Problem Solving

SARA(H)

- **S**canning
- **A**nalysis
- **R**esponse
- **A**ssessment
- **H**istory

What Constitutes a Problem?

- A cluster of similar, related or recurring incidents
- Public safety or community concern
- Connection to agency mission

Prioritizing Problems

- Size/Cost/Harm
- Community interest
- Departmental interest
- *Concreteness* of complaints
- Likelihood of eventual solutions

Evaluating Responses

- Potential for success
- Precision of the response
- Is it prevention or does it treat symptoms?
- Constitutionality or other negative effects
- Costs & resources
- Ease of implementation
- Impact on stakeholder relationships

Problem Solving Reviews

- Scanning – What happened?
- Analysis – Who was involved, what was chosen as the root cause?
- Response – What did they do, what didn't they do?
- Assessment – What were the results?
- History – Who did they tell about it?

Possible (Acceptable) Results

- Total Elimination
- Substantial Reduction
- Reduced Harm
- Increased Management
- Passing the Buck

Group Assignment

- Scanning – What is the problem, how was it discovered, why is it so important?
- Analysis – Who was invited, <u>what is the underlying (root) cause</u>, who was excluded?
- Response – What did they do, What didn't they try?
- Assessment – What were the results, how did they track them?