived from state law. Further, the benefit to Ms. Gonzales that was to be provided by restraining order did not have an “ascertainable monetary value,” which is also a required element of an enforceable property right. Interpreted another way, the Supreme Court decided that the restraining order was not like a paid contract for protection services, so Ms. Gonzales and her deceased children had no right to damages when the police did not provide that protection.

In other words, the language of the restraining order stating that the law enforcement agency “shall use every reasonable means” to enforce such an order does not explicitly provide victims like Ms. Gonzales any real recourse if the police fail to act. Interestingly, the majority opinion went on to say that while the 14th Amendment does not allow for civil rights suits by victims against police departments, states can choose to enact laws that provide victims with legal recourse for failure to enforce protective orders, which was not the case here.

In a dissenting opinion, Justice Stevens, joined by Justice Ginsberg, said the majority of the Court had given “short shrift” to mandatory arrest laws. He argued that the very purpose of mandatory arrest policies and restraining orders was to remove or restrict police discretion in these cases, thereby facilitating responsive police practice.

Impact on Enforcement in Michigan

The Supreme Court’s decision in *Castle Rock v. Gonzales* is likely to have little legal impact in Michigan. Under the two primary Michigan laws governing arrest in cases of domestic violence and violation of personal protection orders (PPOs), there is no language stating that law enforcement officers must make an arrest.

MCL 600.2950 states that a personal protection order is effective and immediately enforceable anywhere in this state when signed by a judge. However, unlike the law in Colorado, Michigan law under MCL 764.15b authorizes but does not mandate that police make an arrest upon a reasonable cause to believe that the respondent is violating or has violated a PPO.

Although Ms. Gonzales did not prevail in her lawsuit for damages, personal protection orders should remain an essential tool for victims in

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Michigan and throughout the U.S. The decision in *Castle Rock v. Gonzales* could legitimately result in a certain degree of apprehension about future responses to PPO violations absent strong law enforcement policies and protocols. Still, the Supreme Court's decision might be said to have tossed the issue back to the states for legislative action that could provide legal remedies for failure to enforce PPOs. Certainly, the case might also provide the impetus for advocates and law enforcement agencies to work in concert to create best practices for PPO enforcement.

Thomas Nelson, JD, is a Senior Research Associate for the Crime Victim Services Commission Technical Assistance Project at the Michigan Public Health Institute's Center for Collaborative Research in Health Outcomes and Policy. Tom has been working in the field of crime victim rights policy and services, both at the national and state level, for over 15 years.

Serving Survivors of Traumatic Brain Injury

■ By Clare L. Tanner & Lynn Brouwers

What is Traumatic Brain Injury?

A traumatic brain injury (TBI) is a blow or jolt to the head that disrupts the function of the brain (CDC, 2005). Sometimes this disruption is temporary – individuals regain function and have no lingering symptoms. Other times the effects of brain injury can last months, years, or even a lifetime.

Traumatic Brain Injury is Very Common

Every year there are more new cases of TBI that result in hospitalization or death than there are new cases of breast cancer and HIV-AIDS combined. The Centers for Disease Control and Prevention (CDC, 2005) estimate that 5.3 million Americans have a permanent disability due to TBI. Every year in Michigan there are about 10,000 instances of TBI that are serious enough to lead to hospitalization or death (MDCH, 2004). There are many more cases of TBI that are seen in emergency departments or that go untreated.

Assault and Traumatic Brain Injury

Nationally, assault is the third leading cause of TBI, accounting for 11% of cases annually (Langlois et al., 2004). Michigan data also indicate that assault is a leading cause of TBI, with infants and males aged 15-44 at highest risk (MDCH, 2004).

Studies conducted with battered women identify many who screen positive for TBI. Jackson and colleagues (2002) reported that 40% of women surveyed in domestic violence programs experienced a loss of consciousness due to inflicted trauma – 13% experienced multiple incidences. Corrigan and colleagues (2003)

found that 30% of women treated in emergency departments for domestic assault related injuries had experienced a loss of consciousness due to trauma. Moreover, both studies identified the presence of multiple, ongoing symptoms and problems among study participants that are common to brain injury.

Children are also vulnerable to TBI due to abuse or assault. Studies show TBI to be common among very young children who suffer from severe physical abuse – even when no neurologic symptoms are present (Laskey et al., 2004; Rubin et al., 2003).

Of particular concern is the effect of *repeated* concussion or “mild” TBI. Research shows that the effects of repeated injuries can be cumulative. In other words, while most individuals will recover within several months after a “mild” brain injury, after multiple such injuries the effects are more likely to be serious (Collins, 2002). This is exactly the type of repeated injury to which individuals living in abusive situations are exposed.

Effective Strategies for Providers Interacting with People with TBI

Of course, any client suspected of having TBI-related symptoms should be referred to his or her primary care physician for proper assessment, diagnosis, and medical treatment. Acute medical care during the hours and days immediately following trauma is critical for minimizing permanent brain damage. In addition, attention to environment, establishing routines, increasing disability awareness, counseling, and/or medication are often necessary to accommodate or

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Serving Survivors of Traumatic Brain Injury continued...

treat the long-term effects of TBI. However, there are steps all service providers can take to meet the needs of crime victims who may have suffered TBI.

√ Know the signs and symptoms of TBI.

It is difficult to predict the effects of a particular injury precisely. Brain injury can affect all aspects of functioning. The most common long-term effects of TBI include: cognitive issues (decreased memory, attention, concentration, and social judgment), somatic issues (headache, fatigue, insomnia, dizziness, ringing of the ears, and sensitivity to noise or light), and emotional issues (depression, irritability, and anxiety). The psychological impact of assault can compound and complicate these difficulties. Very often, people with brain injury have no physical signs of injury, and only those who know a TBI survivor well will recognize that he or she does not think or act the way he or she used to. Many people do not connect the injury to current symptoms or difficulties – either because they received no diagnosis or treatment at the time of the injury, they do not have the cognitive capacity to assess their own changes in functioning, or they were told by medical professionals that their injury would have no long-term effects. Symptoms may increase with the use of drugs and alcohol, poor sleep or hygiene, and stress.

√ Help clients use strategies to compensate for cognitive deficits.

Compensatory strategies are often useful for individuals with memory and concentration problems. These may include the extensive use of planners, alarms, tape recorders, labels, or other reminder systems. If the ability to make new memories, learn, and/or process information is impaired, individuals will need support in establishing and maintaining routine use of these compensatory strategies. Instructions should be broken down into individual steps, written out, and repeated as necessary.

√ Be aware of how the environment may affect someone with TBI – modify the environment when possible.

Try to limit changes in environment or routine. In situations where this is not possible, the individual may need reminders and explanations of upcoming changes to help him or her prepare. Other aspects of the environment may also need attention. Some people with brain injuries have difficulty filtering out unnecessary information or stimulation – such as background noise, lights, etc. Stress in the environment may also cause a decline in functioning, resulting in poorer social performance and judgment. As much as is possible, try to reduce such environmental distractions, “clutter,” and stressful situations.

√ Be patient – allow TBI survivors time to process and express their thoughts, to make mistakes, and to learn.

Because tasks that are routine to others can take extra effort and concentration for someone with TBI, he or she should have opportunities to rest or take breaks as needed. Moreover, people with a brain injury will remember what they were able to accomplish prior to their injury, and they might be frustrated by their current limitations or difficulties. Indeed, they might still see themselves as they were and have limited awareness of their current deficits. As with all clients, it is extremely important not to talk down to TBI survivors or to show that you as a caregiver are frustrated.

√ Make referrals as needed to professionals with training and experience treating brain injury.

Some TBI-related symptoms, such as depression, anxiety, or pain, will need to be evaluated and addressed by a trained specialist. It is important that, whether a psychiatrist, psychologist,

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Serving Survivors of Traumatic Brain Injury continued...

neurologist, or other professional is consulted, that professional should have experience treating people with brain injury and should be informed that the referred person has a history of injury that could have resulted in brain dysfunction.

√ *Make referrals to public services as needed.*

People with TBI may also need support returning to pre-injury activities, such as school and work. Certainly school-aged children should be monitored for any issues related to learning or development. Sometimes TBI-related impairments are not identified in children until years after the injury. This occurs when the affected areas of functioning are not obvious until the child fails to reach a developmental milestone. In Michigan, Special Education and Early Intervention services are available to all eligible children from birth through age 25, as long as they have not earned a high school diploma or the equivalent. Contact should be made through the child's local school district, charter school, or intermediate school district.

People with TBI-related impairments who want or need paid employment should consider the type of work roles that are feasible; whether any job-coaching, special equipment, or compensatory strategies would make employment more successful; and what an appropriate work schedule would be. Michigan Rehabilitation Services, which is part of the Department of Labor and Economic Growth, offers services to assist eligible individuals with disabilities in preparing for, securing, retaining, or regaining employment.

Perhaps most important for TBI survivors is peer support. The Brain Injury Association of Michigan (BIAMI) operates peer support groups throughout Michigan. BIAMI also has a wealth of information about TBI and obtaining needed services.

Additional Resources

Depending on the nature of the TBI and the individual, other services might be important. The *Michigan Resource Guide for Persons with TBI and their Families* describes many of the services someone with a TBI might need, how to go about identifying service providers, and accessing funding sources in Michigan. The *MDCH Traumatic Brain Injury Provider Training Manual* elaborates on many of the issues described in this article, including common effects of TBI and strategies for service providers. These documents can be downloaded for free from the URLs listed below. Also, a free, web-based provider training will soon be available through the Michigan Department of Community Health and the Michigan Public Health Institute. This website is also listed below. The Brain Injury Association of Michigan is also an outstanding resource, and they can answer many questions about brain injury and available services.

- Brain Injury Association of America:
www.biausa.org
- Brain Injury Association of Michigan:
www.biami.org
- Michigan Protection and Advocacy:
www.mipas.org
- *Michigan Resource Guide for Persons with Traumatic Brain Injury and their Families*:
http://www.michigan.gov/documents/Combined_67025_7.pdf
- *MDCH Traumatic Brain Injury Provider Training Manual*:
http://www.michigan.gov/documents/Provider_training_manual_2004_115670_7.pdf
- MDCH web-based provider training (available soon):
www.mitbitraining.org
- Tool kit for training service providers of survivors of domestic violence:
<http://www.nashia.org/states/tbidvtm/index.htm>

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Serving Survivors of Traumatic Brain Injury continued...

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Clare Tanner, PhD, is a Project Coordinator at the Michigan Public Health Institute in Okemos for the Michigan Department of Community Health Traumatic Brain Injury Project.

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Using the Features of www.michiganadvocate.org

When The Michigan Advocate went online, it gained capabilities that enhance its ability to bring information and resources to professionals serving crime victims. Please take a moment to review the features of the website to find out what resources might be of use to your organization.

Current and Archived Editions

The current edition of the newsletter is available on the left hand column of the home page. Articles can be opened one at a time, by selecting each article listed, or all at once, by selecting the current edition in the drop down menu. Archived editions are also available through the drop down menu. So, for example, if you need information on how VAWA applies to Tribal communities, you can access Ruth Oja's article in the Fall 2003 edition. Each month a 'Spotlight' article, focusing on an issue or story of particular significance, is highlighted on the center of the home page. Spotlight articles are also archived. All articles are saved in Adobe Acrobat (PDF) format, and there is a link to the Adobe website where Acrobat Reader can be downloaded for free.

Subscribe and Unsubscribe

To be notified by email when a new edition of *The Michigan Advocate* is posted, select 'Subscribe to Receive *The Michigan Advocate* publication via e-mail' in the right hand column of the home page. This link connects with the subscription service page. By entering your name, organization, and email address in the spaces provided and selecting submit, you will be registered to receive a notification as soon as a new newsletter is posted. You will also receive a notification when the website is updated in other ways, such as when new events are added

to the calendar. Unsubscribe by selecting 'Click here to unsubscribe from *The Michigan Advocate*' at the bottom of the home page. If your email addresses changes, be sure to unsubscribe your old address and subscribe with your new address.

Calendar of Events

A calendar of events that are supported by the Crime Victim Services Commission (CVSC) is available through the home page. Access the calendar by selecting 'Calendar of Events' in the top column or by selecting the scrolling message in the right hand column.

Web Resources

Web resources for professionals serving victims of crime are available through the 'Web Resources' link in the top column of the home page. The list of web resources is being updated to include web resources referenced in past editions of *The Michigan Advocate*, so be sure to check back with this resource!

Evaluation Resource Library

The *VOCA Program Evaluation Training Manual* and the *VOCA Program Evaluation Training Power Point Presentation* are available through the 'Resource Library' link in the top column of the home page. These materials, which are used in Dr. Cris Sullivan's Program Evaluation for VOCA Grantees training, can be downloaded from the site. As those of you who have attended the training know, these materials are an invaluable resource for planning or updating your evaluation processes!

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Using the Features of www.michiganadvocate.org continued...

Publications

The *Four Year Report: October 1999-September 2002* is available through the 'Publications' link in the top column of the home page. This report presents the results of the first four-year cycle of the Grant Compliance Review and Needs Assessment (GCR&NA). By looking through this report, those agencies that participated in the first cycle can find out how the information was used, and those agencies in their first cycle of site visits can find out what to expect.

Make a Suggestion or Contribute an Article

Selecting the 'Make a suggestion or contribute an article' link on the right hand column of the home page will bring up information on how to contribute to the newsletter. Professionals serving crime victims are the experts on their resource needs, so don't be shy! We want to know what topics you would like covered and what resources you would like posted on the site. Additionally, we are always looking for authors – the newsletter provides a great opportunity to publish, both for professionals and for survivors.

VOCA Funded Service Providers

A complete list of service providers funded through the Victims of Crime Act in Michigan is available by selecting 'Michigan VOCA-Funded Service Providers' and then selecting 'click here to view the list of VOCA-Funded Service Providers in Michigan.' Links to the websites of many of these providers are available through the list. Touring the websites of other agencies is a great way to find out what your colleagues are up to! If you are a VOCA-funded agency and would like your link added, please let us know. We'll be more than happy to link with you.

Council of Advocates

Each year a group of professionals serving crime victims in Michigan, representatives from the CVSC, and representatives from the Michigan

Public Health Institute (MPHI) meet to share information and to discuss important issues facing crime victim services. The report generated from each of these meetings is available on the website by selecting 'Michigan VOCA Council of Advocates' in the right hand column of the home page. All of the past reports of these important annual meetings are listed and can be opened in PDF format.

Contact Information

Contact information is available through the home page for representatives of the CVSC and MPHI. In addition, the home page includes links to the State of Michigan, the Michigan Department of Community Health (MDCH), the CVSC and online grant system, MPHI, and the Center for Collaborative Research in Health Outcomes and Policy (CRHOP).

Still to Come...

In order to make the website increasingly relevant to the work of professionals serving crime victims, we have several updates planned for the next few months. We will be expanding and reorganizing the web resources page to include sites mentioned in archived editions, as well as other sites relevant to the work of professionals serving crime victims. We will also be updating the resource library to include resources on advocacy and volunteerism. If you have other ideas for expanding the website to make it more relevant to your work, please do not hesitate to contact Julia Heany at jheany@mphi.org or 517-324-7349.

The purpose of *The Michigan Advocate* is to respond to the informational needs of professionals serving crime victims. We hope that by transitioning to an online format the newsletter will more successfully meet your needs and that www.michiganadvocate.org will be a resource you rely on for up-to-date and relevant information.

VOCA Grantees Making A Difference

“They are speaking out – and DASC is responding.”

DASC Enhances Services for Hispanic Domestic Violence Survivors

■ By Chris Amones and Jessica Macias

The Hispanic population in St. Joseph County, Michigan is increasing rapidly. The county is quite rural, and services for our new neighbors are few but growing. The Domestic Assault Shelter Coalition (DASC) is taking steps to become more culturally competent, empathetic, and empowering when serving Hispanic survivors.

The Domestic Assault Shelter Coalition is a private, non-profit organization and has been serving domestic violence and sexual assault survivors in Cass and St. Joseph Counties since 1984. In 1995, DASC launched a VOCA-funded Volunteer Outreach project designed to provide immediate emergency response services to domestic violence survivors. Immediately following a domestic assault, the responding law enforcement agency telephones DASC with information about the incident. After assessing the situation for safety concerns, the Volunteer Outreach Coordinator mobilizes a trained, on-call volunteer team to make immediate face-to-face contact with the survivor to provide crisis counseling and information about DASC and other community resources, the criminal justice system, Crime Victim Compensation, and domestic violence. Volunteers go to survivors' homes, police departments, hospitals, and other safe places to make the connection.

Concerns arose and change came about when some law enforcement agencies began making

referrals to DASC for Hispanic survivors who did not speak English. The language barrier and cultural differences caused a substantial obstacle in providing timely and effective services. At times, officers were unable to make arrests because they couldn't communicate with assailants or victims. In response to this challenge, DASC hired a bilingual Volunteer Outreach Coordinator to provide direct services and to recruit and train Spanish-speaking volunteers to provide emergency response services to Spanish-speaking survivors. As a result, non-Spanish speaking law enforcement officers now contact the Outreach Coordinator directly for interpretation during the initial investigation at the scene. The DASC Outreach Coordinator makes sure the survivor understands that the role of the DASC Advocate is completely separate from the role of the officer and that DASC services are confidential. The DASC interpreter can assist the survivor, if desired, in the criminal investigation process so that clear information is communicated to the officer, possibly leading to the arrest of the assailant. The survivor is offered information about the criminal justice process, victim rights, and available services. This is a great opportunity to establish the survivor's trust in the system and with DASC staff/volunteers.

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DASC Enhances Services for Hispanic Domestic Violence Survivors continued...

Hispanic domestic violence survivors share common concerns. Many Hispanic women and children in St. Joseph County are undocumented. Their abusers convince them they have no worth since they do not speak English and are unemployable. Most Hispanic women do not drive and are unaware of or cannot access community resources. Moreover, many community resources do not have Spanish-speaking staff. Due to unfamiliarity with American law, Hispanic women often will not seek help because they fear that the police, DHS, or other agencies will report them to the immigration authorities. As a result, they are completely dependent on their abusive partners. These conditions enable abusers to totally dominate their victims. Furthermore, Hispanic survivors commonly wish for their abusive partners to get help. However, the local batterers' intervention program is not offered in Spanish. Mental health and drug and alcohol addiction resources for the non-English speaking community are also very limited.

DASC has responded to the growing needs of Hispanic survivors by offering more long-term advocacy and support. DASC also offers a support group for Spanish-speaking survivors facilitated by a Spanish-speaking staff/volunteer. Interpretation services are available when survivors are dealing with the criminal justice system or DHS and during medical appointments or other community appointments. Spanish-speaking volunteers interpret during the Shelter intake process and when a Spanish-speaking caller uses the crisis line for assistance. DASC's bi-lingual Advocate, Jessica Macias, is a major

player with the St. Joseph County Hispanic Summit, an assembly of human service agencies geared towards assessing the needs of the Hispanic community. Ms. Macias chairs a Hispanic Forum sub-committee to reach out to the Hispanic community, inviting the community to communicate its needs to area service providers. She received invaluable guidance from Dolores Gonzales-Ramirez, Project Manager at La Vida of Southwestern Detroit in assessing community attitudes towards domestic violence.

The number of DASC Hispanic service participants is increasing, and feedback is very positive. Survivors are asking for more support groups, increased children's services directed to the specific needs of Hispanic children, and batterer's intervention classes offered in Spanish. The Domestic Assault Shelter Coalition is making a difference in the lives of these survivors and their children. They are speaking out – and DASC is responding.

Healing for yesterday, safety for today, hope for tomorrow.

Chris Amones is the Executive Director of the Domestic Assault Shelter Coalition in Three Rivers, Michigan.

Jessica Macias is the Volunteer Outreach Coordinator and an Advocate for the Domestic Assault Shelter Coalition in Three Rivers, Michigan.

Domestic Violence in the Arab American Community

■ By Mohammad Farrag

Domestic violence is a major social and public health problem that crosses ethnic, racial, cultural, age, religious, national origin, sexual orientation, and socioeconomic lines. The problem of domestic violence is global. Around the world at least one woman in every three has been beaten, coerced into sex, or otherwise abused in her lifetime. The consequences of domestic violence extend from psychological issues, such as posttraumatic stress disorder, to traumatic brain injury (TBI), to murder. The impact of domestic violence is not limited to women or partners - it can have serious effects on children too.

Service providers can take several steps toward making their services more accessible. Most importantly, service providers must recognize and respect the cultural beliefs and practices of Arab American women.

Barriers Facing Arab American Battered Women

Minority and immigrant battered women tend to suffer from a lack of services and accessibility problems. Members of these groups often experience difficulties in their interaction with health and social services that were designed for the host population. Minority and immigrant women usually lack financial and legal resources, which may trap them in abusive relationships. The battered woman may be incapable of independent financial survival. The difficulty in leaving a batterer is exacerbated by the fact that the batterer is often also the legal sponsor of the immigrant woman. New immigrant women have limited personal resources and skills, such as education, income, and English language competency. In Dearborn, which has a large Arab American population, limited English proficiency is one of the most difficult barriers facing immigrants. Often immigrant women are

also unfamiliar with social services and community resources.

As is the case with all batterers, abusers of immigrant women from Arab countries use cultural values and norms as powerful weapons in controlling their victims' behavior. Batterers may accuse their victims of dishonoring their families by reporting abuse to the police. Many others may accuse their victims of inappropriate social and cultural behavior. Many more may embarrass their victims in the immigrant community by fabricating lies about their victim's culturally unacceptable behaviors. Fear of

deportation is another powerful threat that abusers use to control their victims. Many abusers threaten their victims with deportation if they report abuse. Many abusers fail to process immigration papers for their victims in order to have more control over their victims' immigration and naturalization status. Victims may fear that, if deported, they will lose custody of their children or that they will be unable to see their children after deportation.

Immigrants from Arab countries generally share cultural beliefs and attitudes, including reluctance to access social and healthcare services. The majority of these barriers are related to stigma, in terms of having a sense of shame of what relatives and friends might think of them if they seek outside help. Many report fear of exposing their private lives to strangers.

The cultural beliefs about domestic violence that

Continued on next page

Domestic Violence in the Arab American Community continued...

immigrants bring with them also hinder their utilization of services. Some Arab Americans reject intervention by formal bodies, such as police and social welfare departments. Many Arab Americans seek the help of relatives or religious leaders because seeking the help of political and community leaders is considered inappropriate. Should a marital dispute arise, the immediate family and close relatives of the spouses are the first to be involved in attempting to influence the couple's marital stability. This is usually done through emphasizing the moral role and holiness of family values, and through stressing the importance of the family's continuity for the sake of the children and for saving face of the extended family as a whole. Keeping the family together has significant cultural and social value, even if both spouses are unhappy with each other. Divorce may bring shame and embarrassment upon the Arab woman herself and upon her entire family. Therefore, Arab women experience tremendous pressure to remain in abusive relationships.

Arab Americans in Michigan

In Michigan, there are about 450,000 Arab Americans, and 40% of this population was born outside of the United States. They tend to have higher than average education and median income. There is a lot of misunderstanding and negative stereotyping of Arab Americans. There is a great degree of diversity among Arab Americans in religion, education, economic levels, and degree of Westernization. Many do not speak, read, or write English. Communication styles are more expressive, vibrant, and rather loud. Arab Americans tend to use their hands when they talk, and they express emotions easily. Family is the basic social unit, with strong connections to extended family. Arab societies are patriarchic, with conservative attitudes toward sexual behavior. Girls and boys are usually separated from pre-puberty, and pre-marital sex is forbidden. In Islam, divorce is allowed; though Arab Americans try to resolve conflicts without divorce.

About half of Arab Americans are Moslem and the other half are Christian. Islam, which started in 609 AD, believes in one God (Allah) and requires the belief in Jesus, Moses, Aaron, and other prophets. The relationship between the individual and God is direct and does not require any mediator. In addition, Moslems practice prayers five times daily, one month of fasting from dawn to sunset annually, paying alms to the poor and needy, and a pilgrimage visit to Mecca once in a lifetime by those who can.

Arranged marriages are common, particularly where marriage brings families together. Men usually assume the role of the breadwinner and women assume the role of homemaker. The elderly enjoy much respect from the young. The value of honor and the concept of shame when breaking the honor play a very important and even serious role in the lives of Arab Americans. For example, pre-marital sex can bring shame to the whole family, not only to the individual. Many Moslem women cover with hijab (a scarf covering the hair, ears, and throat) although it is not considered a requirement by many other Moslem women.

Serving Arab American Survivors of Domestic Abuse

Attitudes toward domestic violence still need a lot of work to incorporate the recognition that domestic abuse is not acceptable. There is a need to help change the rigid sex role stereotypes and to appreciate women's social role and intrinsic value. Clarification of the high status that Islam gave to women as mothers, sisters, daughters, and life companions can help eliminate these negative social stereotypes.

Service providers can take several steps toward making their services more accessible to Arab American women. Most importantly, service providers must recognize and respect the cultural beliefs and practices of Arab women. When

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Domestic Violence in the Arab American Community continued...

receiving services, Arab Americans prefer separation of the sexes. They also prefer a female social worker or a female physician for girls and women. As alcohol and pork are prohibited in Islam, these beliefs should be respected in residential facilities. Through better understanding Arab American culture and practices, service providers can become better equipped to create an environment where Arab American women experience what all victims of domestic violence need - genuine acceptance without prejudice.

Mohammad Farrag, Ph.D., is the Clinical Director of ACCESS Mental Health Services, ACCESS Center for Psychosocial Rehabilitation for Victims of Torture in Dearborn, Michigan.

.gov:

Federal and State Online Info for Crime Victim Services

■ By Julia Heany

Ahh the internet... a ton of information available right at our fingertips. With just the click of a mouse or a few search terms we can find out anything we need to know, right?

Well, not quite. As anyone who's entered the term "sexual assault" in a search engine is well aware, the information we're looking for can be difficult to find amidst the misinformation and mire also accessible through the net. When we're in a hurry, a few reliable websites with good information can be more useful than a zillion sites containing all kinds of information – good, bad, and downright ugly.

Recognizing this dilemma, your State and federal government have done their part to pull together reliable and relevant collections of documents and resources for agencies serving crime victims. Here are just a few of the resources your government has to offer crime victim services...

The Federal Office of Victims of Crime Resource Center

The Office of Victims of Crime (OVC) houses a staggering collection of informational resources for agencies serving crime victims. To truly get a sense of what is available please do visit the Resource Center's website provided below. The site is well organized, provides a tremendous amount of information about serving victims of many types of crime, and most of the materials can be downloaded for free.

- www.ojp.usdoj.gov/ovc/ovcres/welcome.html

In addition to general information regarding serving victims of domestic violence, sexual assault, and child maltreatment, the Resource

Center houses information on a wide variety of other topics. For example, the site has information on restorative justice and mediation, terrorism, hate crimes, working with adult and child witnesses, crisis response, internet crime, using crime mapping to inform service delivery, and DNA evidence. The information on the site takes many forms, including service directories, funding directories, reports, kids activity books, curriculum guides, victim rights and services bulletins, newsletters, fact sheets, and brochures. There are even videos that can be ordered for a reasonable price, some of which can be sampled online. Moreover, the site includes information on special victim populations, such as victims who are minorities, elderly, disabled, or have HIV/AIDS, as well as information on serving victims of human trafficking, identity theft, drug trafficking, and torture.

The OVC has also developed documents and identified websites that might be useful for agencies addressing international issues or serving non-English speaking populations. By clicking "Resources for International Victims" you will find a link to a free language translation website. (As a side note, although translation sites can be helpful in a pinch, it is preferable to hire a certified translator familiar with the dialect in your community to translate important documents. If you use a translation site, try to find a bilingual staff member or volunteer to look over the translation before you use the document.) On this page, you will also find links to international centers for crime victims, publications focusing on international issues, and translated OVC publications.

Continued on next page

.gov: Federal and State Online Info for Crime Victim Services continued...

This is a small sampling of the many, many resources available through the OVC Resource Center. Be sure to check out the site for yourself to get a better sense of what is available!

Promotional Items Available through the State of Michigan

The State of Michigan has also produced a wealth of information and resources for crime victim services. The Michigan Department of Community Health (MDCH) Health Promotions Clearinghouse offers great promotional items that can be ordered in quantity – for free! Brochures covering domestic violence safety tips (in English and Spanish), facts about domestic violence, stalking, the Notification Network for victims of crime, and personal protection orders can be ordered through the Clearinghouse website (which is listed below). English and Spanish versions of a poster describing the Notification Network are available, as are two versions of “There’s No Excuse for Domestic Violence” posters featuring the text “It’s hard to confront a friend who abuses his wife but not nearly as hard as being his wife.” Pads of tear-away cards (50 cards/pad) providing information on the Notification Network can be ordered in both English and Spanish. Also, mirror clings featuring the text “If you need help, you’ve found it,” wallet cards featuring the text “There’s no excuse for domestic violence,” and bumper stickers featuring the text “Michigan is Arresting Domestic Violence” are available. The former two items include the toll free National Domestic Violence Hotline number. Visit the following website for more information or to place an order:

- www.hpclearinghouse.org/general/ingenvio.html

Manuals, Guides, and Fact Sheets Available through the State of Michigan

The State of Michigan has also produced written material that may be useful to you or your agency. The Department of Human Services’ (DHS) publications page (listed below) houses

several documents relevant to working with maltreated children and mothers who have survived domestic violence. There are several publications addressing adoption, including “Adopting a Child in Michigan” and “Adopting Older Children.” In addition, there are publications describing the role of Child Protective Services in responding to child abuse, forensic interviewing, and guidelines for mandated reporters. English and Spanish documents describing the process of establishing paternity and filing for child support are available. DHS also provides helpful information for families on selecting quality childcare, the Family Independence Program, and the Department of Human Services.

- www.michigan.gov/dhs/0,1607,%207-124-5458_7699---,00.html

The Department of Human Services’ Michigan Domestic Violence Prevention and Treatment Board (MDVPTB) provides information through their website that may be particularly helpful for agencies working with survivors of domestic violence. The “Domestic Abuse Handbook,” produced by the Women’s Resource Center of Northern Michigan, describes domestic abuse, addresses common concerns expressed by survivors and their children, and outlines the criminal justice response. The “Domestic Violence Survivor’s Legal Handbook” provides more detailed information on what survivors can expect from the legal system. Both handbooks are available at:

- www.michigan.gov/dhs/0,1607,7-124-5460_7261---,00.html

The “Domestic Violence Survivor’s Handbook” is also produced by the MDVPTB. This handbook describes domestic violence, responds to commonly asked questions about domestic violence, describes safety planning, and provides information for survivors with special needs or circumstances. To download the handbook, visit:

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.gov: Federal and State Online Info for Crime Victim Services continued...

- www.michigan.gov/documents/FIA-DomVioHandbook_69248_7.pdf

Also, information on the Dating Violence Youth Education Package is available on the first website listed below, as are guides to personal protection orders and stalking. The second site listed below includes a guide to batterer intervention standards, a brochure on batterer intervention services and standards, and information on supervised visitation safety.

- http://www.michigan.gov/dhs/0,1607,7-124-5460_7261_21516---,00.html
- http://www.michigan.gov/dhs/0,1607,7-124-5460_7261_18139---,00.html

For agencies interested in finding information on the legal response to domestic violence, both the “Michigan Law Enforcement Response to Domestic Violence Officer Manual” and the “Michigan Judicial Institute Domestic Violence Benchbook” are available online. For an overview of the role of each division of the Michigan State Police, see the Michigan State Police Guide to Accessing Services. These documents can be found at the following websites, respectively:

- http://www.michigan.gov/documents/DV_Officer_Manual_-_2004-ad_85810_7.pdf
- http://www.michigan.gov/dhs/0,1607,7-124-5460_7261_18139---,00.html
- http://www.michigan.gov/msp/0,1607,7-123-1645_4607_4612---,00.html

The Michigan State Police has also produced helpful guides on the risks associated with the use of technology. More specifically, they have

produced information on Internet safety and identity theft, which can be found on the following sites:

- http://www.michigan.gov/msp/0,1607,7-123-1589_1711_4579---,00.html
- http://www.michigan.gov/documents/ID_Theft_94764_7.pdf

For an annotated bibliography describing the resources on the State of Michigan’s website, please link to:

- www.michiganadvocate.org/eval_resources.htm

But I still can’t find what I need...

www.Michigan.gov & www.FirstGov.gov host an abundance of information that has been reviewed for quality and is easily accessible. However, if you do not find what you need, there are people who can help. The OVC Resource Center has content specialists who are happy to lend a hand. Contact information is available on the OVC website. Also, your Michigan Crime Victim Services Commission is dedicated to finding ways to address your informational needs, particularly through this newsletter and the newsletter’s website. If you need information that you can’t find, please contact me at jheany@mphi.org or 517-324-7349 and we will try to help!

Julia Heany, PhD, is a Research Associate with Michigan Public Health Institute’s Crime Victim Services Commission Technical Assistance Project.

Technical Update



WWW.Walter's Words of Wisdom Reviewing Documents in Microsoft Word

▪ By Walter Pelowski

In each issue of The Michigan Advocate, Walter Pelowski of Agate Software, Inc., discusses technological developments impacting the VOCA online application and reporting systems.

Reviewing Documents in Microsoft Word

In preparation for this article, I asked the Agate Software Help Desk personnel for the grantee support call records for 2005 in order to see if there were any reoccurring questions that I could answer. To my surprise, there have only been seven calls recorded for the entire year. This leads me to believe that the CVSC online grant system is either: 1) nearly flawless or 2) the users are seasoned veterans that have found workarounds for any problems they encountered. Regardless of the true reason for the lack of calls (I'll, of course, choose to assume it's due to #1), let me just reiterate that the Help Desk is available to you should you have any technical/system related difficulties. The number, which is listed on the online grant system's homepage, is staffed during normal working hours by friendly and helpful people ready to assist you in any way possible. That said, with only seven calls, most of which were just basic questions, I found nothing that I could use as a newsletter topic. So, as usual, I chose my own topic. (Please feel free to send me any computer questions you may have and I'll be happy to address them in upcoming newsletters.)

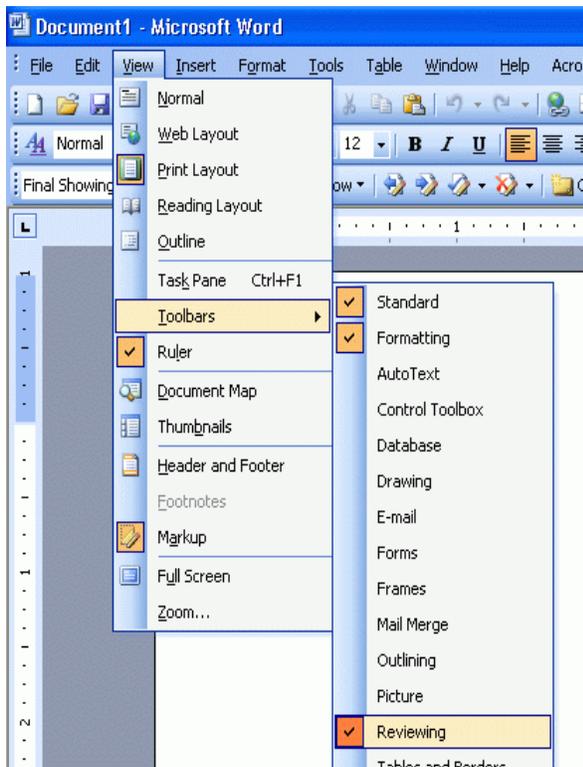
Microsoft Word's Reviewing Toolbar

Microsoft Word has a ton of features that most people rarely use, which can be fairly useful in day-to-day activities. Over the next couple of newsletters, I'd like to describe some of these features with the ultimate goal of allowing everyone to use Microsoft Word to the fullest extent of its capabilities. However, I'm going to have to limit my discussions to newer versions of Word because features of Word have changed over time. For the upcoming newsletter articles, I'll be referencing features of Office XP or Office 2003. Older versions of MS Office may not have the features I'm describing. To check which version of Word you have, open the program and click "Help," "About Microsoft Office Word."

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Reviewing Documents in Microsoft Word continued...

In this article I'd like to address options in Word that are very useful for document collaboration. It's also very important to know about these features of Word if you're the only person working on a document because you could potentially reveal embarrassing information if you use these features improperly. I'm referring to Microsoft Word's "Reviewing" options. Many of you have probably seen reviewing options at one time or another, even if you didn't realize what they were. The options for "Reviewing" can be very useful, especially when multiple people are working on the same document. In order to use these features, display the review toolbar by clicking "View," "Toolbars," "Reviewing." This operation is pictured to the left, and the toolbar will look similar to the picture below.



The toolbar has several default icons, but you can choose to add more icons at any time. As with any Word, Excel, or Outlook toolbar, it makes sense to add and remove options to create a toolbar that is most useful to you. For information on how to do this, please email me. I like to see slightly different options, so I've changed my reviewing toolbar accordingly.



To let you know what the icons mean, I setup my reviewing toolbar (pictured above) so that descriptive text appears next to the icons.

"Reviewing" in Word allows you to see those changes that have been made by one or more people to a document. This feature only works when you click the "Track Changes" icon on either the reviewing toolbar or on the "Tools," "Track Changes" option. When tracking changes, all modifications made to a document will be logged, including textual deletions, textual additions, the inclusion of comments, and formatting changes. This is incredibly useful when working with others to create one, unified publication, and it helps to minimize the need for constant document review meetings and email discussions. The options for this reviewing feature in Word are numerous and may warrant additional attention; but, for the purposes of this article, we'll discuss some of the basic features, how they work, and how they are relevant to normal document editing.

Now this may already be evident to you, but it is not always appropriate to have the "Track Changes" option enabled. When adding entirely new sections to a document it doesn't always make sense to have this option turned on. If you are in the process of initially creating a

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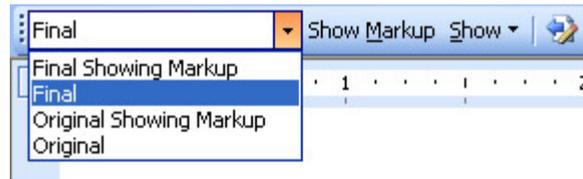
Reviewing Documents in Microsoft Word continued...

document, for instance, and have not yet completed even a rough draft, having “Track Changes” enabled is counterproductive. You’d essentially be tracking the insertion of text from a point where the document was incomplete. I encourage you to click the “Track Changes” button only when a document is ready to be reviewed or edited.

Tracking and Reviewing Changes

In order to view changes, you will want to make sure that the “View Changes” option is clicked OR that the option on the reviewing toolbar reads “Final Showing Markup.” Changing a document when the “Track Changes” option is enabled is called “Markup.” The options on the reviewing toolbar are more extensive so we will address those rather than just the basic “View Changes” icon. The four options on the toolbar are as follows:

- Final Showing Markup
- Final
- Original Showing Markup
- Original



The two options that show markup give you a view of the document both before and after modifications were made. The views are slightly different from one another, but, in many ways, they accomplish the same results. You can determine which you prefer. The options for “Final” and “Original” give you a look at the document with or without the changes a person made during the time the “Track Changes” icon was clicked. Keep in mind that no modifications will be visible if the “Track Changes” icon was not clicked. The ability to view the document both before and after changes is very useful when determining whether or not the alterations that were made to a given sentence, paragraph, section, or document are better than the original. This option also helps to illustrate how the reviewer(s) want(s) the text to change and which parts do and do not conform to the overall message.

Perhaps the best way to understand these features is through an example. I am going to start off with the sentence “Document Reviewing in Microsoft Werd can make your life easier.” (Complete with the spelling mistake.) With “Track Changes” activated, I’m going to change the statement to “Document reviewing in Microsoft Word can make your document editing and collaboration tasks much easier to manage. However, as a warning to those that don’t use it properly, the document reviewing options can potentially divulge sensitive information.” I will also bold the text “as a warning.” The following screenshot shows the original sentence before any changes. The document option chosen is “Original.”

Document Reviewing in Microsoft Werd can make your life easier.¶

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Reviewing Documents in Microsoft Word continued...

Document reviewing in Microsoft Word can make your document editing and collaboration tasks much easier to manage. However, as a warning to those that don't use it properly, the document reviewing options can potentially divulge sensitive information.

The preceding screenshot shows the text after the changes. The document option chosen is “Final.”

It is important to note that, on the following screenshots, I am using Microsoft Word’s “Print Layout” view. To use the “Print Layout” view, simply click “View,” “Print Layout.”

You can see clearly what the text looked like before the changes and after the changes. The good thing about using document reviewing is that, as an editor, I can see these two versions in the very same document. I do this by first choosing the “Original” option on the formatting toolbar to see the original and then by switching to the “Final” version to see the final. The next two screenshots list all of the changes that I have made. The following screenshot shows the changes I made from the original. The document option chosen is “Original Showing Markup.”

Document ~~Reviewing~~ in Microsoft ~~Word~~ can make your ~~life~~ easier.

- Inserted: reviewing
- Inserted: Word
- Inserted: document editing and collaboration tasks much
- Inserted: to manage
- Inserted: However, as a warning to those that don't use it properly, the document reviewing options can potentially divulge sensitive information.
- Formatted: Font: Bold

This screenshot shows the changes that I made to the final document using the document option “Final Showing Markup.”

Document ~~reviewing~~ in Microsoft ~~Word~~ can make your ~~document editing and collaboration tasks much easier to manage. However, as a warning to those that don't use it properly, the document reviewing options can potentially divulge sensitive information.~~

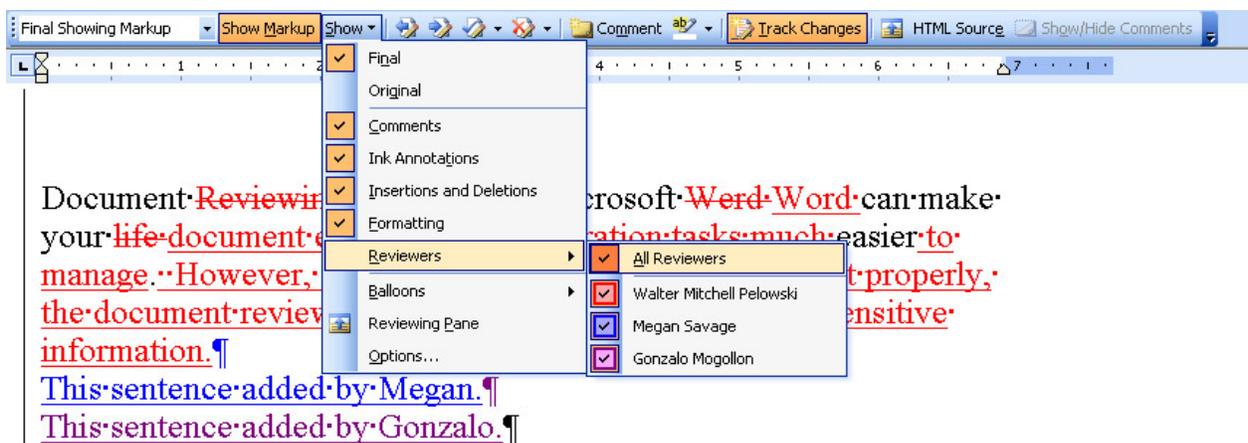
- Deleted: Reviewing
- Deleted: Word
- Deleted: life
- Formatted: Font: Bold

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Reviewing Documents in Microsoft Word continued...

You can see that the documents look quite different using each of the document options. “Original Showing Markup” shows all of the formatting changes and additional text, which Word calls “insertions,” as bubbles on the right hand side of the screen. Deletions to the text are shown as strikethroughs. In “Final Showing Markup,” the deletions and formatting changes are shown as bubbles and insertions are underlined. Toggling between these views on your formatting toolbar can give you a good understanding of how the document changed.

The “Show” option affects what is displayed when you are looking at the “Tracked Changes.” The “Show” button has lots of useful options, including allowing you to show or turn off comments, ink annotations, insertions and deletions, or formatting. For instance, if you don’t care to see any of the formatting changes made to the document, just uncheck the formatting option. In most cases I suggest turning off the “Formatting” option. It’s not often necessary to know when a reviewer changes an indentation, font, or some other formatting characteristic. More useful, perhaps, is that you can see changes made by each user when multiple users have edited a document. This is made easy by the inclusion of the “Reviewers” option under “Show.” You may choose to show the changes made by only one person, a group of people, or every reviewer of the document. The screenshot below illustrates some of the options on the “Show” button.

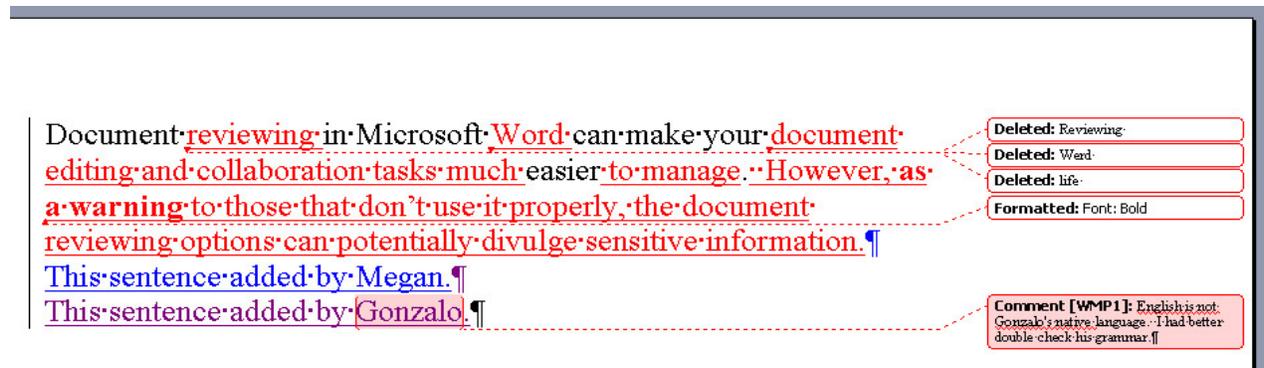


The preceding screenshot shows that both Megan and Gonzalo made edits to the document. Each user’s edits are color-coded.

“Comments,” which can be added in any section of the document, can be VERY useful in providing feedback to other authors of the document. Rather than sending an email message with complicated instructions for where and how a section should change, you can include a comment to the author in the relevant section that specifically indicates your questions or problems with the document. These comments, along with all other changes, can be color coded by author/reviewer. This makes it incredibly easy for people (who aren’t color-blind like me) to quickly scan a document for changes and comments from a particular person.

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Reviewing Documents in Microsoft Word continued...



I like to kid around with my co-workers. Since my colleague, Gonzalo, hails from Ecuador, I jokingly highlighted his name and inserted a comment about his grammar. (In reality, his grammar is quite good.)

You can see from the screenshot above that comments are automatically preceded by the author's initials and the number of the comment. Now for a quick side note... if you've never used Word's "Select Browse Object" option you don't know what you're missing. In the lower

right hand corner of your document you should see something that looks like the buttons that are shown on the left. Most commonly they are located under the scroll bar. Most people just use the two arrows to scroll to the next page. However, if you click the circle, you can choose what option you would like to use to scroll. "Page" is the default, which is why when you click the two arrows you scroll to the next page. However, you can browse by lots of different items including pictures, headings, lists, tables, and comments. So, if you want to quickly view the comments by just one user, you can select that user using the "Reviewers" option shown above and then browse by the "Comment" object. Every time you click the two down arrows you will go to the next comment by that user.

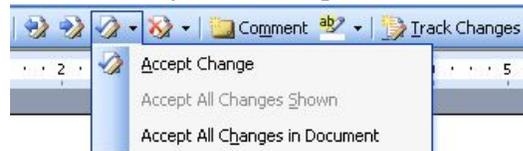


Navigating Changes

The "previous" and "next" buttons on the reviewing toolbar can be used to navigate between changes. They are especially useful for extremely large documents where only a small number of changes have been made.

Approving/Rejecting Changes

After comments and modifications have been reviewed, they may be approved or rejected. Changes can be accepted via the icon on the reviewing toolbar that pictures a checkmark. This icon allows you to accept the current changes, all of the changes shown (as determined by the



"Show" option), or all of the changes in the document. If only a few changes have been made and you've reviewed each of them to ensure that they are necessary, you can select "accept all changes." For

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Reviewing Documents in Microsoft Word continued...

large documents where many changes have been made by each author, it makes sense to accept changes one at a time. Comments and changes can be rejected using the icon with the red X in place of the checkmark. This icon allows you to reject revisions one at a time or all at once. You may also right click one of the insertion/deletion bubbles or one of the strikethroughs/underlines to accept or reject the change.

Another way to view changes is to use the “reviewing pane,” which can be shown or hidden by clicking a button on the reviewing toolbar. This allows the user to view all of the comments and modifications that were made for an entire document in one, easy-to-use scrolling view. It separates the document into sections and shows where changes were made.

Sensitive Information

There is quite a bit of information hidden in documents that may or may not be visible depending on a user’s settings. Many users don’t really understand the “Reviewing” options in Word and sometimes have “Track Changes” turned on but do not have “View Markup” enabled. If that is the case, people to whom you send your documents may be able to see the iterations that your document has undergone, including, possibly, things that you never intended them to see.

To emphasize my point, I’ll give you some real-life scenarios. As a company, Agate Software responds to government RFPs (Requests for Proposals) for State requested grant systems. Sometimes I see proposals from States where the author wasn’t aware of tracked changes or forgot to remove all of the tracked changes before releasing the proposal. Sometimes I see comments made by users that were never intended to be seen by a respondent to the RFP. In another example of hidden data that is not related to “Track Changes,” document properties have, in some instances, shown me who really created the document, when the document was created, and what document was used as the template from which to begin. This information is often not meant to be seen and sometimes does not reflect well upon the State/company/organization that released it.

However, there are a couple of quick things you can do to remove hidden data, sometimes referred to as “meta data,” from your documents. The first, and perhaps easiest, is to always edit your document’s properties. You do this by clicking “File,” “Properties.” You’ll see that the “Summary” tab has information that you might want to update/remove. Most often this information becomes a problem when users are creating a document based on another document.

The other hidden information you want to remove is, of course, the reviewing information we just addressed. Make sure that when you select “Show Markup,” no markups are displayed. You can use the “Forward” and “Next” buttons to confirm. Make sure that all comments have been removed before sending the document to someone external to your organization.



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Reviewing Documents in Microsoft Word continued...

Finally, to make sure that users remember to do these steps, set the following options. Click “Tools,” “Options,” the “Save” tab, and then select the “Prompt for document properties” option. You might always want to click “Tools,” “Options,” the “Security” tab, and then select the “Remove personal information from file properties on save” option.

Overall, if you’re really concerned about all this meta-data, then I would encourage you to export your Word documents to PDF before sending them to someone else. Then you have the added benefit of the receiver not needing Microsoft Word to open the document, as they can use the free Adobe Acrobat Reader instead. To create a PDF document from Word, you need Adobe Acrobat software. However, Acrobat still pulls forward the document properties from Word, so make sure you check those before creating the PDF.

Final Thoughts

Well, that’s it. This concludes my synopsis of the reviewing toolbar. Please let me know if this has benefited you so that I can better tailor future instructions to fit the needs of the readers of this newsletter. If you have any questions about any of the information I’ve included, please email me at wpelowski@agatesoftware.com.

Walter Pelowski is the primary designer of the CVSC online grants system developed by Agate Software.