



DEPARTMENT OF DEFENSE SEXUAL ASSAULT PREVENTION AND RESPONSE OFFICE



Commander Fact Sheet: Conducting the Quarterly Case Management Group Meeting

The Case Management Group (CMG) Chair will conduct the Quarterly CMG (QCMG) meeting to facilitate in-depth discussions of system issues (e.g., availability of timely mental health appointments for victims, response agency challenges, changes or shortfalls in staffing, updates on how best to work with civilian or host nation counterparts, quarterly and yearly trends in response system metrics). Oversight at the QCMG meetings directs effective response system coordination and ensures appropriate accountability to address trends that impact victim assistance rendered at or by the installation.

The QCMG is necessary to discuss and solve system issues because monthly CMGs are focused only on individual case matters. To solve system issues, additional personnel may be invited that would otherwise not attend the monthly CMGs (e.g., representatives from the Department of Veterans Affairs, local law enforcement, and civilian healthcare providers) to address the need for additional mental health appointments, SAFE Kit issues, or coordination with local civilian law enforcement.

The QCMG is a separate discussion from individual case management oversight. Individual case and/or specific victim information will not be discussed in order to protect victim privacy. While certain case circumstances may be reviewed as examples of best practice or matters requiring remedy, all conversations should be hypothetical or done without referring to specific persons.

Reminder: The CMG and the QCMG meetings can be scheduled for the same day, but it is required that separate times be scheduled for the meetings as they each have distinct membership.

QCMG Meeting Topics

The CMG Chair will schedule discussions on a quarterly basis at the QCMG meetings on topics including, but not limited to, the following:

1. System coordination challenges among response system stakeholders
2. Timely access to healthcare (medical and mental health)
3. Timely access to victim advocacy, legal assistance (Special Victims' Counsel (SVC), Victims' Legal Counsel (VLC), or Victims' Counsel (VC)), spiritual support, and other services within the installation and through external civilian agencies
4. High Risk Response Team (HRRT) and other organizational responses to victim safety issues
5. Retaliation reporting trends and other associated data
6. Expedited Transfer (ET) process, including trends involving approvals, victim notifications, documentation flow, delays in out-processing and in-processing, and other related matters
7. Resource sharing and coordination at Joint Bases and in joint environments (e.g., communication and collaboration among SAPR personnel and responders)
8. Tenant Command(s) concerns
9. Reporting and service access trends for the installation
10. Implementation of "No Wrong Door" approach and any barriers or challenges with warm handoff resources
 - The QCMG Chair will confirm that representatives from SAPR Program, Military Equal Opportunity, Family Advocacy Program, Victim/Witness Assistance Program (VWAP), healthcare (medical and mental health), SVC/VLC/VC, and chaplains meet as needed to foster liaison, ensure warm handoffs, and work to resolve challenges and propose solutions before bringing them for discussion and decision for the QCMG Chair.
11. Any other concerns raised to the QCMG Chair and/or Co-Chair

QCMG Meeting Membership

The monthly CMG members required to attend the QCMG meetings include the CMG Chair and Co-Chair, all SARCs assigned to the installation, commanders of victims with open cases, all Tenant commanders, Staff Judge Advocates, and senior representatives from the following:

- Installation Military Criminal Investigative Organizations
- DoD law enforcement agencies
- Healthcare (medical and mental health) providers
- Chaplains
- Installation personnel trained to do a safety assessment
- VWAP
- SVC/VLC/VC
- Other personnel invited by the CMG Chair or Co-Chair

For more information, please visit sapr.mil/toolkit.

For confidential victim assistance, call or visit the DoD Safe Helpline at 877-995-5247 or safehelpline.org.



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QCMG Meeting Required Duties for Chair and Co-Chair

- Use DD Form 2910-6, “Quarterly Case Management Group (QCMG) Meeting Notes for the Sexual Assault Prevention and Response (SAPR) Program” to document activities. Completed forms will be shared only with those who have an official need to know or as required by law.
- Sign DD Form 2910-6 to confirm that the meeting addressed all requirements. Please note the following:
 - The form includes most meeting minutes and policy requirements
 - The Co-Chair, as the notetaker, fills out the form
 - The Chair reviews, confirms all requirements are met, and then signs the DD Form 2910-6
 - The Co-Chair will upload the completed DD Form 2910-6 into the Defense Sexual Assault Incident Database (DSAID) and include any needed additional meeting minutes not covered in the DD Form 2910-6
- Ensure the CMG Chair is the same individual as the QCMG Chair. Likewise, the CMG Co-Chair (i.e., the Lead SARC) is the QCMG Co-Chair.
- Review QCMG minutes and action items at subsequent meetings to drive improvement, conduct oversight, and resolve problems impacting response system coordination.

Document specific requirements for joint bases on page 2 of DD Form 2910-6, including:

C. JOINT BASE:

1. Is this a joint base or if the installation has tenant commands: *(please indicate yes or no)* If you indicated yes to #1, then complete the following. The QCMG Chair led a discussion with the QCMG membership that: *(please initial to confirm)*
 - (a) Explored the feasibility of joint use of existing SAPR resources, to include rotating on-call status of SARCs and SAPR VAs.
 - (b) Evaluated the effectiveness of communication among SARCs, SAPR VAs, and first responders.
 - (c) Prior to QCMG meeting, QCMG Chair requested an analysis of data in accordance with Service guidelines to determine trends and patterns of sexual assaults.
 - (d) Shared the compiled data and trend analysis during the QCMG meeting with appropriate commanders on the joint base or the tenant commands, while safeguarding-victim confidentiality. The QCMG Chair confirmed that the QCMG membership was briefed on the trend data.
 - (e) Created a list of issues to be addressed, action officers for each issue, and a quarterly update to assess and eventually close items.

Document action items for subsequent QCMGs on page 2 of DD Form 2910-6

D. IDENTIFIED ISSUES AND PLAN OF ACTION: Created a list of issues to be addressed, action officers for each issue, and a quarterly update to assess, resolve, and eventually close items. An example is provided below.

System Issue Identified	Steps to Find Solution <i>(Assign action "AO" officer for each possible solution)</i>	Progress Tracked <i>(Indicate details of completed tasks with dates and their results)</i>		
<p>Sample: Victims cannot obtain mental health appointments without waiting several weeks at the local MTF.</p>	<p>a. QCMG Chair to facilitate contact with the local Veteran's Affairs hospital to inquire whether they could provide mental health appointments to Service members.</p>	<ul style="list-style-type: none"> • QCMG Chair made initial call to VA hospital and spoke to mental health supervisor who indicated they could provide assistance. • QCMG Co-Chair is designated to draft MOA with VA hospital. • SJA approves MOA. • MTF representative confirms billing process for Service members going to the VA hospital. • QCMG Chair finalizes MOA, and QCMG Co-Chair facilitates appointments at the VA hospital. 		
<p>#1</p>	<p>a. <input type="text"/></p> <p>b. <input type="text"/></p> <p>c. <input type="text"/></p>	<p>AO: <input type="text"/></p> <p>AO: <input type="text"/></p> <p>AO: <input type="text"/></p>	<p><i>(Date)</i> <i>(YYYYMMDD)</i></p>	<p><i>(Result, to include follow-up needed)</i></p>
<p>#2</p>	<p>a. <input type="text"/></p> <p>b. <input type="text"/></p> <p>c. <input type="text"/></p>	<p>AO: <input type="text"/></p> <p>AO: <input type="text"/></p> <p>AO: <input type="text"/></p>	<p><i>(Date)</i> <i>(YYYYMMDD)</i></p>	<p><i>(Result, to include follow-up needed)</i></p>

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