

VOICES FOR CHILDREN ADVOCACY CENTER

FLINT & OWOSSO, MI

“CaseCracker has been a game-changer for us. It’s the most reliable, robust, durable system that we’ve had and [we] know that a child’s voice [will be] heard no matter where it needs to be heard”

— Claudnyse “Nyse” Holloman :: *President & CEO*

ABOUT VOICES FOR CHILDREN ADVOCACY CENTER

Voices for Children was formed in 2018 following the merger of Weiss Child Advocacy Center and Priority Children, and has locations in Flint and Owosso, Michigan. Voices for Children is “dedicated to serving the child victims and families of child abuse in Genesee and Shiawassee Counties and enhancing the lives of all children through treatment, education, and by increasing community awareness.”

Their Flint location serves as the hub to the Multi-Disciplinary Team (MDT) comprised of law enforcement, social services, prosecution, mental health, medical, and victim advocacy personnel. This child-friendly center guides child victims of abuse and their families through forensic interviews, medical evaluations, and therapy, minimizing trauma by drastically reducing the number of times a victim is interviewed and ensuring that they receive the support, advocacy, and resources they need to heal.



VOICES FOR CHILDREN
ADVOCACY CENTER

CASECRACKER

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UNBEATABLE AUDIO AND VIDEO

President and CEO of Voices for Children, Claudnyse “Nyse” Holloman, went through three forensic interview recording solutions before she found CaseCracker. Problems with previous systems ran the gamut—they were either too old, too bulky, weren’t user-friendly, or weren’t durable enough to meet the demands of a high caseload. Their most recent system, prior to CaseCracker, could not record audio clearly at all, and despite tech support coming to try and fix the problem multiple times, Ms. Holloman and her staff saw zero improvement. “I’m like, dear God, I’ve wasted \$20,000 dollars that I had to raise [to get this equipment] and this is not getting better.” With CaseCracker, however, Ms. Holloman says they no longer get judges calling to ask what’s on a recording, and the crystal-clear video the system captures has also eliminated chain of custody complications with any evidence generated by a child during a forensic interview. “The courts aren’t even requiring us to send [drawings, etc.] over because the recording provides authentic evidence of it. [The recording is] as clear as day—there’s no pixelation or anything.

RECORD WITH CONFIDENCE

While poor recording quality was a major issue, the final straw came when critical evidence wasn’t captured from human trafficking victims interviewed late at night—despite hitting ‘record’. “Usually we have to bring (our human trafficking victims) back multiple times for them to actually tell us what happened. But these girls were so glad to be out of it that they just disclosed everything that happened,” Ms. Holloman explains. “And guess what? It’s not recording because this system shuts down at six o’clock. And we didn’t even know it wasn’t recording until we got subpoenaed and tried to burn a DVD.” Ms. Holloman says that their old equipment was causing so many issues that her staff were threatening to quit before they implemented CaseCracker.

WHATEVER YOUR CASELOAD, CASECRACKER CAN HANDLE IT

Ms. Holloman says that her Flint location sees upwards of 600 forensic interviews a year, and by her experience, as well as other CACs that she interacts with, CaseCracker is the only system able to handle such a large caseload—others seem to give out around the 300-interview mark. “We are using CaseCracker every day, multiple times a day,” she says. “I need something that’s reliable when I walk in in the middle of the night.” Ms. Holloman boasts that her Genesee location is the top choice for other agencies (including the FBI and Homeland Security) to record at as Voices for Children’s system is so robust. She champions the system to any CAC that will listen, telling them, “I swear by CaseCracker. It is the easiest system to use. [Our forensic interviewers] are just able to get in there and get it done. I don’t have to worry of the 600 interviews we have, is this one recording?”



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Another complaint Ms. Holloman had about previous systems was how time consuming they made the forensic interview process. The first problem was the inability to do multiple interviews at once. “Unlike law enforcement, we’re doing [forensic interviews] back-to-back-to-back-to-back,” she explains. “We [once had] a family of ten and they were there for 12 hours because we could not run simultaneous interviews.” But with CaseCracker, that’s a problem of the past. “We just had a family of eight and we were running three forensic interviews at a time and it worked perfectly.”

Another issue came with downloading and uploading large interview files. Ms. Holloman says their last system took forever to process files—averaging two hours just to download it to the system’s hard drive. Uploading to the cloud was even worse, especially with the number of interviews—between ten and fifteen a day—meaning they’d have to leave it to upload overnight. “Let’s say you have a defendant who’s in custody and you want to get your warrant sworn out [but the prosecutor] can’t look at your recording because we have to let it upload overnight,” she says. “With CaseCracker, it’s literally two minutes [to get it on] a thumb drive and walk it over to the prosecutor’s office, or 20 minutes to get it uploaded to the cloud.”

