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Family Justice Center Alliance
Local Services, Global Reach

Final Evaluation Results

Phase II California Family Justice Initiative
Statewide Evaluation

FINAL REPORT

July 2013

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Final Evaluation Results
Phase II California Family Justice Initiative
Statewide Evaluation

JULY 2013

Prepared for:

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<http://www.privacy.ca.gov/>

and

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EXECUTIVE SUMMARY

INTRODUCTION

In September 2011, the State Legislature unanimously passed and Governor Brown signed SB 557 (Kehoe) authorizing a two-year study bill on the rapidly developing Family Justice Center movement in California. The bill was codified as *Penal Code* Sections 13750 – 13752. The study authorized by the Legislature was funded by Blue Shield of California Foundation. EMT Associates, Inc. (under the leadership of Dr. Carrie Petrucci) was retained by the National Family Justice Center Alliance to conduct an independent evaluation of four Family Justice Centers in California — the San Diego Family Justice Center, the Alameda County Family Justice Center, the Family Justice Center of Sonoma County, and the Anaheim Family Justice Center (now called the Orange County Family Justice Center).

Family Justice Centers are codified in the federal *Violence Against Women Act* and seek to provide many services for victims of family violence and their children under one roof instead of requiring victims to travel from agency to agency to access the needed services. Centers have many partner agencies including government and non-government agency partners. SB 557 was the first state legislation in the United States focused on defining and evaluating Family Justice Centers. While the Legislature authorized the study of four Centers, the Blue Shield of California Foundation funds provided for a study of four additional Centers — the Stanislaus County Family Justice Center, the Shasta Family Justice Center, the Valley Cares Family Justice Center (Los Angeles County), and the West Contra Costa County Family Justice Center.

This report is primarily focused on the four sites listed in SB 557, but includes information in certain sections on all eight Family Justice Centers. There are a total of seventeen Family

Justice Centers in California today and six more Centers in some stage of development. SB 557 directed the Alliance to submit this report, upon completion, to the state Legislature along with recommendations for future legislation regarding Family Justice Centers. The Alliance recommendations are included in the cover letter to the Legislative report.

EVALUATION PURPOSE AND METHODS

There were two purposes to this evaluation:

- To assess the benefits of co-location of services and agency professionals to meet the needs of victims of domestic violence and sexual assault.
- To identify any barriers or challenges to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center.

The purpose of the evaluation was incorporated into three evaluation objectives, as follows:

- *Objective 1:* Identify if co-location of services meets the needs of victims through increased access to and utilization of domestic violence services.
- *Objective 2:* Assess benefits of co-location of services and agency professionals to meet the needs of victims of domestic violence and sexual assault.
- *Objective 3:* Identify any barriers or challenges to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center.

A mixed methods evaluation incorporating both quantitative and qualitative data collection and analysis was utilized. The primary advantages to this approach were: (1) building rapport and trust with project staff who were integral to data collection activities; (2) enhancing the quality of the data by comparing multiple data types and data sources across multiple sites (referred to as “triangulation of the data”); (3) more easily incorporating several strategies identified in the request for proposal and the

legislation, most notably: (a) more reliably including data from survivors; (b) including data from the Family Justice Center directors, staff, and partner agencies; (c) following the evaluation recommendations from the *Evaluability Assessment of the President's Family Justice Center Initiative* by emphasizing client-level and program-level data; (d) emphasizing the benefits and challenges of the Family Justice Center Model; (e) inclusion of both objective and subjective measures; (f) inclusion of focus groups with staff and survivors (separately); (g) objective outcome analysis using client data (administrative and criminal justice data); and (h) analyzing confidentiality and informed consent issues and compliance to specified regulations in a multi-agency, multi-disciplinary model of service delivery.

Multiple data collection sources were gathered and analyzed. Data was collected from survivors in both English and Spanish. Data collection sources included: interviews with the Family Justice Center Directors, survivor self-recorded interviews, partner agency focus groups, survivor focus groups, evaluator observations during site visits, an online survey for Family Justice Center staff and partner agencies, administrative data, and criminal justice outcome data.

Data collection took place from March 2012 to December 2012. Data collection protocols were established with input from Family Justice Center Directors and staff. Data was collected on a voluntary basis. All data was de-identified with personal identifiers removed prior to submission to the evaluator for analysis.

Quantitative data was processed and analyzed in Excel and in Stata 12, using standard descriptive and group comparison techniques. Qualitative data was analyzed in NVivo 10 using a grounded theory approach. The “mixing” of the data occurred during the interpretation and analysis phase.

The most significant strength of this evaluation was the incorporation of rich, detailed data directly from individual survivors in both

English and Spanish in two different formats - individual self-recordings and focus groups. Further detail on the methods is included in the full report.

RESULTS

Evaluation Objective 1: *Identify if co-location of services meets the needs of victims through increased access to and utilization of domestic violence services.*

Number of Clients and Children Served and Family Justice Services Information

Summary of Results: The 4 Pilot Family Justice Centers successfully served a significant number of survivors and addressed multiple service needs, supporting the need for a co-located multi-agency service model. More work is needed to better record unduplicated counts of survivors and children. In addition, much could be gained by uniform definitions of data elements related to services.

Criminal Justice Outcome Data Small Study Results

Summary of Results: The results of this small study suggest that for these 120 Family Justice Center cases that included criminal justice case processing, benchmarks identified in existing research for court case filing, misdemeanor vs. felony filing status, conviction rates, and dismissal rates were met and sometimes exceeded. These results suggest potentially promising results that Family Justice Centers can meet the needs of victims through effective handling of criminal justice cases, however, this can only be determined in a future study that includes a larger well validated sample.

Evaluation Objective 2: *Assess benefits of co-location of services and agency professionals to meet the needs of victims of domestic violence and sexual assault.*

Impacts of Co-Located Multi-Agency Services for Survivors and their Children

Summary of Results: Five supports to survivor access to co-located multi-agency services were identified: having helpful (1), supportive (2), high quality services (3), along with other helpful qualities of Family Justice Centers (4), made it easy to come (5). Survivors also benefited from a comprehensive service approach that considered the context of a safe and supportive environment, an all-in-one service approach that included the therapeutic and legal needs of survivors, and individualized services that emphasized emotional support and survivors getting the help that they needed. These benefits combined to form a “whole system approach” that is greater than the sum of its parts. The importance of a supportive approach that integrates both legal and therapeutic needs of survivors in a multi-level approach that considers context, process, and individualized services has been identified in the research and was central in these findings.

Partner agencies of Family Justice Centers benefitted from the staffing structure of having the “right people” available onsite from various agencies, having a shared larger goal of focusing on the needs of victims and their safety, more efficient handling of cases, and through networking and a team approach with other partner agencies.

Suggested improvements included providing additional services, having more resources for survivors, conducting more outreach, improving the service provision process for staff, having more staff training and cross-training, and considering satellite locations.

Potential best practices included leadership and collaboration skills of Family Justice Center Directors, as well as partner agencies working in the same direction and emphasizing relationship building. Benefits of co-location of services mirrored eight out of eleven of the Family Justice Center Alliance Guiding Principles.

Evaluation Objective 3: *Identify any barriers or challenges to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center.*

Barriers to Needed Services

Summary of Results: At least among survivors who came to Family Justice Centers who participated in this evaluation, barriers to accessing services were not commonly experienced once survivors made initial contact with Family Justice Center services. When asked about barriers to services, the most common response among survivors was that they did not encounter barriers. The second most common response was that survivors were unaware of the existence of the Family Justice Center and/or of the quality of services available.

When barriers were categorized, the most common barrier was emotional-personal barriers experienced by survivors before coming to Family Justice Centers, after coming, and barriers that spanned across both before and after coming to Family Justice Centers. These results suggest the importance of proactively addressing survivors’ emotional and personal barriers in outreach efforts by sharing information relevant to survivors’ concerns. Family Justice Centers should also consider these emotional and personal concerns in the design of daily operations. This appears to be the case based on the five supports to access and the multi-level service approach identified in the previous section.

Program-level barriers including service

barriers, such as schedules and negative staff interactions were rare, but should be minimized once survivors come to the Family Justice Center.

Survivors' socio-economic considerations were important both before and after coming to Family Justice Centers.

To address the lack of awareness of the existence of Family Justice Centers, Family Justice Centers should continue in their outreach efforts in locations in which both families of survivors as well as the survivors themselves frequent. Settings related to children, such as schools, daycare settings, pediatrician's offices, family court, or child protective services are suggested targeted locations due to research that has found that survivors' concerns for their children are among the most important motivators to seeking help.

Immigration Status, Criminal History and Substance Abuse/Mental Health as Potential Barriers to Access at 4 Pilot Family Justice Centers

Summary of Results: Concerns and misinformation about immigration was a noted barrier before coming to Family Justice Centers, but not afterwards. Survivor concerns included fear of deportation, fear of having children removed, and a lack of awareness of legal services to address immigration and citizenship. One of the most significant benefits of Family Justice Center services noted by survivors was receiving immigration services that helped them to become legal residents.

Criminal history was not a potential barrier to access, unless it was related to domestic violence, and then a determination was made on a case-by-case basis.

Substance abuse and mental health needs were not a barrier to accessing services. Exceptions

to this were if survivors came to an intake appointment under the influence of drugs or alcohol, or if they displayed severe mental health symptoms at a level of severity that suggested impaired judgment and inability to legally sign documents, but this was a rare occurrence.

Compliance with Service Delivery

Summary of Results: There was compliance on: (1) items related to cooperation with law enforcement with clarification on written or verbal consent needed; (2) items related to victim criminal history with definitional clarification needed; (3) items related to informed client consent; (4) items related to privacy with use of check boxes suggested to improve clarity of the process.

Recommendations for Practice and Future Evaluations

Recommendations were made in four areas including: data systems, future evaluations, research to inform practice, and strategies to inform best practices.

Recommendations for Data Systems:

(1) Family Justice Centers may want to consider creating a “codebook” that identifies a short list of data elements and how they are defined that all Family Justice Centers could collaboratively design and agree to collect.

A list of common definitions for the most important data elements could be helpful in tracking key elements including survivor characteristics, ongoing service provision, and outcomes of Family Justice Centers. This work could build on existing work, such as:

(a) Saltzman et al.'s (1999, 2002)¹ Centers for Disease Control and Prevention's report on

¹ Saltzman, L.E., Fanslow, J.L., McMahon, P.M., Shelley, G.A. (2002). *Intimate Partner Violence Surveillance: Uniform definitions and recommended data elements, Version 1.0*. Atlanta, GA: National Center for Injury

uniform definitions and recommended data elements, which does an excellent job defining specific types of violence, survivor characteristics, and incident characteristics, but does not address services;

(b) The Violence Against Women Act STOP reporting requirements² present a beginning list of service types from which to build;

(c) The National Network to End Domestic Violence³ has additional service-related data elements, including specific types of services and why services were not received, to identify and document unmet requests for services, that could be very informative in a Family Justice Center setting;

(d) The *Evaluability Assessment of the President's Family Justice Center Initiative*⁴ includes a complete logic model with well defined outputs and outcomes at the individual client level, the community level, and the systems level; and

(e) The Problem-Oriented Guides for Police Problem-Specific Guides Series No. 45 on Domestic Violence⁵ also has suggestions on ways to measure domestic violence as a problem as well as process and impact measures.

(2) Carefully documenting and examining “reasons for seeking services” and “services received” with a common list of services for

Prevention and Control, Centers for Disease Control and Prevention.

² Muskie School of Public Service, University of Southern Maine (n.d.). S*T*O*P Violence Against Women Formula Grants All States -2010 Reporting Period. VAWA Measuring Effectiveness Initiative.

³ National Network to End Domestic Violence (2011). *Domestic Violence Courts 2010: A 24-Hour Census of Domestic Violence Shelters and Services*. Washington, DC: National Network to End Domestic Violence.

⁴ Townsend, M., Hunt, D., & Rhodes, W. (2005). *Evaluability Assessment of the President's Family Justice Center Initiative*. Cambridge, MA: Abt Associates, Inc.

⁵ Sampson, Rana (2007). Domestic Violence. Problem-Oriented Guides for Police, Problem-Specific Guides Series, Guide No. 45. Washington, D.C.: U.S. Department of Justice, Office of Community Oriented Policing Services.

individual clients within and across Family Justice Centers could provide valuable evidence of the process of co-location, and could also be linked to outcome data to determine any relationship between services sought/received and eventual outcomes.

It would be particularly valuable for future evaluations of more than one Family Justice Center site for comparative purposes, but also to be able to “add up” service need areas across Family Justice Center sites to build evidence for specific service needs. The VAWA STOP grant reports and the Domestic Violence Count by the National Network to End Domestic Violence present potentially useful ways to collect this information. An additional value in building from existing work is the ability to then compare Family Justice Center data with national data.

(3) The Family Justice Center Alliance and/or a cooperative group of Family Justice Centers may want to consider creating a “data sharing warehouse” in which regular brief reports (quarterly or biannually), with non-identifying aggregate data from local Family Justice Centers could be submitted.

These brief reports could consist of unduplicated counts of outputs (survivors coming to centers, having specific service needs, and services received). These “service output” de-identified counts could then be available to other local sites to get a sense of any patterns in local or regional service needs, as well as to document the overall momentum of the work of Family Justice Centers on a broader regional and/or national scale. Ideally, the existing local database systems would allow the counts for these reports to be produced almost instantaneously. Submitting the reports to a centralized warehouse could then provide immediate dissemination via an online source such as the Family Justice Center Alliance library, or other available social media outlets for broader dissemination.

Recommendations for Future Evaluations:

(4) The experience of identifying cases from the Family Justice Center databases that also have police reports (rather than the reverse) highlights the potential to answer a number of important questions related to victim access to Family Justice Centers if this data were to be collected and analyzed on a larger scale including:

(a) What is the proportion of Family Justice Center cases by referral source (such as police, district attorney, community)? Does this proportion reflect what we would expect based on other available data sources? Do victim outcomes differ by referral source, and if so, how?

(b) Are domestic violence victims with and without police involvement receiving equal access to the Family Justice Center?

(c) Does governance structure of Family Justice Centers impact victim access, and if so, how?

(5) The filing, conviction, and dismissal rates data presented are all important factors to consider when examining how victims experience Family Justice Centers and associated outcomes of victim safety and well-being. There is much that can be learned about the process and effectiveness of Family Justice Centers with a larger, representative sample of cases. The case selection process suggested and the data collection form utilized here worked well for the present study, and could feasibly be adapted for utilization in future evaluations.

(6) A future evaluation should specifically target victims and survivors who have *not* accessed a Family Justice Center to pursue similar questions about supports for access, and whether survivors believed their needs were met effectively. This additional data from a non-Family Justice Center sample is needed to determine the credibility of the findings in this study.

Recommendations for Research to Inform Practice:

(7) The themes identified as access supports (*easy to come, helpful referral sources, quality of service provision, survivors feeling supported, and helpful qualities of Family Justice Centers*) **and survivor benefits of co-location of services** (*safe and supportive environment, all-in-one service provision, both legal and therapeutic services, getting needed help and information, and emotional support*) **would benefit from further validation in a concept mapping study with survivors as a step towards instrument development and validation.** The advantage of a concept mapping study would allow further addition of ideas by survivors (as well as other stakeholders), plus survivors would have an opportunity to prioritize the items as part of the concept mapping process.

(8) The themes identified as benefits of co-location to partner agencies (*structure, networking services faster, team approach, relationships between agencies, larger goals, staff benefits, and how cases are handled*) **would also benefit from further validation in a concept mapping study with partner agencies as a step towards instrument development and validation.**

(9) The relationship between benefits for children and how survivors benefit at Family Justice Centers deserves more focused attention as the main question in a future evaluation to document a much more nuanced and detailed picture.

(10) Further validation of the *Family Justice Center Environment Scale* is suggested so that it can potentially be used as a developmental measure of best practices at Family Justice Centers. Initial reliability and construct validity was found to be good in this evaluation, suggesting continued use of major portions of the scale. Future validation efforts should include review by a panel of experts consisting of experienced Family Justice Center staff, partner agency staff, volunteers, and survivors.

In addition, future evaluations should examine construct validity, predictive validity, and convergent/divergent validity. An exploratory factor analysis would also be an important step towards validating the constructs. Once validated, the scale could also be examined for any relationship to outcomes.

(11) The Psychological Sense of Community Scale, as adapted here for Family Justice Centers, should be considered in future evaluations of Family Justice Centers. The scale appeared to document key aspects of Family Justice Center practice that could eventually be examined as contributors or predictors of outcomes.

Recommendations for Strategies to Inform Best Practices:

(12) One of the major strengths of the data collection in this project is the comprehensive content of the 128 survivor self-recorded interviews. The significant advantage of collecting this amount of detailed qualitative data is the potential for using the findings in future evaluation research and to inform practice. Several opportunities for this emerged out of the data, as follows:

(a) The list of 37 barriers can be used in future survey research with survivors and/or professional staff, to determine which barriers are most important in Family Justice Center settings.

(b) The top five sub-categories can similarly be used in survey research with survivors and/or professional staff to determine which barriers are most important in Family Justice Center settings.

(c) The 37 individual barriers and/or the top five sub-categories of barriers can be used in survivor satisfaction surveys and/or exit interviews at Family Justice Centers.

(d) The list of fears identified by the survivors can be considered for inclusion in survivor intake assessments, satisfaction surveys, and exit interviews at Family Justice Centers.

(e) The emotional-personal barriers are well suited to further validation in a concept mapping study with survivors to determine the appropriate categories as well as the strongest individual items as a first step toward a standardized instrument to measure barriers to access.

(13) Better documentation of immigration status, criminal history information gathered during the intake process, and substance abuse/mental health needs in the client databases at intake could provide helpful evidence to support that survivors in these circumstances are (or are not) receiving services.

(14) Ongoing data collection from survivors and partner agencies, including surveys and focus groups, is recommended to continue to monitor whether these or other important barriers to access emerge in Family Justice Centers. Use of both a list of potential barriers as well as open-ended responses is recommended due to the variety of potential barriers that emerged here.

(15) The compliance items may be good candidates to be tracked using monitoring or auditing procedures or self-evaluation procedures by the Family Justice Center sites themselves. Having a regular “in-house” [and less expensive] strategy in place to monitor these compliance indicators could be an effective way to assure a high level of fidelity to these procedures; it would also be an efficient way to regularly document how Family Justice Centers are addressing these compliance indicators.

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Introduction and Evaluation Methods

Purpose of the Evaluation

There were two purposes to the evaluation, as identified in the Request for Proposals:

- **To assess the benefits of co-location of services and agency professionals** to meet the needs of victims of domestic violence and sexual assault.
- **To identify any barriers or challenges** to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center.

The purpose of the evaluation was incorporated into three evaluation objectives in order to develop the evaluation plan. The first evaluation purpose was split into two objectives to focus on how access is influenced by co-location separately from the benefits of co-location of services. The three evaluation objectives were as follows:

Objective 1: Identify if co-location of services meets the needs of victims through increased access to and utilization of domestic violence services.

Objective 2: Assess benefits of co-location of services and agency professionals to meet the needs of victims of domestic violence and sexual assault.

Objective 3: Identify any barriers or challenges to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center.

Evaluation Approach

A **mixed methods evaluation** incorporating both quantitative and qualitative data collection and analysis techniques was utilized. Advantages to this approach in the Family Justice Center setting allowed us to:

(1) **Build rapport and trust with project staff**, as an essential step to gaining cooperation in data collection tasks as well as to enhance the quality of the data we collect. Ongoing phone and email communication with the Family Justice Center Directors and any additional contacts was sustained throughout the project. The evaluators were available by phone and email on an as-needed basis.

(2) **“Triangulate” data sources to enhance the quality of the evaluation data.** Multiple data types (focus groups, interviews, online surveys, administrative data, criminal justice outcome data, and evaluator observations), data sources (Family Justice Center Directors and staff, partner agency staff, survivors, evaluator observation, and existing records) and across the 8 Family Justice Center sites allowed “triangulation” of the data, or analyzing the data across multiple sources to look for similarities and differences. This contributes to high quality data. Particularly for the results from the qualitative interviews and focus group data, findings that could be validated across multiple data types and data sources were considered to be stronger findings because the themes emerged from multiple types and sources of data across multiple sites. These multiple data sources, data types, and data from multiple sites (or “triangulation”) enhances the credibility and trustworthiness of the findings.

(3) **Easily incorporate several requested strategies identified in the RFP.** Several specific strategies were requested, and our approach facilitated inclusion of each of these as follows:

- **Survivor feedback was requested and was a main emphasis in the evaluation.** Data collection included survivor focus groups and the “client self-recordings”. For the client self-recordings, a procedure was implemented at each of the sites in which survivors were given an opportunity to talk directly into an audio cassette recorder and share their feedback on services. These recordings were private, confidential, and anonymous to the evaluators.
- **Feedback from professionals and volunteers at the Family Justice Centers was also requested** and was also elicited on both the evaluation design and data collection (focus groups, Online Partner Survey, Director interview). All sites participated in an initial conference call in which the evaluation design was described, with questions posed; individual sites were then invited on a volunteer basis for more specific feedback on particular aspects of data collection and procedures.
- **The overall evaluation approach included recommendations from the *Evaluability Assessment of the President’s Family Justice Center Initiative*.** The emphasis in this evaluation was primarily at the client level and program-level; resources didn’t allow an emphasis at the community level.
- **An emphasis on collecting data on the benefits and challenges in the Family Justice Center Model was requested** and this was the approach utilized in this evaluation, from multiple perspectives in order to get the most valid and comprehensive understanding of these issues. This is where the strongest triangulation of data took place, which included the client self-recordings, the partner agency focus groups, and the survivor focus groups.
- **Both objective and subjective measures were requested** and included in the evaluation. Objective measures included the Online Partner Survey, the administrative data, and the criminal justice outcome data. Subjective measures included the interviews, focus groups, and observations.
- **Focus groups with staff (including Family Justice Center staff and partner agency staff) and with survivors were requested** and were carried out in this evaluation. We also incorporated both English and Spanish speaking survivor focus groups, after learning of the need to do this in several sites.
- **Objective outcome analysis with clients was requested and provided.** We analyzed de-identified client data from the client databases from the four pilot sites. In going through this process, there were challenges in what data was available (for example, accurate unduplicated counts of children and services received by children were not consistently available), but after considerable effort at each of the four pilot sites, we were able to get unduplicated counts of survivors and most of the requested service counts.
- **Exit interviews were suggested** as a possible data source, but this was not pursued because it was determined not to be a consistently available data source.
- **Confidentiality and informed consent issues in a multi-agency, multi-disciplinary model of service delivery and compliance to specified regulations was requested** and was analyzed from the survivor perspective by using the walk-throughs during the site visits, and through the semi-structured interviews with Directors.

Evaluation Plan

Table 1 presents each of the project objectives, the indicator to be measured, and the associated data sources and data collection methods that were utilized for each objective.

Table 1. Evaluation Plan (Objectives, Indicators, Data Sources, and Data Collection Method).

Evaluation Objective	Indicator to be Measured	Data Sources	Data Collection Method
Objective 1: Identify if co-location of services meets the needs of victims through increased access to and utilization of domestic violence services.	Number of victims served and services utilized (number receiving domestic violence, advocacy and legal services from FJC and each partner agency)	Administrative data from client databases at 4 Pilot Family Justice Center Sites (Alameda, Anaheim, San Diego, Sonoma)	Existing data (administrative data from client databases and criminal justice outcome data from 4 Pilot Family Justice Center Sites) submitted to evaluator for analysis in de-identified format
	Number of children served	Administrative data from client databases at 4 Pilot Family Justice Center sites	
	Reasons for seeking services at the Center	Administrative data from client databases at 4 Pilot Family Justice Center sites	
	Number of returning clients	Administrative data from client databases at 4 Pilot Family Justice Center sites	
	Number of filings for misdemeanor and felony criminal cases at each FJC	Criminal Justice Outcome data provided by 4 Pilot Family Justice Center sites via their access to police, court, and district attorney databases	
	Number of convictions for misdemeanor and felony criminal cases at each FJC		
	Number of dismissals for misdemeanor and felony criminal cases at each FJC		
Objective 2: Assess benefits of co-location of services and agency professionals to meet the needs of victims of domestic violence and sexual assault.	Identify benefits of co-location of services at individual level	Family Justice Center Staff (focus groups completed by 7 sites)	Partner agency focus groups
		Victims/Survivors (128 recorded interviews completed at 7 sites)	Client self-recordings
		Victims/Survivors (9 focus groups completed by 8 sites including 5 in English and 4 in Spanish)	Survivor focus groups
Objective 3: Identify any barriers or challenges to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center.	Identify barriers related to access to services based on immigration status, criminal history, or substance abuse/mental health issues and potential ways to mitigate barriers	Family Justice Center Staff (focus groups completed by 7 sites)	Partner agency focus groups
		Victims/Survivors (128 recorded interviews completed at 7 sites)	Client self-recordings
		Whether immigration status, criminal history,	Administrative data from client databases at 4 Pilot

Table 1. Evaluation Plan (Objectives, Indicators, Data Sources, and Data Collection Method).

Evaluation Objective	Indicator to be Measured	Data Sources	Data Collection Method
	or substance abuse/mental health needs prevented victims from utilizing a Family Justice Center	Family Justice Center sites	from client databases from 4 Pilot Family Justice Center Sites) submitted to evaluators for analysis in de-identified format
		Family Justice Center staff and partners (7 partner agency focus groups at 7 sites)	Partner agency focus groups
	Compliance by the Centers with service delivery standards and policies set forth in RFP	Evaluator observation (7 walk-through observation forms completed at site visits)	Systematic observations conducted by evaluators during site visits
		Family Justice Center Directors (8 Director interviews completed at 8 sites)	Semi-structured interviews conducted by EMT during 1 day site visit
	Identify best practices and model protocols, if any	-Integrated analysis of all available data and findings	

Data Collection Sources

Multiple data collection sources were gathered and analyzed as part of this evaluation. In addition, data was also collected from survivors in both English and Spanish. Data collection sources included:

- 8 Family Justice Center Director interviews with each of the 8 sites
- 128 client self-recorded interviews from 7 sites (55 Spanish-speaking and 73 English-speaking)
- 7 partner agency focus groups, one each from 7 sites
- 9 survivor focus groups, one each from 7 sites and 2 from 1 site (5 in English and 4 in Spanish)
- 7 evaluator observations from the site visits
- An Online Partner Survey for Family Justice Center staff and partner agency staff that resulted in 144 completed surveys
- Administrative data from the client databases from the 4 Pilot Family Justice Centers
- Criminal justice outcome data from the 4 Pilot Family Justice Centers, totaling 120 cases (30 from each of the 4 Pilot sites)

DATA SOURCES AT EACH FAMILY JUSTICE CENTER SITE

Data collection sources by site are presented in **Table 2**. Note that only the 4 pilot sites (Alameda, Anaheim, San Diego and Sonoma) were required to submit administrative data and criminal justice data.

Table 2. Data Sources for Each Family Justice Center Site.

	Director Interviews	Partner Focus Groups	Survivor Focus Groups	Client Self-Recordings	Walk-through	Online Partner Survey	Admin Data	Criminal Justice Data	Total Sources
Alameda	1	1	1	5	1	29	Yes	30	8
Anaheim	1	1	1	25	1	24	Yes	30	8
LA	1	--	1	21	--	9	na	na	4
San Diego	1	1	2	18	1	19	Yes	30	8
Shasta	1	1	1	29	1	22	na	na	6
Sonoma	1	1	1	25	1	25	Yes	30	8
Stanislaus	1	1	1	--	1	5	na	na	5
West CC	1	1	1	5	1	11	na	na	6
Total	8	7	9	128	7	144	4	120	8

na = not applicable; this site note required to collect this data source.

The **total possible number of data sources** was eight for the four pilot Family Justice Center sites (Alameda, Anaheim, San Diego, and Sonoma) and six for the remaining four sites (Los Angeles, Shasta, Stanislaus and West Contra Costa). Each of the four pilot sites submitted the required data. Two of the remaining four sites submitted the required six sources of data (Shasta and West Contra Costa); one site (Stanislaus) submitted all but the client self-recording data; and one site (Los Angeles) did not conduct a partner agency focus group and a walk through was not done due to the pending move of this site.

The expected number of **Director Interviews** (8) was collected. One additional **Survivor Focus Group** was collected in San Diego, which held two survivor focus groups (one in English and one in Spanish), for a total of 9 survivor focus groups across the eight sites. One less **Partner Agency Focus Group** (7) and **Evaluator Walk-Through** (7) was collected due to the pending move of the Los Angeles site.

In the case of the **Client Self-Recordings**, sites were asked to submit a maximum of 30 recordings from 30 different survivors over a 5-month period, with an anticipated total of 240 interviews from the 8 sites. A total of 135 recordings were submitted; 128 of these were useable, and seven recordings were blank. Three sites submitted 25 or more recordings (Anaheim, Shasta, and Sonoma). One site was unable to submit any recordings (Stanislaus). Two sites submitted more than half of the required recordings (Los Angeles and San Diego). Two sites submitted 5 recordings each (Alameda and West Contra Costa).

In the case of the **Online Partner Surveys**, an exact count of anticipated surveys was not possible due to the anonymous nature of data collection. However, based on the professional roles of survey respondents (see **Section 3**), the number of surveys completed at each site was in the expected range, given the number of partner agencies at each Family Justice Center.

In the case of the **Administrative Data** and **Criminal Justice Data** for the four pilot sites, each site submitted data as required. See **Section 1** for a more in-depth discussion of how the administrative data was collected and **Section 2** for a description of how the Criminal Justice data was collected.

Data Collection Procedures

All data submitted to the evaluators was de-identified, per standard evaluation practice to protect the confidentiality and anonymity of all survivor data and Family Justice Center data collected. The

voluntary nature of participation in interviews or surveys for both Family Justice Center staff and partner agency staff and survivors was emphasized in all printed materials related to data collection. As part of designing all data collection instruments, one or more staff from the participating Family Justice Centers reviewed and provided feedback on all data collection sources via conference calls and email, with the exception of the administrative data and criminal justice data because these data elements were determined by state legislation. The overall data collection strategy was also reviewed by the California Partnership to End Domestic Violence.

Special care was taken in consideration of the safety, confidentiality, and emotional well-being of survivors who chose to participate in evaluation activities. To protect survivor's safety and confidentiality, survivors were not given any hand-outs or printed materials that identified their participation in the evaluation; they were permitted to use their initials on the receipts for the gift card incentives provided after focus group participation; and survivors were not separately contacted by phone or email by the evaluators. To protect survivor's emotional well-being, particularly in the case of asking for the client self-recordings, the evaluators emphasized that Family Justice Center staff use their best judgment when asking for survivor participation on the self-recordings, with the safety and immediate needs of survivors made a clear first priority. Family Justice Center staff were given the option to ask survivors to participate in the client self-recordings only if survivors were clearly in an emotional state where it would be appropriate to ask for an interview.

A **Data Collection Handbook** was prepared by the evaluators and shared with each site. This handbook outlined the procedures for each data collection source due to the need for participation and cooperation of Family Justice Center staff and partner agencies to collect the data. A copy of the Data Collection Handbook is included in this Appendix.

In addition, **instructional hand-outs** were also prepared and provided to sites for several data collection sources (including the Client Self-Recordings, the Online Partner Survey, the Criminal Justice Data, and the Administrative Data). These hand-outs are also included in this Appendix.

A brief summary of data collection procedures will be provided next for each of the eight data sources. In the case of the Administrative Data (Section 1), Criminal Justice Data (Section 2), and Online Partner Survey (Section 3), procedures are discussed in greater detail in the indicated sections and are only summarized here.

Director Interviews were conducted face-to-face by the evaluators at 7 out of the 8 sites during the one to two day site visit. Interviews lasted approximately one hour. A phone interview was conducted with the Los Angeles site rather than a face-to-face interview due to no site visit taking place. This is not believed to have impacted the interview because the two co-directors and the evaluator had met face-to-face previously on several other occasions, and therefore had an established rapport; it was only due to scheduling that a face-to-face visit could not be conducted. The interview questions were provided to the Directors ahead of time in case they wished to review or prepare for the detailed nature of the questions. All interviews were transcribed for data analysis.

The Director Interview was developed for this evaluation. A copy is included in the Appendix. The Director Interview included: length of time the Director had been at the Family Justice Center, trainings received and trainings provided, a description of the lead agency, and items related to compliance, political leadership, collaboration, involvement of survivors, different professional cultures, direction, and structure.

Client Self-Recordings were collected by Family Justice Center staff at each site. Detailed instructions in both English and Spanish were provided on laminated forms to the sites by the evaluators, and are

available in this Appendix. These instructions included a step-by-step procedural guide for the Family Justice Center staff person, a script to introduce the recordings to survivors, and a laminated one page hand-out for survivors that included the four questions they could choose to answer. A hand-held tape-recorder, along with 30 numbered audio cassettes and 30 numbered envelopes (eliminating the need for survivor names) were also provided by the evaluators. Single audio cassettes (rather than recording devices with either internal hard drives or removable USB cards) were used to protect survivor confidentiality and due to their ease of use. In this way, survivors were the only ones to handle their own recordings by removing the audio cassette, and placing it in the numbered envelope. Individual audio cassettes also provided no opportunity for survivors to mistakenly listen to another survivor's recording. Evaluators reviewed the data collection instructions with Family Justice Center staff in a phone call, and also answered any ongoing questions via email and phone. Client self-recordings were collected from March to July 2012, with an extension provided through August 2012. Shipping of the completed audio cassettes via United States Priority Mail was arranged through prepaid labels provided by the evaluators so that sites did not have to incur shipping costs. Shipping materials (2 priority mail boxes to each site) were also sent to each of the sites by the evaluators to further ease the burden of shipping. A total of 135 cassettes were received, with 128 useable recordings (7 tapes were blank). All tapes were transcribed. The tapes provided in Spanish were translated and then transcribed by the same research assistant. Funds did not allow a translation-back translation process. Survivors had the option to circle whether they wished to have their interview shared with the site or not by circling YES or NO on a label on the audio cassette. Only two cassettes had NO circled, however, 41 cassettes had neither YES or NO circled, and the remaining cassettes had YES circled. Data was not shared back with sites for the 43 survivor interviews that had either NO or neither yes or no circled on the cassette.

Partner Agency Focus Groups were conducted face-to-face by the evaluators during the 7 site visits, for a total of 7 focus groups. A partner agency focus group was not conducted in Los Angeles due to no site visit taking place because of the pending move. A focus group protocol was written and utilized by the two evaluators, along with 7 questions for the partner agency staff, and is included in this Appendix. Questions were formulated to identify benefits and barriers of co-location of services, potential ways to mitigate barriers, and to identify any barriers related to immigration status, criminal history, substance abuse, and mental health related issues for survivors. Focus groups were audio recorded and transcribed for analysis.

Survivor Focus Groups were conducted face-to-face by the evaluators during the 8 site visits, resulting in 9 focus groups. A total of 58 survivors participated in the 9 focus groups. Five focus groups were conducted in English and 4 were conducted in Spanish. For the Spanish-speaking focus groups, an onsite translator who was a volunteer at the Family Justice Center co-facilitated with an evaluator at one site (San Diego), and two bilingual EMT research assistants co-facilitated with one evaluator on the remaining three Spanish-speaking focus groups (Anaheim, Los Angeles, and Stanislaus). A focus group protocol was written and utilized by the two evaluators, along with 7 questions for survivors, and is included in this Appendix. Questions were formulated to identify benefits and barriers of co-location of services, potential ways to mitigate barriers, and to identify any barriers related to immigration status, criminal history, substance abuse, and mental health related issues for survivors. Focus groups were audio recorded and transcribed for analysis. Spanish speaking focus groups were translated and transcribed by the two EMT research assistants who co-facilitated the focus groups (each bilingual research assistant translated and transcribed the focus group that she also co-facilitated). Funds did not allow a translation-back translation process.

Evaluator Walk-Through Observations were conducted by the evaluators face-to-face during the 7 site visits, for a total of 7 walk-throughs. The purpose of the walk-throughs was to document the steps of

the intake process for survivors, whether it varied if survivors were undocumented, had criminal justice histories, substance abuse or mental health issues, and to document compliance items. A 2-page protocol was developed and is included in this Appendix. Walk-through observations and responses were written up for data analysis.

An **Online Partner Survey** was developed for this evaluation. A copy is included in the Appendix. How the survey was developed is detailed in **Section 3**. Instructions for the survey were provided to the Directors at each site in the form of a one-page hand-out, along with multiple copies of a flyer that included the URL. In addition, the text for three emails to be sent from the Directors to their staff and partner agencies was also provided by the evaluators. The Online Partner Survey was available over a 3 month period, from March to May 2012. The survey was completed anonymously to enhance the validity of the responses and encourage honest responses.

Administrative data in the form of de-identified client information from the client database systems at the 4 pilot sites was submitted to the evaluators for analysis. The purpose of this data was to describe the legislatively required items including: number of clients served, number of children served, services requested, and services utilized. The procedures for this data are discussed in **Section 1**.

Criminal justice data was requested from the 4 pilot sites and submitted to the evaluators for analysis. The purpose of this data was to describe the legislatively required items including: number of filings for misdemeanor and felony criminal cases, number of convictions, and number of dismissals. The procedures for this data are discussed in **Section 2**. The data collection forms developed for the criminal justice data are included in this Appendix.

Data Analysis

QUALITATIVE DATA

All transcribed **qualitative data** (including Director Interviews, client self-recordings, partner agency focus groups, survivor focus groups, and walk-throughs) were analyzed in NVivo 10.0, one of the leading qualitative software packages. NVivo allowed a coding process that could be well documented and that created clear “audit trails” of data sources within thematic areas. NVivo also allows an unlimited number of quantitative variables to be incorporated into the qualitative data. This allows specific variables, often demographics, to be identified and linked with qualitative thematic areas. This capacity supports documentation of the important triangulation process. In this project, demographic variables included site, language of interview, data source, and governance structure. Following a standard grounded theory approach, all qualitative data was coded two times. Prior to coding, data was grouped by larger purpose or research question, such as “barriers to access”, “co-location benefits”, “substance use/mental health/immigration status”, etc. First level coding was then carried out. The first level coding identified the major ideas of the data using emergent or open coding in which all ideas that emerged from the data were identified as a “code” (rather than identifying only data that was in pre-determined categories). The second-level coding then examined the ideas in greater detail within each of the first level codes, also using an open coding approach. NVivo allows creation of an outline structure of this first and second level coding structure. It also allows a count of data sources for each code, as well as a listing of desired quantitative demographic variables (site, language, data source). This coding outline is included in the Appendix.

QUANTITATIVE DATA

The **quantitative data**, including the administrative data, criminal justice data, and online partner survey data, was processed in Excel and Stata 12.0. Standard data cleaning procedures were followed for each individual dataset, including elimination of cases that did not have an identified site or that had greater than 20% of items missing (for the Online Partner Survey). When appropriate, reliability and validity statistics were run (for portions of the Online Partner Survey). For the Online Partner Survey, across and within site comparisons were run using standard mean comparison statistics including chi square tests of independence, t-tests, and ANOVAs, as appropriate. Due to the small sample sizes for the criminal justice data, no statistical analyses could be performed. Criminal justice data was presented in tables and charts based on percentage responses within and across sites, as appropriate. In the case of the administrative data, the four pilot sites each submitted their data in one or more Excel spreadsheets for individual-level analysis of cases. The de-identified Excel data was imported into the Stata 12 statistical software. Data was further manipulated to allow unduplicated counts of survivors and counts of services provided to survivors. The data was collected in slightly different formats at each of the four pilot sites, making it difficult to easily compare across sites. Therefore, administrative data was presented in table and percentage format, with no statistical testing performed across sites.

TIMING, WEIGHTING, AND MIXING THE DATA

This evaluation utilized a **mixed method design**, referred to as a **triangulation convergence model**.¹ Following this design, both quantitative and qualitative data were collected independently of one another, and both types of data were given equal weight or importance in the analysis and interpretation phase. The “mixing” of the data occurred during the interpretation and analysis phase. In this type of design, the number and variation across data sources, data types, and sites (or the “triangulation”) is what provides the strength of the data and the findings; this is why the data sources were emphasized in the six results sections. This design was selected in order to build the strongest evidence possible from multiple sources of data by “converging” findings across data sources, data types, and across the Family Justice Center sites. Indeed, the number of data types (focus groups, interviews, the client self-recordings, and the survey) and sources (survivors, Family Justice Center Directors and staff, partner agency staff, evaluator, across multiple sites) provides significant strength to the data and the findings.

Strengths and Limitations of the Data

Strengths of the data were as follows:

1. One of the most significant strengths of this evaluation was the incorporation of **individual survivors’ perspectives** on a somewhat large scale through the 128 client self-recordings collected from 7 Family Justice Center sites. Unlike focus groups in which it is not always clear what each individual participant thinks or feels, the client self-recordings allowed individual survivors to respond freely in a private and confidential setting. The significant amount of detail in these 5 to 10 minute self-recorded interviews provided a rich data source for analysis.
2. Another strength of this evaluation was the **inclusion of both English and Spanish speaking survivor perspectives** in both the client self-recordings and the survivor focus groups. It is

¹ This discussion of mixed methods is from Creswell & Plano Clark’s (2007) *Designing and Conducting Mixed Methods Research*, Thousand Oaks: Sage Publications.

important to include Spanish-speaking as well as English speaking survivors, given the large number of Spanish speaking clients served at these Family Justice Center sites.

3. On a voluntary basis, **Family Justice Center Directors and staff contributed their perspective on data collection strategies**. Their input was invaluable in creating meaningful data collection instruments and ultimately made a positive contribution to the findings.
4. Findings were supported by multiple data sources, data types, and multiple sites (or triangulation of the data), contributing to the **credibility** of the data. More specifically, findings were supported by both English and Spanish speaking survivors in large numbers (the 128 client self-recordings and the 9 survivor focus groups). Findings were also similar across multiple sites and from the perspective of partner agency staff and survivors, supporting convergence of the data.
5. Use of NVivo 10.0 allowed creating clear “audit trails” of the coding of the data and also documentation of the data sources for each thematic area. This supports **confirmability and dependability** (or internal validity) of the data because it allows documentation and review by others, if desired, of the analytical process.
6. A combination of triangulation and the audit trail further supports **confirmability** of the data because it avoids a code or idea supported by only a small number of people who were particularly vocal from being given too much weight. This is particularly important in a multi-site evaluation in which many ideas are considered, but a balance of ideas or themes across sites is the desired outcome.
7. The detailed nature of the data supports **transferability** of the interpretations and conclusions because sufficient detail or “thick description” was provided in the data sources individually and combined. This is similar to generalizability discussed in quantitative research. The findings are transferable on a limited basis to these Family Justice Centers due to the large amount of detailed data that was gathered. We were careful not to over-analyze the data beyond the ideas and relationships that were discussed. Still, further research is needed to build on the findings.
8. Taken together, the credibility, confirmability, dependability and transferability of the data combined contributes to a high level of **trustworthiness** of the findings.²

Limitations of the data were as follows:

1. Analyzing barriers to access to Family Justice Centers only from the perspective of survivors who have successfully accessed Family Justice Centers probably does not present all possible barriers to access. To further analyze this question, future evaluations should collect data from **locations and individuals who have been unable to access Family Justice Centers** in order to get a full picture of this question.
2. **Selection bias** may have occurred among participating survivors because selection of survivors for client self-recordings and focus groups was done by Family Justice Center staff. The evaluators provided specific instructions to support as unbiased a sample as possible, but there is no way to definitively determine whether individual sites “cherry-picked” survivors or provided instructions beyond what was outlined in the hand-outs provided by the evaluators. Having said this, many survivors responded with constructive feedback and even negative feedback, which suggests a lack of selection bias. It is also unlikely that all 8 Family Justice Center sites biased the sample in the same way, if at all. Still, with sufficient evaluation resources in place, a future evaluation in which an

² This approach to assessing qualitative data is extensively used. See Lincoln, Y.S. & Guba, E.G. (1985) *Naturalistic Inquiry*. Newbury Park: Sage Publications.

independent evaluator recruits survivors based on specific criteria is the preferred methodology to lessen the concern of selection bias.

3. **Selection bias** may also have been a factor for the Online Partner Survey because the Family Justice Director contacted staff and partner agencies to participate via email or in person at meetings. To counter this concern, the survey did not ask for any identifying information beyond demographics such as how long individuals had been at the Family Justice Center and their role. In addition, it was made clear that the responses would not be shared back with the Directors in a way that would identify any individuals. Data from the survey was presented without the use of specific numbers or job titles that would specifically identify individuals to the Directors in the site.
4. **Focus groups do not always allow disagreements to emerge in the discussion, and therefore it is not possible to know whether just one person or the whole group supports a specific point-of-view.** In both the partner agency and survivor focus groups, it is unclear to what extent the group as a whole supported specific ideas that were discussed. Some partner agency focus group members may also have been uncomfortable speaking freely in front of other partners or the Family Justice Center Director. Some survivors may also have been uncomfortable speaking out. Facilitation of the focus group addresses this to some degree by observing the group dynamic, verbalizing the importance of different points-of-view, and inviting quiet members to speak, however, whether this fully addresses the problem cannot be determined. In the case of the survivors, the client self-recordings were an important data collection tool because survivors were allowed to respond individually and privately, separate from the group dynamic in a focus group. If resources had been available, individual and confidential interviews with each partner agency staff person in addition to the focus group is preferable to address this concern. Future evaluations should consider this dual strategy, resources permitting.
5. **The administrative data (client database information) was not as complete nor as accessible as anticipated, resulting in a time consuming process for each of the pilot sites to provide the de-identified data.** Easy retrieval, or being able to export the data out in a one-row-per-individual format for statistical analysis, is a common issue in database construction, and was an issue at three out of four of the pilot sites in this evaluation (which was ultimately resolved but this took additional time). Databases are often constructed for the purpose of performance management, the output of which is typically aggregated counts of data. For purposes of evaluation, data needs to be retrieved in a more detailed manner (one individual per row of data with each data element in a column). Moreover, in an environment of limited resources, evaluating the data on an individual level basis is not always the first priority of program budgets. When data is exported on an aggregated basis, it becomes difficult to determine whether counts are duplicated or unduplicated across individual clients; it also doesn't allow cross-tabulations or examining two or more data elements at a time; and it doesn't allow sub-group analyses, such as comparing outcomes across different age groups. Resolving this issue is important to documenting the success and challenges of Family Justice Centers (or any program).
6. **The sample sizes for the criminal justice data were too small to generalize findings to Family Justice Centers as a whole.** However, the strategy utilized can suggest general trends. A sample size of 30 cases per site in which a police report was filed was pursued in order to work within the resource constraints of the evaluation. As unbiased a strategy as possible was also utilized (collecting the first 30 cases from a specific date that met the criteria of a visit to the Family Justice Center and a police report) so that findings could be used to suggest overall trends. This strategy was successful, as evidenced by the similar trends found across Family Justice Center sites that followed these case selection instructions. However, the time and access needed to track criminal

justice involvement of Family Justice Center cases was a barrier; detectives or Family Justice Center staff had to cross-check across multiple databases to first select the sample and then to track the criminal justice outcome. This process was documented to take 12 hours of one staff person's time at one site, for 30 cases. Still, pursuing this task on a small scale was instructive in how to integrate this activity in the future. Any program that occurs on the front end of the criminal justice process as Family Justice Center services do has a similar problem of crossing several bureaucratic structures (police/sheriff's departments, courts, district attorney office, probation, and jail/prison records) that make it increasingly difficult to track case outcomes. Collaboration and coordination, along with a strong commitment to the task, are needed to track case outcomes using representative samples on at least a periodic basis. In this way, evidence can be gathered to determine the pattern of criminal justice involvement of Family Justice Center cases in a more definitive manner.

7. **This evaluation did not consider the trajectory for survivors who did not file a police report.** The requirements of this evaluation for the criminal justice data were specific to survivors who were involved in the criminal justice system. However, survivors are not required to file a police report to receive Family Justice Center services. An important area of further evaluation research is to look at whether there are any differences in survivor outcomes based on criminal justice involvement.
-

Section 1. Number of Clients and Children Served and Family Justice Services Information¹

Evaluation Objective 1: *Identify if co-location of services meets the needs of victims through increased access to and utilization of domestic violence services.*

Summary of Results: *The 4 Pilot Family Justice Centers successfully served a significant number of survivors and addressed multiple service needs, supporting the need for a co-located multi-agency service model. More work is needed to better record unduplicated counts of survivors and children. In addition, much could be gained by uniform definitions of data elements related to services.*

Discussion of Main Findings and Current Research: *Based on two years of data from the client database systems of 3 of the Family Justice Center Pilot sites and 10 months of data from the 4th site:*

- ✓ *It is difficult to put the almost 4,500 unduplicated survivors served at the 4 Pilot centers over a 2-year period into a context, except to say that it demonstrates significant need and a high level of service provision. Local counts of unduplicated survivors seeking services are not widely available, but if they were, could provide valuable information for service coordination and funding. Identifying service needs through accurate counts are further exacerbated by the high rate of unreported domestic violence to police, estimated to be 46% of all intimate partner violence.² Indicators at the state and national level document significant need, such as the National Network to End Domestic Violence's 2011 one-day count of victims of domestic violence in which 2,541 California adults and children received non-residential assistance across 97 local domestic violence programs,³ and the Violence Against Women Act's STOP Program counts in which almost 430,000 victims/survivors of domestic violence received services in 2010.⁴ Local efforts to track counts of survivors needing services could add valuable information useful to the programs themselves as well as to track changing patterns of service needs and service coordination needs over time.*
- ✓ *Two reasons for seeking services emerged as the most common: assistance with restraining orders and talking to someone about domestic violence/counseling. The two most common type of services received across the 4 Pilot sites were abuse-related services and legal assistance. This dual emphasis on legal needs and advocacy/support are common in domestic violence services. For example, the National Network to End Domestic Violence counts "non-residential services", which consist of a similar combination of legal support and advocacy (individual counseling, legal advocacy, and children's support groups). These top two reasons for seeking services further support the value of a co-located model that can address both service needs at the same time.*
- ✓ *A high level of services received based on services needed was found in the two Pilot sites that collected this data, indicating high utilization of services. In Sonoma, 97% or more of survivors received advocacy and support with legal issues who requested it. In Alameda, 60% to 93% of survivors received advocacy and support with legal issues who requested it. (Note that Alameda data reflects 2 years and a higher number of clients, and Sonoma had a smaller number of survivors in comparison to Alameda*

¹ In this section, we will use the term "clients" or "survivors" rather than "victims" due to the nature of the administrative data collection being at all stages of the intervention process.

² Langton, L. (2012). *Victimizations Not Reported to the Police, 2006-2010*. Washington, D.C.: U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics. NCJ 238536.

³ National Network to End Domestic Violence. *Domestic Violence Counts 2011: A 24-Hour Census of Domestic Violence Shelters and Services*. Washington, D.C.: National Network to End Domestic Violence, Inc.

⁴ Muskie School of Public Service, University of Southern Maine (n.d.). S*T*O*P Violence Against Women Formula Grants All States -2010 Reporting Period. VAWA Measuring Effectiveness Initiative.

over a 10-month period). This is in line with the estimated 36% of survivors who had unmet non-residential service needs in the 2011 one-day count of victims services.⁵

- ✓ *This data clearly documented survivors' need for multiple types of services including: abuse-related services, legal assistance, social services, basic needs, and police-related services. This further supports the value of a co-located model to more efficiently address the multiple needs of survivors.*
 - ✓ *Multiple service needs of survivors was evident at all 4 Pilot sites, based on several aspects of the data, including: the number of different services available (ranging from 7 to 12 different identified services), the average number of different services received (averaging from 1.3 to 4.4 different services, ranging as high as 7, 9, 10, or 12 different services received by survivors), and the high number of survivors who received 2 or more service types, ranging from 32% and 34% in Alameda and Sonoma, to 88% and 91% in San Diego and Anaheim. This is very much in line with service data presented in VAWA STOP grant reports and the one-day count of victims of domestic violence by the National Network to End Domestic Violence.*
 - ✓ *This data suggested that almost half of survivors returned for services after their initial contact with Family Justice Centers. This estimate is limited by difficulties encountered in recording and retrieving this data; at one site, 77% of survivors returned for services, while at others it was much lower (3%, 7% and 15%). Further work in this area is needed, but this likely reflects what may be occurring in Family Justice Centers: some number of survivors come and receive whatever they need in one day and don't return, and other survivors, possibly a smaller number, continue to return for services such as counseling, ongoing advocacy, and ongoing legal support.*
-

Key Findings

Data for this section was from the computerized client database systems at each of the 4 Pilot Family Justice Center sites. To gather a representative sample, two years of client data based on the state fiscal year (July 2010 to June 2012) was analyzed. Three of the sites submitted two years of data and one site submitted 10 months of data (because it opened for services during the data collection time period).

The following highlights describe the **number of survivors who sought services** during the two year data collection period at the 4 sites:

- **Just under 4,500 survivors sought services across the 4 sites**, in a two-year period at 3 of the sites and over a 10-month period at 1 site. This is an unduplicated count of survivors.
- The **number of survivors seeking services over the two year period** ranged from a low of 590 for Sonoma (which was a 10 month period) to over 1,900 survivors in San Diego.
- **Unfortunately, an accurate number of children served could not reliably be counted.** This was in part due to the inherent structure of the client databases that made it difficult to track this information. All sites had children's rooms in which children played while survivors received services, and additional services for children including counseling were also available.

⁵ National Network to End Domestic Violence. *Domestic Violence Counts 2011: A 24-Hour Census of Domestic Violence Shelters and Services*. Washington, D.C.: National Network to End Domestic Violence, Inc.

The following highlights describe **survivors' reasons for seeking services** at two sites for which this data was available (Alameda and Sonoma):

- **Restraining orders were among the top two requested reasons for seeking services** at both sites, requested by 45% of Sonoma clients (top ranked item), and 36% of Alameda clients (second ranked item).
- **Counseling and/or talking to someone about domestic violence was also ranked among the top two requested reasons for seeking services** at both sites.
 - ✓ **Counseling was the top ranked requested service in Alameda**, requested by 38% of clients.
 - ✓ **In Sonoma, talking to someone about domestic violence** was a separate item from requesting counseling, with 28% of clients requesting to talk to someone about domestic violence, and 27% requesting counseling services.
- **Case management and shelter/housing were the third and fourth highest ranked reasons for seeking services in Alameda**, with 20% of clients in need of case management services and 18% seeking shelter/housing assistance.
- **In Sonoma, child support/visitation was the fourth highest ranked reason for seeking services**, after assistance with a temporary restraining order, talking to someone about domestic violence, and counseling, with 19% of clients requesting assistance with child support/visitation.

The following highlights describe **services utilized, defined as services received** at the 4 Pilot sites (due to different definitions of services at each site, total service counts were not combined across sites):

- **Almost all survivors (90%) who came to the Family Justice Centers received one or more services** beyond intake.
- **A variety of services were provided at Family Justice Centers**, ranging from 7 to 12 different services.
- On average, **survivors received somewhere between 1.3 and 4.4 different services**, with the number of services going as high as 7, 9, 10, or 12 different services per survivor.
- **High rates of survivors receiving requested services were found in both Alameda and Sonoma across multiple services** (services requested vs. services received was available only at these two sites):
 - ✓ In Alameda, **60% or more of survivors who requested case management, victim witness, restraining order assistance, practical assistance, custody/visitation or law enforcement assistance received it**.
 - ✓ In Sonoma, **97% or more of survivors received their top 5 services (talk to someone about domestic violence, counseling, immigration assistance, other services, and temporary restraining order assistance)**.
- The **most commonly received services** at both Anaheim and San Diego were intake services (90%), general advocacy (83%) and case management (82%). **General advocacy and case management indicate the need for a multi-faceted approach to services for survivors, using an individualized approach**.
 - ✓ The **need for multi-faceted services was further indicated in Anaheim**, with the high rate of other referrals provided for survivors (52%), and resources & referrals (49%).

- ✓ **A high percentage of survivors in San Diego (69%) received services at the restraining order clinic.** Anaheim named services differently so that restraining order assistance was not identified as a distinct service.
- ✓ **Mental health services were evident at both sites;** at Anaheim, 25% of survivors received crisis counseling, and in San Diego, 37% of survivors received mental health services.
- ✓ **In Anaheim, 40% of survivors received a safety plan.** This service was not specifically identified in the other sites.
- Services provided at all sites were grouped into **5 types of service:** abuse-related, social services, basic needs/safety, legal assistance, and police-related services. **At two sites, the largest number of survivors received one service type** (40% of survivors in Alameda and 45% in Sonoma). **At two sites, the largest number of survivors received two service types** (42% of survivors in Anaheim and 49% in San Diego). *Note that survivors could have received more than one service within one service type.)*
 - ✓ **Abuse-related services were the most commonly received service type among survivors at two sites (Anaheim and San Diego),** with 83% to 90% of survivors receiving one or more services in this service type.
 - ✓ **Legal Assistance was the most commonly received service type among survivors at two sites (Alameda and Sonoma),** with 40% to 59% of survivors receiving one or more services in this service type.

By design, Family Justice Center services may often begin and end on the same day. Clients complete an intake, and then are routed to the additional service providers or given referrals for further service needs. Still, in many instances, clients do return for services, whether it's follow-up on legal services, or ongoing participation in counseling or support services. Based on the data presented here, it is likely that this information is under-counted. The following highlights the **number of returning clients** at the 4 Pilot sites:

- Over half of survivors (56%) (2,254) received services in one day. Therefore, **combining survivors across the 4 Pilot sites, a total of 44% (1,737) of survivors returned for services for one or more days.**⁶
- At each site, the **percentage of returning clients ranged from a low of 3% at Sonoma, 7% in Anaheim, 15% in Alameda, and 77% in San Diego.** San Diego's database data may reflect a cross-sectional sample of all survivors within the two year period rather than a cohort sample of all new clients as intended, but still likely reflects a higher incidence of returning clients. It is likely that San Diego's database reflects a higher level of attention to data entry for services.

Data Sources: Site-level Databases at the 4 Pilot Family Justice Center Sites

The data sources for this section were the computerized management information databases maintained at each of the 4 pilot sites identified in Senate Bill 557 (Alameda, Anaheim, San Diego and Sonoma). Sites had either their own database system or the Efforts-to-Outcome system or a variation of the Efforts-to-Outcome system. Screen shots of the site database systems were provided to the evaluators. Sites had different names of data fields and different configurations of data fields, therefore

⁶ These percentages were based on a total of 3,991 survivors who received one or more services. An additional 458 survivors sought services but no services were recorded as received in the client databases.

the evaluators developed a spreadsheet that linked the required data elements with the available data element in each of their databases. These spreadsheets were provided to the 4 sites.

Exporting the requested data into Excel spreadsheets took considerable effort at each of the sites. Reasons ranged from needing an offsite information technology person to do it, to a lack of available instructions on whether and how specific data elements could be exported. Accomplishing the task of exporting the data was a valuable lesson learned in and of itself. Once the data was exported, it was learned that different data collection strategies were used at each site, with different data elements and different categories of responses. Therefore, the available data from as many of the 4 sites that had the data is presented for each topic area.

A two-year sampling frame was selected in order to allow the sample to be as large as possible and to gather a representative sample. The state fiscal year was utilized; therefore, all cases that came to the Family Justice Centers from July 1, 2010 to June 30th, 2012 were included in the sample. This two year cohort was possible for all but one of the sites (Sonoma) that did not begin providing services until August 2011. Therefore, the Sonoma sample was a 10 month cohort (September 2011 – June 2012).

For purposes of this report, because the data was collected with different procedures and definitions, comparisons across sites should be interpreted with caution. This data is intended to present a general picture of numbers of clients and numbers of services documented at the 4 Pilot Family Justice Centers. To conduct a more detailed comparative analysis would require more control of the data collection process on the front end to assure common procedures and definitions that would then support the ability to carry out reliable comparisons.

Number of Survivors Who Sought Services⁷

The total number of survivors who came to the 4 Pilot Family Justice Centers seeking services over a two-year period, along with the average number of days survivors received services is presented in **Table 1.1**.

- **Just under 4,500 survivors sought services across the 4 sites** in a two year period at 3 of the sites and over a 10 month period at 1 of the sites. This is an unduplicated count of survivors within each of the 4 Pilot center sites.
- The **number of survivors seeking services over the two year period** ranged from a low of 590 for Sonoma (which was a 10 month period) to over 1,900 survivors in San Diego.
- The **average number of days from first to last date of service** was 1-2 days at Anaheim and Sonoma, 10 days at Alameda, and 72 days in San Diego. Note should be made that in San Diego, the average was larger due to the longer range of days (722 days); the median number of days of service was 11 days.

⁷ The total number of children served was also requested in SB557; however, accurate counts of services to children were not reliably captured in the databases at each site. This was in part due to the typical structure of client databases that were focused on services to one person (in this case, the survivor), making it difficult to easily document and count specific services to specific children that could then be linked to one survivor. All sites had children's rooms in which children played while survivors received services, and additional services for children including counseling were also available. However, through the data collection process for this evaluation, it was learned that documentation of services received by children was not consistently applied during the two year data collection period.

Table 1.1 Count of Unduplicated Survivors Seeking Services in 10-24 Month Period and Average Number of Days of Service at 4 Pilot Family Justice Center Sites.

	Unduplicated Count of Survivors Seeking Services	Time Period of Data	Average Number of Days from First to Last Date of Service	Range of Days from First to Last Date of Service
Anaheim	700	July 1, 2010-June 30, 2012	1 day (sd=11.5 days)	1 day to 240 days
Alameda	1,216	July 1, 2010-June 30, 2012	10 days (sd=44 days)	1 day to 532 days
San Diego	1,943	July 1, 2010-June 30, 2012	72 days (sd=127 days)	1 day to 722 days
Sonoma	590	September 1 st , 2011-June 30, 2012	2 days (sd=13 days)	1 day to 223 days
TOTAL	4,449	10 months to 2 years	1 day to 72 days	1 day to 722 days

Reasons for Seeking Services

Reasons for seeking services among survivors, defined here as services requested, was collected in a somewhat similar manner in two sites (Alameda and Sonoma). Therefore, this section will focus on data exclusively from Alameda and Sonoma.⁸ Data is presented in **Figure 1.1** and **Figure 1.2** and **Tables 1.2** and **Table 1.3**. Services requested by 10% or more clients are shown. Survivors could select more than one category of service needs. Not all identified requested services were named the same way in Alameda and Sonoma, but categories are still reasonably comparable.

- **Restraining orders were among the top two requested reasons for seeking services** at both sites, requested by 45% of Sonoma clients (top ranked item), and 36% of Alameda clients (second ranked item).
- **Counseling and/or talking to someone about domestic violence was also ranked among the top two requested reasons for seeking services** at both sites.
 - ✓ Counseling was the top ranked requested service in Alameda, requested by 38% of clients.
 - ✓ In Sonoma, talking to someone about domestic violence was a separate item from requesting counseling, with 28% of clients requesting to talk to someone about domestic violence, and 27% requesting counseling services.
- **Case management and shelter/housing were the third and fourth highest ranked reasons for seeking services in Alameda**, with 20% of clients in need of case management services and 18% seeking shelter/housing assistance.
- **In Sonoma, child support/visitation was the fourth highest ranked reason for seeking services**, after assistance with a temporary restraining order, talking to someone about domestic violence, and counseling, with 19% of clients requesting assistance with child support/visitation.

⁸ Anaheim and San Diego collected the data but used more general categories that were less comparable.

- **Law enforcement, legal services, victim witness, and other miscellaneous service needs made up the remaining categories of reasons for seeking services.** Approximately 10% of clients requested each of these services.

Because survivors could select multiple reasons for seeking services, it would not be accurate to “add up” percentages across service requested categories.

It would also not be accurate to make assumptions about categories that do NOT appear in the rankings. This is because sites had different categories available from which survivors could choose. For future multi-site evaluations, asking all sites to include the same list of choices would allow the analysis based on both the presence and absence of categories and their relative percentages.

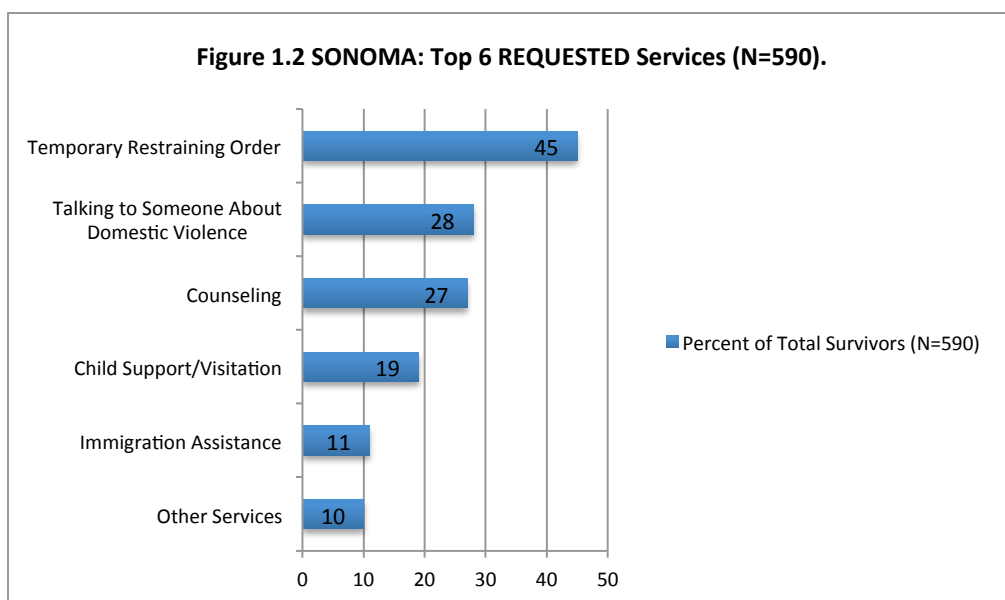
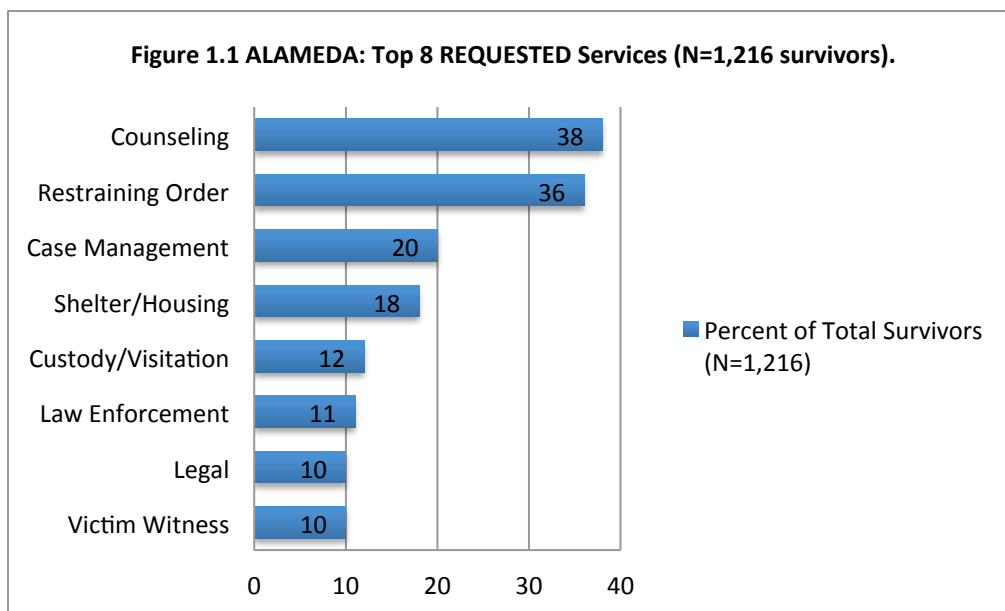


Table 1.2 ALAMEDA: Top 9 Services REQUESTED, July 2010-June 2012 (N=1,216 Survivors).

Services Requested	Unduplicated Count of Survivors who REQUESTED the Service	Percent of 1,216 Total Survivors who REQUESTED the Service
Counseling	457	38%
Restraining Order Assistance	442	36%
Case Management	240	20%
Shelter/Housing	225	18%
Custody/Visitation Assistance	146	12%
Law Enforcement Assistance	136	11%
Legal Assistance	123	10%
Victim Witness	121	10%
Practical Assistance	109	9%

Table 1.3 SONOMA: Top 6 Services REQUESTED, September 2011-June 2012 (N=590 Survivors).

Services Requested	Unduplicated Count of Survivors who REQUESTED the Service	Percent of 590 Total Survivors who REQUESTED the Service
Temporary Restraining Order	267	45%
Talk to Someone About Domestic Violence	164	28%
Counseling	157	27%
Child Support/Visitation	111	19%
Immigration Assistance	65	11%
Other Services	61	10%

Services Utilized / Services Received

Information on **services utilized, defined as service received by survivors**, was available at all 4 Pilot sites. A general overview of services received is presented in **Table 1.4**. Once again, comparison across sites will be done cautiously due to different ways that sites named and counted services. Still, this information is useful for presenting a general picture of the variety and number of services utilized.

Table 1.4 Services RECEIVED Statistics from July 2010 to June 2012 (N=3,991 survivors).

	Total Survivors Who RECEIVED One or More Services	Maximum Number of Different Services RECEIVED	Average Number of Different Services RECEIVED	Average Number of Days from 1 st to Last Day of Service Per Survivor	Survivors who RECEIVED Services in 1 Day and Did Not Return
Alameda	880 (72%)	7	1.3 (sd=1.2) Range: 0-7 services	10 days (sd=44 days) Range: 0-532 days	695 (57%)

Table 1.4 Services RECEIVED Statistics from July 2010 to June 2012 (N=3,991 survivors).

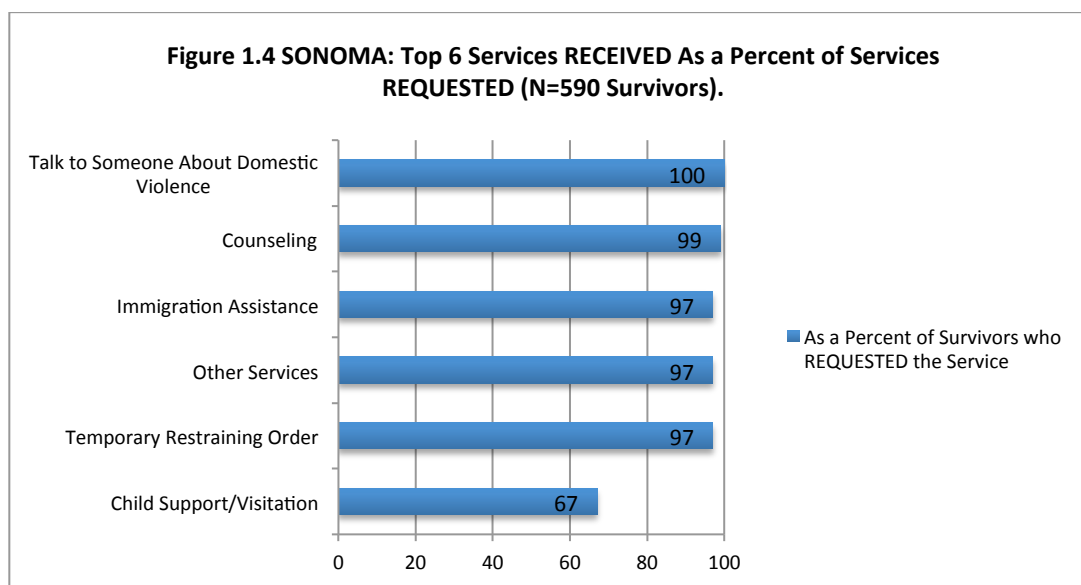
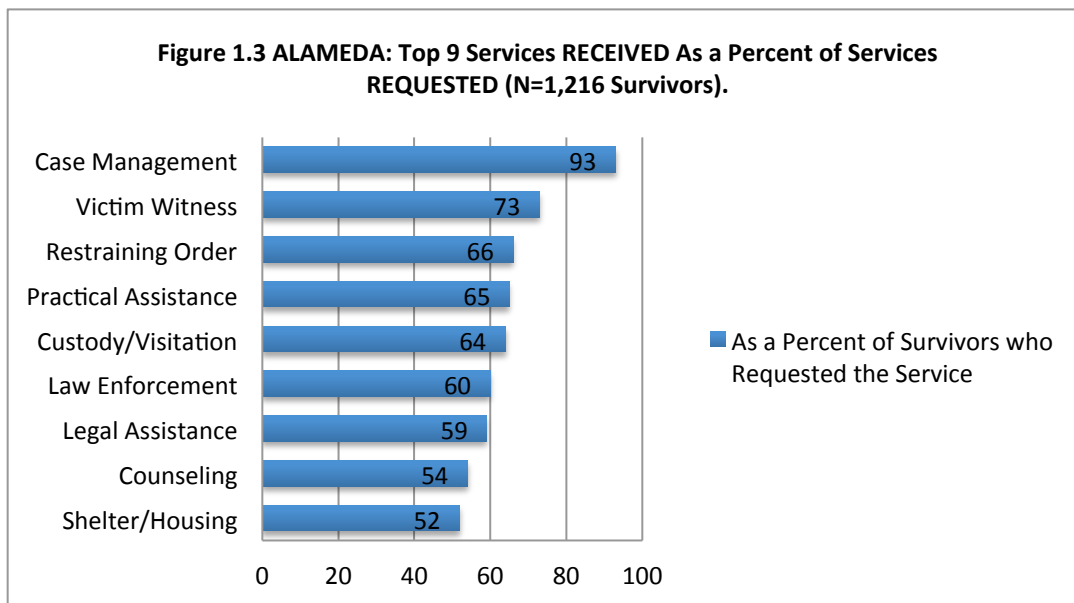
	Total Survivors Who RECEIVED One or More Services	Maximum Number of Different Services RECEIVED	Average Number of Different Services RECEIVED	Average Number of Days from 1st to Last Day of Service Per Survivor	Survivors who RECEIVED Services in 1 Day and Did Not Return
Anaheim	700	12	4.4 (sd=2.0) Range: 1-12 services	1.4 days (sd=11.5) Range: 0 to 240 days	653 (93%)
San Diego	1,943	9	2.6 (sd=1.18) Range: 1-9 services	72 days (sd=127 days) Range: 0-722 days	457 (23%)
Sonoma	468 (79%)	10	1.6 (sd=1.5) Range: 0-10 services	1.7 days (sd=13.3 days) Range: 0-223 days	449 (76%)
TOTAL	3,991* survivors (90%)	7 to 12 services	1.3 to 4.4 on average	1.4 to 72 days	2,254** survivors (56%)

*Percent computed from the total number of survivors who came for services or 4,449.

**Percent computed from 3,991 survivors who received services to eliminate those who did not receive any services.

- **Almost all survivors (90%) who came to the Family Justice Centers received one or more services** beyond intake.
- Services were counted differently across sites, however, even keeping this in mind, **a variety of services were provided at Family Justice Centers**, ranging from a maximum of 7 to 12 different services.
- On average, **survivors received somewhere between 1.3 and 4.4 different services**, with the number of services going as high as 7, 9, 10, or 12 different services per survivor.
- **More than half of survivors (56%) received all services in one day.** There was considerable variation in this percentage by site, with San Diego having the lowest number of survivors who came for services on only one day (23%). This is an area for further work because it may be that not all sites were as diligent at recording services received on return visits, and/or their database systems did not easily accommodate it.

Figure 1.3 and Figure 1.4 illustrate the top ranked services in which the largest percentage of survivors received the service from among those who requested it. This information was available in this way only for Alameda and Sonoma.



- **High rates of survivors receiving requested services were found in both Alameda and Sonoma across multiple services**, as shown by percentages of 60% or more in **Figures 1.3 and 1.4**.
 - ✓ In Alameda, **60% or more of survivors who requested case management, victim witness, restraining order assistance, practical assistance, custody/visitation or law enforcement assistance received it**. The remaining services (legal assistance, counseling, and shelter/housing) were very close to 60%, ranging from 52% to 59% of survivors receiving these services.
 - ✓ In Sonoma, **97% or more of survivors received the top 5 services (talk to someone about domestic violence, counseling, immigration assistance, other services, and**

temporary restraining order assistance). Two thirds of survivors (67%) who requested child support/visitation received it.

- ✓ Most of these highest ranked services that were received were available onsite at Family Justice Centers, but the data collection systems did not clearly document this. Consideration should be given to data collection systems incorporating the location of services – onsite or offsite – to definitely document the relationship between onsite services and services received.
- ✓ **Tables 1.5 and 1.6** display the information in **Figures 1.3 and 1.4** for Alameda and Sonoma.

Table 1.5 ALAMEDA: Top 9 Services RECEIVED Compared to Top 9 Services REQUESTED, July 2010-June 2012 (N=1,216 Survivors).

Services	Unduplicated Count of Survivors who REQUESTED the Service	Unduplicated Count of Survivors who RECEIVED the Service	As a Percent of Survivors who REQUESTED the Service	As a Percent of 1,216 Total Survivors who RECEIVED the Service
Case Management	240	223	93%	18%
Victim Witness	121	89	73%	7%
Restraining Order Assistance	442	294	66%	25%
Practical Assistance	109	71	65%	6%
Custody/Visitation Assistance	146	94	64%	8%
Law Enforcement Assistance	136	81	60%	7%
Legal Assistance	123	73	59%	6%
Counseling	457	248	54%	20%
Shelter/Housing	225	116	52%	10%

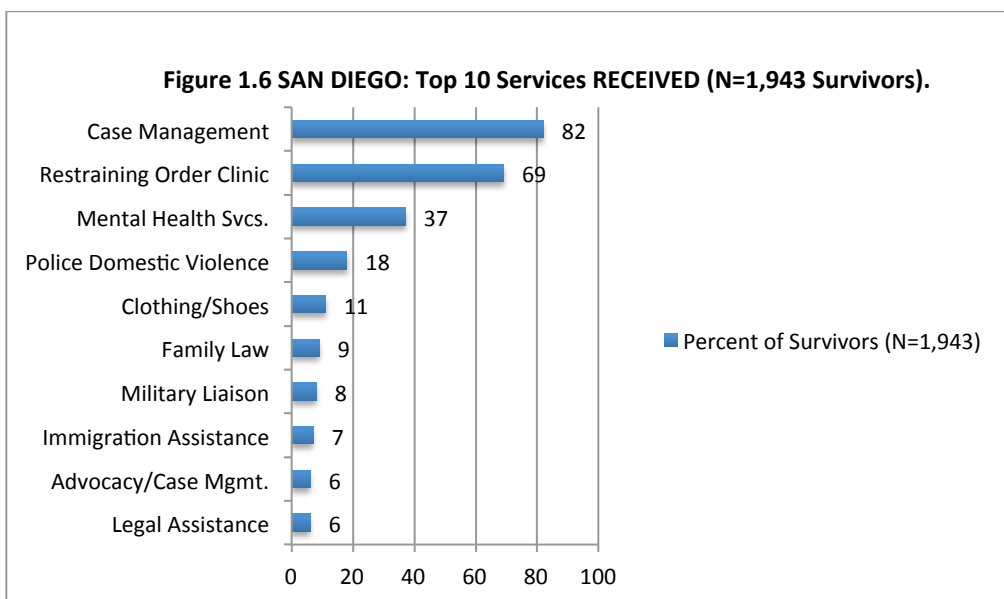
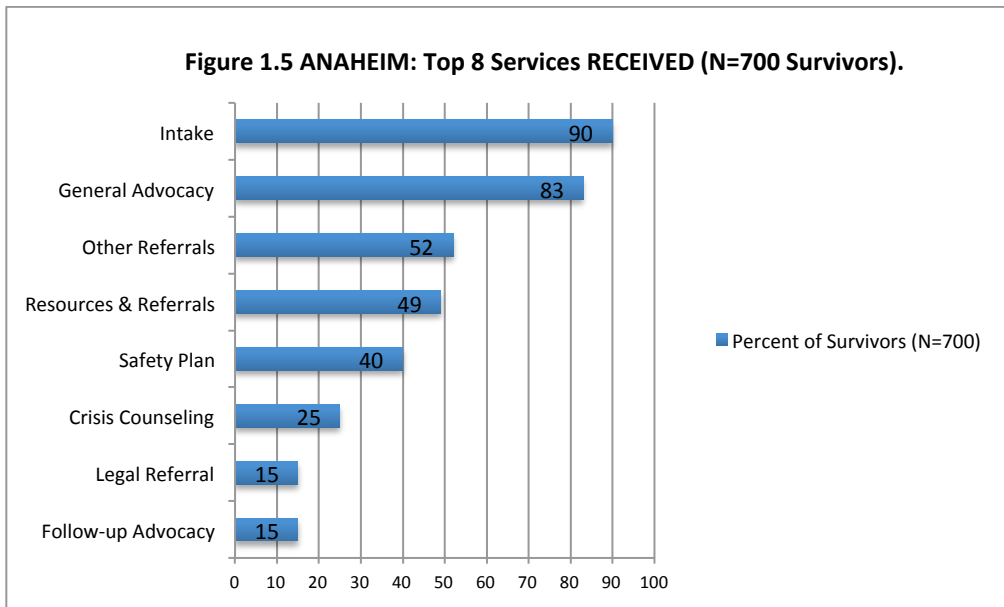
Table 1.6 SONOMA: Top 6 Services RECEIVED As A Percent of Services REQUESTED, September 2011-June 2012 (N=590 Survivors).

Services	Unduplicated Count of Survivors who REQUESTED the Service	Unduplicated Count of Survivors who RECEIVED the Service	As a Percent of Survivors who REQUESTED the Service	Percent of 590 Total Survivors who RECEIVED the Service
Talk to Someone about Domestic Violence	164	164	100%	28%
Counseling	157	156	99%	26%
Immigration Assistance	65	63	97%	11%
Other Services	61	59	97%	10%
Temporary Restraining Order	267	260	97%	44%
Child Support/Visitation	111	74	67%	13%

For Anaheim and San Diego, a one-to-one correspondence between service requested and service received was not available. Therefore, services received was computed based on the total number of

survivors who came to the Family Justice Center for services. Thus, the percentages were much lower. **Figure 1.5** and **1.6** present the top ranked services received at Anaheim and San Diego.

- The **most commonly received services** at both Anaheim and San Diego were intake services (90%), general advocacy (83%) and case management (82%). **General advocacy and case management indicate the need for a multi-faceted approach to services for survivors, using an individualized approach.**
- The **need for multi-faceted services was further indicated in Anaheim**, with the high rate of other referrals provided for survivors (52%), and resources & referrals (49%).



- **A high percentage of survivors in San Diego (69%) received services at the restraining order clinic.** Anaheim named services differently so that restraining order assistance was not identified as a distinct service.
- **Mental health services were evident at both sites;** at Anaheim, 25% of survivors received crisis counseling, and in San Diego, 37% of survivors received mental health services.
- **In Anaheim, 40% of survivors received a safety plan.** This service was not specifically identified in San Diego.
- The detailed data for **Figures 1.5** and **1.6** is presented in **Tables 1.7** and **1.8** for Anaheim and San Diego.

Table 1.7 ANAHEIM: Top 8 Services RECEIVED, July 2010-June 2012 (N=700 Survivors).

Services RECEIVED	Unduplicated Count of Survivors who RECEIVED the Service	Percent of 700 Total Survivors who RECEIVED the Service
Intake	633	90%
General Advocacy	583	83%
Other Referrals	362	52%
Resources & Referrals	346	49%
Safety Plan	283	40%
Crisis Counseling	172	25%
Legal Referral	106	15%
Follow-up Advocacy	105	15%

Table 1.8 SAN DIEGO: Top 10 Services RECEIVED, July 2010-June 2012 (N=1,943 Survivors).

Services RECEIVED	Unduplicated Count of Survivors who RECEIVED the Service	Percent of 1,943 Total Survivors who RECEIVED the Service
Case Management	1,586	82%
Restraining Order Clinic	1,335	69%
Mental Health Services	730	37%
Police Domestic Violence Unit	361	18%
Clothing/Shoes	213	11%
Family Law	182	9%
Military Liaison	153	8%
Immigration Assistance	141	7%
Advocacy/Case Management	121	6%
Legal Assistance	121	6%

Services provided at all sites were grouped into 5 types of service: abuse-related, social services, basic needs/safety, legal assistance, and police-related services (tables with services within each group are presented at the end of this section). The next set of figures and tables will display counts of service types received at the 4 Pilot sites. This will be followed by a set of figures that display the percent of survivors who received each service type. This data was not merged into one chart due to the different ways that services were defined at each site, again emphasizing caution in cross-site comparison.

Figures 1.7-1.10 present the percent of survivors who received from 0 to 5 service types at each of the 4 Pilot sites, thus categories were mutually exclusive (survivors were in only one category). Note that multiple services could be received within one service type.

The Alameda and Sonoma databases included survivors who did not receive any services (indicated by the 0 Service types category). It is unclear if Anaheim and San Diego did not record data in the same manner or if no survivors received “0” services. No conclusions will be drawn from this except that in future work, attention should be paid to this, with a uniform procedure for documenting it.

- **At two sites, the largest number of survivors received one service type** (40% of survivors in Alameda and 45% in Sonoma) (*recall that “service type” is not synonymous with number of services, so survivors could have received more than one service within one service type*).
- **At two sites, the largest number of survivors received two service types** (42% of survivors in Anaheim and 49% in San Diego).
- **The percentage of survivors who received 3 to 5 service types ranged from a low of 11% (Alameda) to a high of 49% (Anaheim),** with Sonoma and San Diego in the middle with 17% and 39% survivors respectively who received 3 to 5 services types.
- The unduplicated counts of survivors who received from 0 to 5 service types is presented in **Tables 1.9-1.12**.

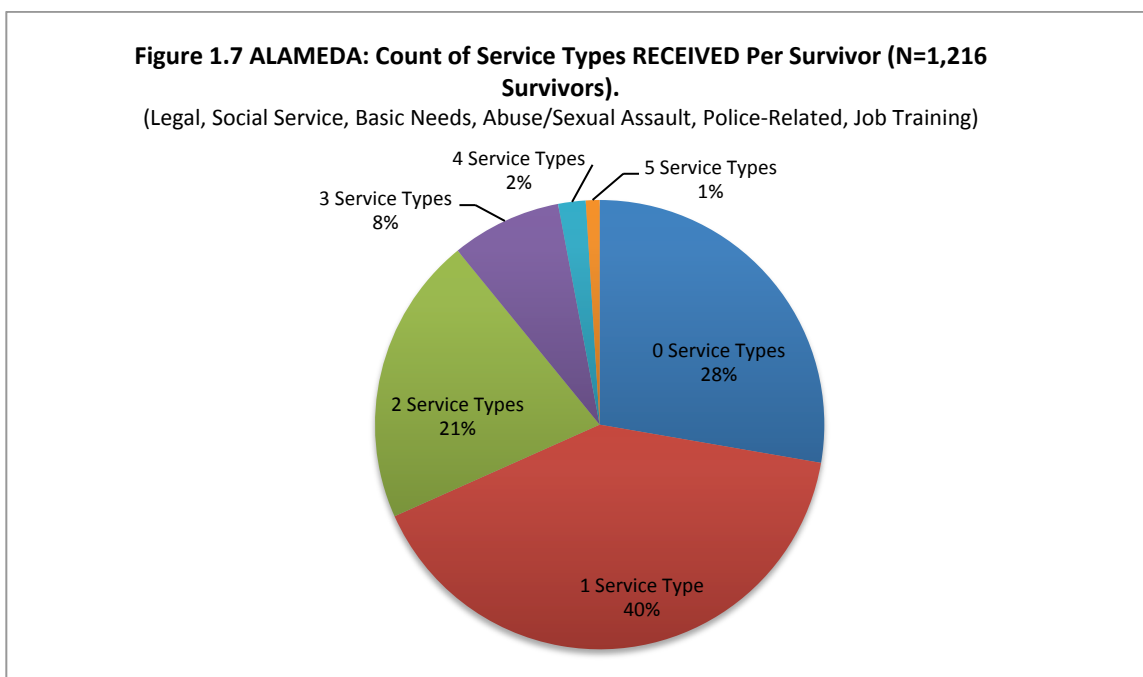


Figure 1.8 ANAHEIM: Count of Service Types RECEIVED Per Survivor (N=700 Survivors).

(Legal Assistance, Abuse, Social Services, Basic Needs/Safety, Police-Related)

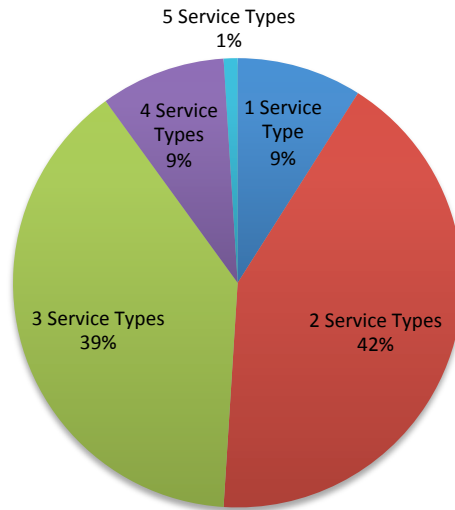


Figure 1.9 SAN DIEGO: Count of Service Types RECEIVED Per Survivor (N=1,943 Survivors).

(Legal Assistance, Abuse, Social Services, Basic Needs/Safety, Police-Related)

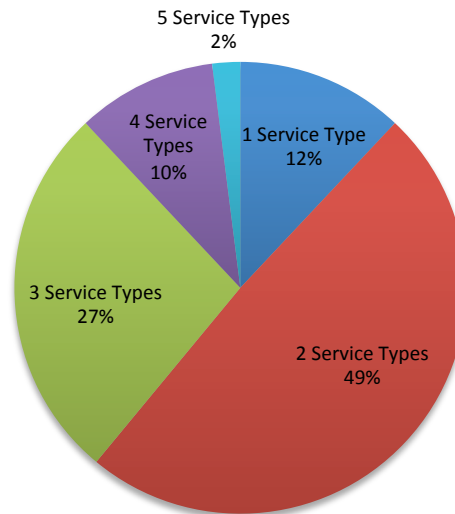


Figure 1.10 SONOMA: Count of Service Types RECEIVED Per Survivor (N=590 Survivors).

(Legal Assistance, Social Services, Basic Needs, Abuse, Police-Related)

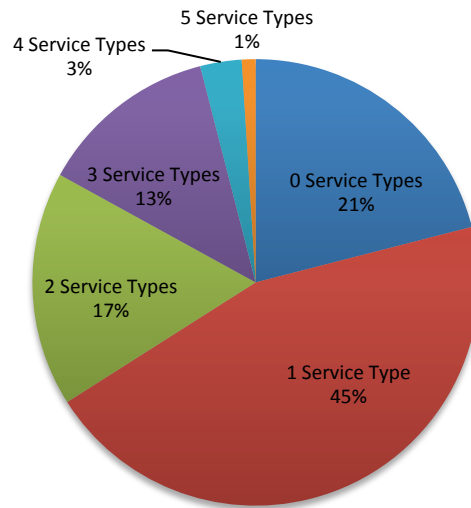


Table 1.9 ALAMEDA: Total Unduplicated Count of Service Types RECEIVED, July 2010-June 2012 (N = 1,216 Survivors).

Count of Service Types	Unduplicated Count of Survivors	Percent of 1,216 Total Survivors	Cumulative Percent
0	336	28%	28%
1	501	41%	68%
2	253	21%	90%
3	99	8%	98%
4	23	2%	99%
5	4	1%	100%
TOTAL	1,216	100%	100%

Service Types: Legal Assistance, Social Services, Basic Needs, Abuse/Sexual Assault, Police-related, Job Training/Employment

Table 1.10 ANAHEIM: Total Unduplicated Count of Service Types RECEIVED, July 2010-June 2012 (N = 700 Survivors).

Count of Service Types	Unduplicated Count of Survivors	Percent of 700 Total Survivors	Cumulative Percent
1	62	9%	9%
2	292	42%	51%

Table 1.10 ANAHEIM: Total Unduplicated Count of Service Types RECEIVED, July 2010-June 2012 (N = 700 Survivors).

Count of Service Types	Unduplicated Count of Survivors	Percent of 700 Total Survivors	Cumulative Percent
3	272	39%	90%
4	69	9%	99%
5	5	1%	100%
TOTAL	700	100%	100%

Service Types: Legal Assistance, Social Services, Basic Needs, Abuse, Police-related

Table 1.11 SAN DIEGO: Total Unduplicated Count of Service Types RECEIVED, July 2010-June 2012 (N = 1,943 Survivors).

Count of Service Types	Unduplicated Count of Survivors	Percent of 1,943 Total Survivors	Cumulative Percent
1	240	12%	12%
2	957	49%	61%
3	530	27%	88%
4	188	10%	98%
5	28	2%	100%
TOTAL	1,943	100%	100%

Service Types: Legal Assistance, Social Services, Basic Needs, Abuse, Police-related

Table 1.12 SONOMA: Total Unduplicated Count of Service Types RECEIVED, September 2011-June 2012 (N=590 Survivors).

Count of Service Types	Unduplicated Count of Survivors	Percent of 590 Total Survivors	Cumulative Percent
0	122	21%	21%
1	267	45%	66%
2	99	17%	83%
3	78	13%	96%
4	17	3%	99%
5	7	1%	100%
TOTAL	590	100%	100%

Service Types: Legal Assistance, Social Services, Basic Needs, Abuse, Police-related

Figures 1.11 to 1.14 display the percent of survivors who received each service type, followed by Tables 1.13 to 1.16.

- **Abuse-related services were the most commonly received service type among survivors at two sites (Anaheim and San Diego),** with 83% to 90% of survivors receiving one or more services in this service type.
- **Abuse-related services was the second and third most common service type in Alameda and Sonoma,** with 23% of survivors and 28% who received it, respectively.
- **Legal Assistance was the most commonly received service type among survivors at two sites (Alameda and Sonoma),** with 40% to 59% of survivors receiving one or more services in this service type.
- **Legal Assistance was the second most common service type received in San Diego** with 77% of survivors who received it, **but it was fourth most common in Anaheim,** with 20% of survivors who received it.
- **Social Services was the second most common service type at two sites (Anaheim and Sonoma),** with 85% and 35% of survivors, respectively, who received one or more services within this service type.

Due to the individualized manner of how services were named and counted at each site, assumptions related to why different service types emerged as more common across sites will not be made, but if common services were counted across sites, comparative analyses could provide useful data.

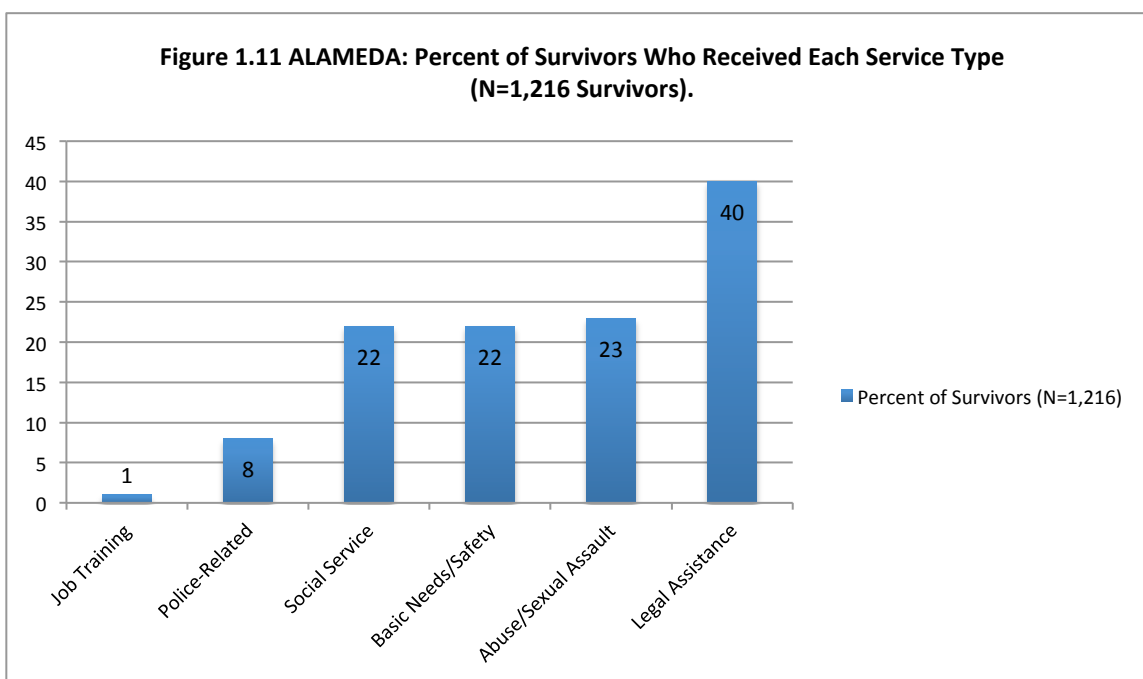


Figure 1.12 ANAHEIM: Percent of Survivors Who Received Each Service Type (N=700 Survivors).

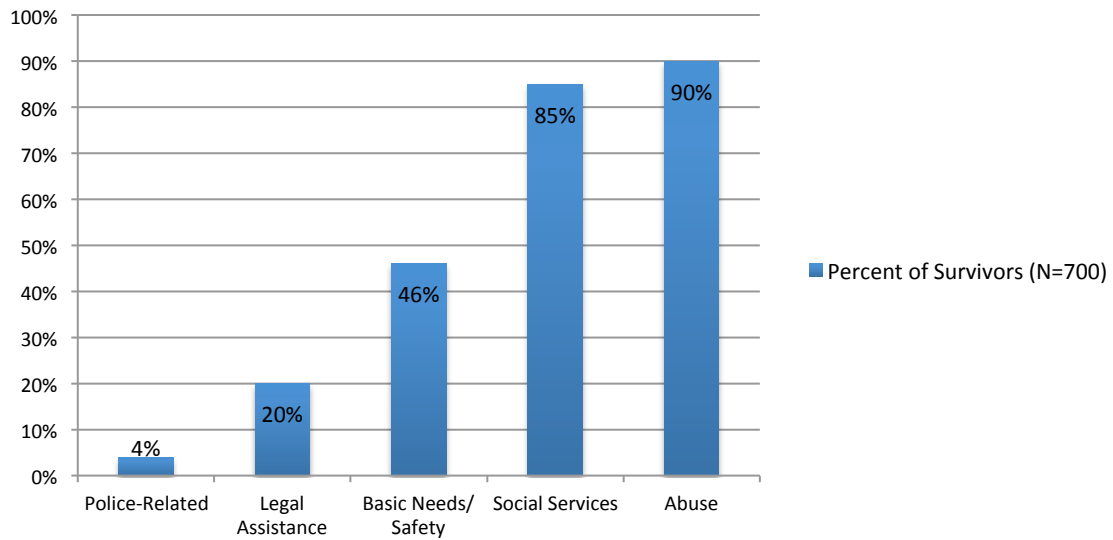
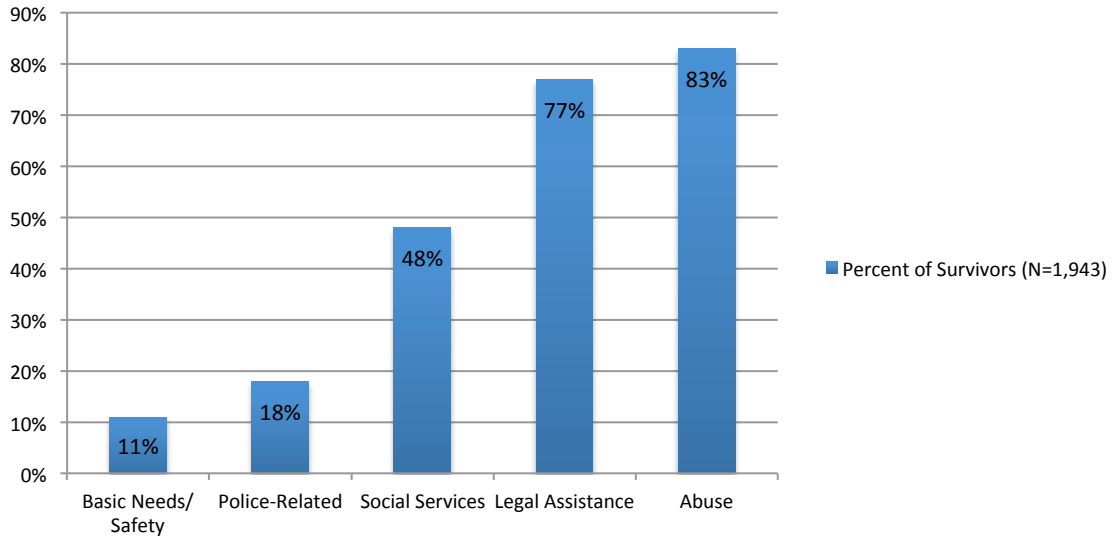
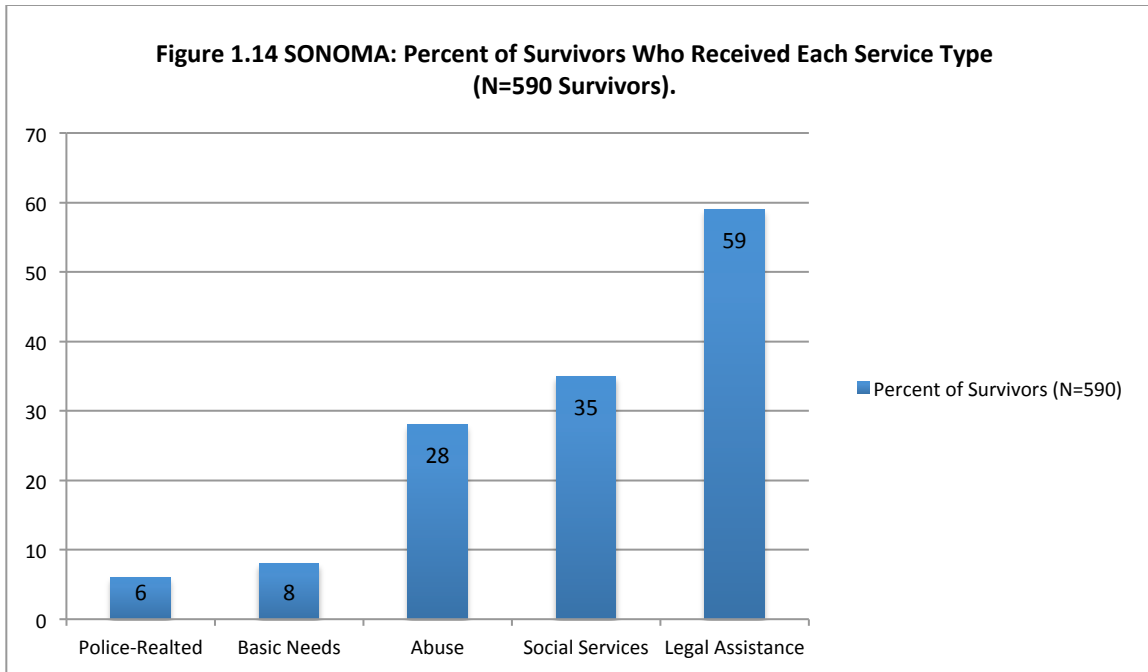


Figure 1.13 SAN DIEGO: Percent of Survivors Who Received Each Service Type (N=1,943 Survivors).





**Table 1.13 ALAMEDA: Total Unduplicated Count of Service Types RECEIVED
July 2010-June 2012 (N = 1,216 Survivors).**

Service Type	Unduplicated Count of Survivors	Percent of 1,216 Total Survivors
Legal Assistance	492	40%
Abuse/Sexual Assault	285	23%
Basic Needs/Safety	265	22%
Social Services	264	22%
Police-Related	101	8%
Job Training/Employment	9	<1%

Service Types: Legal Assistance, Social Services, Basic Needs, Abuse, Police-related.

**Table 1.14 ANAHEIM: Total Unduplicated Count of Service Types RECEIVED
July 2010-June 2012 (N = 700 Survivors).**

Service Type	Unduplicated Count of Survivors	Percent of 700 Total Survivors
Abuse	675	90%
Social Services	597	85%
Basic Needs/Safety	325	46%
Legal Assistance	141	20%
Police	25	4%

Service Types: Legal Assistance, Social Services, Basic Needs, Abuse, Police-related.

**Table 1.15 SAN DIEGO: Total Unduplicated Count of Service Types RECEIVED
July 2010-June 2012 (N = 1,943 Survivors).**

Service Type	Unduplicated Count of Survivors	Percent of 1,943 Total Survivors
Abuse	1,611	83%
Legal Assistance	1,505	77%
Social Services	944	48%
Police-Related	361	18%
Basic Needs/Safety	215	11%

Service Types: Legal Assistance, Social Services, Basic Needs, Abuse, Police-related.

**Table 1.16 SONOMA: Total Unduplicated Count of Service Types RECEIVED
September 2011-June 2012 (N = 590 Survivors).**

Service Type	Unduplicated Count of Survivors	Percent of 590 Total Survivors
Legal Assistance	349	59%
Social Services	206	35%
Abuse	164	28%
Basic Needs/Safety	48	8%
Police-Related	35	6%

Service Types: Legal Assistance, Social Services, Basic Needs, Abuse, Police-related.

Tables 1.17 to 1.20 present unduplicated counts of survivors who received each service, grouped by service type. Alameda was the only site that had service requested, service received, service not received, and unknown as to whether it was received, so this information is presented for illustrative purposes. For the remaining sites, the percent of services received and the count of survivors is presented.

Table 1.17 ALAMEDA: Total Count of Services REQUESTED and Status of Services RECEIVED, July 2010-June 2012 (Counts are unduplicated survivors within each cell).

Reason for Seeking Services	Service REQUESTED	Service RECEIVED	Not RECEIVED	Unknown Status
Legal Assistance (unduplicated counts within cells)	725	492	164	156
Restraining Order Assistance	442	294	92	75
Custody/Visitation Assistance	146	94	19	38
Legal Assistance	123	73	41	23
Immigration Assistance	77	52	16	15
Divorce/Dissolution Assistance	72	32	23	25
Civil Legal Assistance	37	29	3	5
General Family Law	22	13	7	6
Child Support	19	7	8	4
Assistance from Prosecutor	15	12	1	2
Social Services (unduplicated total)	486	264	158	130
Counseling	457	248	151	118
Mental Health Services	25	8	8	11
Spiritual Support	17	6	5	7

Table 1.17 ALAMEDA: Total Count of Services REQUESTED and Status of Services RECEIVED, July 2010-June 2012 (Counts are unduplicated survivors within each cell).

Reason for Seeking Services	Service REQUESTED	Service RECEIVED	Not RECEIVED	Unknown Status
Social Services	11	5	1	6
Batterer's Treatment	3	3	--	--
Anger Mgmt.	2	2	--	--
Basic Needs/Safety (unduplicated total)	427	265	109	117
Shelter / Housing	225	116	71	70
Victim Witness	121	89	12	21
Practical Assistance	109	71	21	23
Public Benefits	34	20	6	8
Medical Assistance	19	7	9	5
Health	15	7	3	5
Safety Plan	12	7	3	3
Victim Compensation	2	1	1	1
Abuse/Sexual Assault (unduplicated total)	348	285	32	41
Case management	240	223	5	12
Domestic violence services	43	25	9	12
Child Welfare	37	26	5	7
Sexual Assault	28	12	7	9
Elder Abuse	20	9	7	6
Police-related (unduplicated total)	170	101	33	41
Law enforcement	136	81	6	32
Criminal Case	42	24	8	12
Job Training/Employment (unduplicated total)	14	9	3	3
Employment Assistance	9	5	2	3
Education services	5	4	1	--
Survivors could request multiple services as well as the same service more than once with a different outcome; therefore, "service received", "not received" and "unknown" rows do not add up to "service requested".				

Table 1.18 ANAHEIM: Total Count of Services RECEIVED, July 2010-June 2012 (N=700 Survivors)

(Counts are unduplicated survivors within each cell).

Service Category (in bold) and Actual Service	Services RECEIVED	% of 700 survivors
Abuse (unduplicated total)	675	96%
Intake	633	90%
General Advocacy	583	83%
Follow-up Advocacy	105	15%
Elder Abuse/Dependent Adult Abuse Report	6	1%
Child Abuse Registry (CAR)	4	<1%
Social Services (unduplicated total)	597	85%
Other Referrals	362	52%
Resources & Referrals	346	49%
Crisis Counseling	172	25%
Client Education	46	7%
Counseling	5	<1%
Basic Needs/Safety (unduplicated total)	325	46%
Safety Plan	283	40%
Emergency Assistance	70	10%
Victim Compensation Fund	65	9%
Shelter Placement Assistance	41	6%
Financial Assistance	37	5%
Danger Assessment	17	2%
CalWorks	10	1%
Transportation	7	1%
Translation	4	<1%
Follow-up Assistance, Phone/Letter	3	<1%
Legal Assistance (unduplicated total)	25	4%
Legal Referral	106	15%
Family Law	58	8%
Immigration	41	6%
Domestic Violence Temporary Restraining Order Assistance	19	3%
Court Accompaniment/Orient to Criminal Justice System	9	1%
Interview Assistance	7	1%
District Attorney Assistance/DASU	3	<1%
Police-related (unduplicated total)	25	4%
Police Department Assistance	25	4%
Survivors could receive multiple services, therefore row totals for specific services do not add up to overall service type, and service types do not add up to overall total number of survivors.		

Table 1.19 SAN DIEGO: Total Count of Services RECEIVED, July 2010-June 2012 (N=1,943 Survivors)
(Counts are unduplicated survivors within each cell).

Service Category (in bold) and Actual Service	Services RECEIVED	% of 1,943 survivors
Abuse (unduplicated total)	1,611	83%
Case Management (Intake Specialist)	1,586	82%
Advocacy/case management (Women of Wisdom)	121	6%
Elder Abuse (HOPE Team)	39	2%
Legal Assistance (unduplicated total)	1,505	77%
Restraining Order Clinic (Legal Network)	1,335	69%
Family Law (Volunteer Lawyer Program)	182	9%
Immigration Assistance (Volunteer Lawyer Program, Immigration Attorney, Immigration Center for Women and Children)	141	7%
Legal Assistance (YWCA)	121	6%
Forensic Medical Unit	70	4%
District Attorney, Family Protection Unit	14	<1%
City Attorney, Domestic Violence and Special Victim's Unit	2	<1%
Social Services (unduplicated total)	944	48%
Mental Health Services (Integrated Mental Health Services)	730	37%
Military Liaison	153	8%
Counseling for Children (Children's Hospital)	59	3%
Mental Health Services for the Deaf	33	2%
Police-related (unduplicated total)	361	18%
Police Domestic Violence Unit	361	18%
Basic Needs/Safety (unduplicated total)	215	11%
Clothing/Shoes (Dress for Success)	213	11%
Shelter	39	2%
Financial Assistance (Crime Victim's Fund)	3	<1%
Survivors could receive multiple services, therefore row totals for specific services do not add up to overall service type, and service types do not add up to overall total number of survivors.		

Table 1.20 SONOMA: Total Count of Services RECEIVED, September 2011-June 2012 (N=590 Survivors)
(Counts are unduplicated survivors within each cell).

Service Category (in bold) and Actual Service	Services RECEIVED	% of 590 survivors
Legal Assistance (unduplicated total)	349	59%
Temporary Restraining Order	260	44%
Child Support/Visitation	74	13%
Immigration Assistance	63	11%
Divorce/Dissolution Assistance	21	4%
Assistance from Prosecutor	20	3%
Social Services (unduplicated total)	206	35%
Counseling	156	26%
Other	59	10%
Children's Counseling	41	7%
Job Training	6	1%
Abuse (unduplicated total)	164	28%
Talk to Someone About Domestic Violence	164	28%
Basic Needs/Safety (unduplicated total)	48	8%
Housing/Shelter	34	6%
Food	12	2%
Transportation	9	1%
Medical Assistance	7	1%
Public Assistance	7	1%
Police-related (unduplicated total)	35	6%
Law Enforcement Assistance	35	6%
Survivors could receive multiple services, therefore row totals for specific services do not add up to overall service type, and service types do not add up to overall total number of survivors.		

Number of Returning Clients

By design, Family Justice Center services may often begin and end on the same day. Clients complete an intake, and then are routed to the additional service providers or given referrals for further service needs. Still, in many instances, clients do return for services, whether it's follow-up on legal services, or ongoing participation in counseling or support services. Based on the data presented here, it is likely that this information is under-counted; this could occur for several reasons including limited availability of staff to do data entry, onsite partner agencies not documenting return visits in the computerized client database, or a system may not be in place in which Family Justice Center staff that do the data entry receive the information.

- As previously shown in Table 1.4, over half of survivors (56%) received services in one day. Therefore, **combining survivors across the 4 Pilot sites, a total of 44% (1,737) of survivors returned for services for one or more days.**
- At each site, the **percentage of returning clients ranged from a low of 3% at Sonoma, 7% in Anaheim, 15% in Alameda, and 77% in San Diego.** San Diego's database data may reflect a cross-sectional sample of all survivors within the two year period rather than a cohort sample of all new clients as intended. Due to the difficulties in extracting the data from San Diego's proprietary

database, this limitation could not be thoroughly addressed. Even with this difference, however, it still reflects a higher incidence of return clients. It is also likely that San Diego’s database reflects a higher level of attention to data entry for services on an ongoing basis. Attention to this area is warranted for future cross-site and multi-site evaluations.

Service Outcomes (Optional)

Two sites (Alameda and Sonoma) collected service outcomes linked to whether the service was needed, and reasons why it was not provided. This was not required as part of the expected data collection, but is useful information to examine for a comprehensive understanding of service needs, therefore it is included here. This information was collected differently at the two sites.

In **Figure 1.15** and **Table 1.21**, representing Alameda’s service outcome data, the total percent and count of survivors who requested, received, did not receive, and for whom it was unknown if the service was received is presented. Percentages are based on the total number of survivors (N=1,216) and not just those that requested the service.

- The **greatest number of survivors did not receive legal assistance, social services, and basic needs**, in that order. However, as a proportion of survivors who requested each of those services (not shown), **33% of survivors who requested social services did not receive these services; 26% of survivors who requested basic needs did not receive these services; and 23% of survivors who requested legal services did not receive these services.**
- **Abuse/sexual assault services had the lowest percentage of survivors who did not receive the service (9%)** (not shown).
- **Tracking service outcomes was challenging**, indicated by the number of survivors for whom the service outcome was unknown.

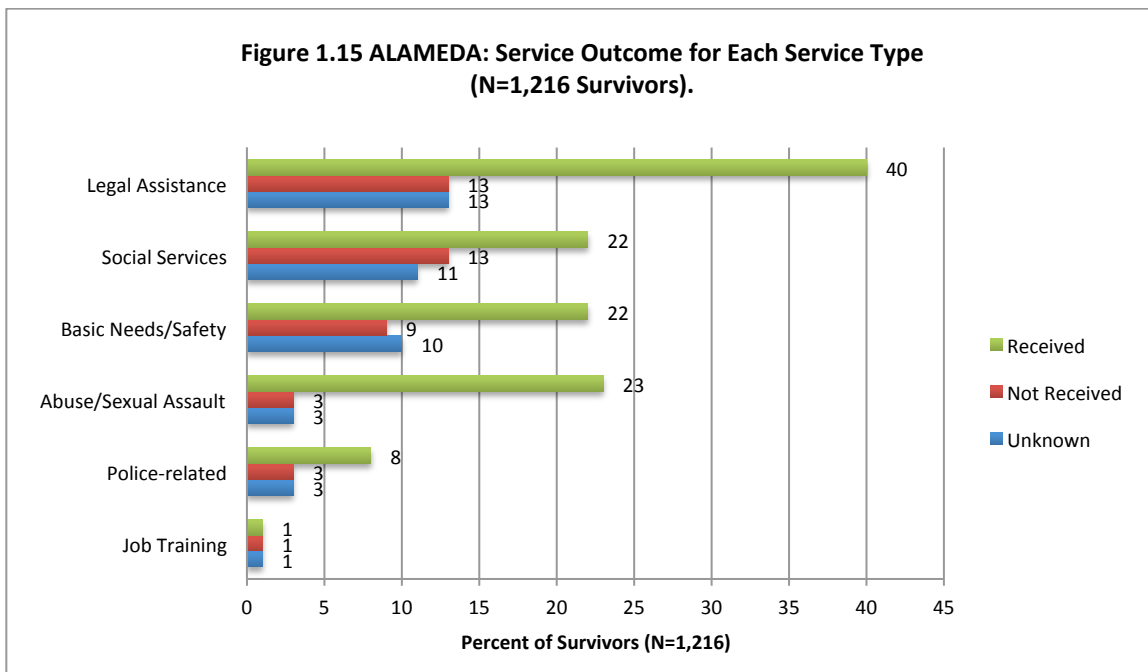


Table 1.21 ALAMEDA: Total Unduplicated Count of Survivors' Service Types REQUESTED and Service Outcome (RECEIVED, Not RECEIVED, or Unknown Status), July 2010-June 2012 (N=1,216 Survivors).

Service Types	Service REQUESTED		Service RECEIVED		Not RECEIVED		Unknown Status	
	Unduplicated Count of Survivors	% of 1,216 Survivors	Unduplicated Count of Survivors	% of 1,216 Survivors	Unduplicated Count of Survivors	% of 1,216 Survivors	Unduplicated Count of Survivors	% of 1,216 Survivors
Legal Assistance	725	60%	492	40%	164	13%	156	13%
Social Services	486	40%	264	22%	158	13%	130	11%
Basic Needs/Safety	427	35%	265	22%	109	9%	117	10%
Abuse/Sexual Assault	348	29%	285	23%	32	3%	41	3%
Police-related	170	14%	101	8%	33	3%	41	3%
Job Training/Employment	14	1%	9	1%	3	<1%	3	<1%

Survivors could request multiple services as well as the same service more than once with a different outcome; therefore, "service received", "not received" and "unknown" rows do not add up to "service requested".

Table 1.22 presents **Sonoma's service outcome data**. Due to the small numbers, percentages were not used in the table. Service needs are rank ordered by rows from those requested by the greatest number of survivors to the fewest.

- Looking down the "Unable to address need" column, based on unduplicated counts of survivors, the **greatest number of survivors (n=37) were unable to receive child support/visitation services**.

The next two columns, "Provided Service" and "Made Referral, or Made Referral and Provided Service" were mutually exclusive categories. Here, it is interesting to note what type of services were provided strictly at the Family Justice Center (indicated by "Provided Service") and those that incorporated a referral.

- Services that were provided primarily at the Family Justice Center** included talking to someone about domestic violence, child support/visitation, other services, and divorce/dissolution.
- Services that were provided by both the Family Justice Center and a referral source** included temporary restraining order assistance, immigration, law enforcement, assistance from the prosecutor, food, and transportation.
- Services that were provided primarily by the referral source** included counseling, counseling for children, housing/shelter, medical assistance, public assistance, and job training.
- Numbers are too small to conduct any further comparisons, but it is clear that the potential to document which services have the highest unmet need, and/or which service provision methods the highest rate of completion.

Table 1.22 SONOMA: Services NEEDED and Service OUTCOMES (Unable to Address, Service Provided, Made Referral, or Other), September 2011-June 2012 (N=590 Survivors).

Service	Unduplicated Count of Survivors who NEEDED the Service	Unable to Address Need	Provided Service	Made Referral, or Made Referral and Provided Service	Other
Temporary Restraining Order	267	6	182	64	14
Talk to Someone About Domestic Violence	164	--	156	8	--
Counseling	157	8	1	146	2
Child Support/Visitation	111	37	74	--	--
Immigration	65	2	50	12	1
Other services	61	2	59	--	--
Counseling for Child	41	--	4	37	3
Housing/Shelter	35	1	2	32	--
Law Enforcement	35	--	12	21	2
Divorce/Dissolution	23	2	21	0	0
Assistance from Prosecutor	21	1	5	15	0
Food	12	--	7	5	--
Transportation	9	--	6	2	1
Medical Assistance	7	--	1	6	--
Public Assistance	7	--	--	6	1
Job Training	6	--	--	6	--
Military Assistance	1	0	--	--	--

Challenges/Limitations of the Administrative Data

- A reliable strategy is needed to document and count the **number of children served and identify the services individual children received** to comprehensively present the work that Family Justice Centers do. This will likely require adapting existing database systems, when possible, or creating a separate database to collect this information that then needs to be confidentially linked to individual survivors.
- Management information systems in the form of computerized databases can serve many purposes, from tracking clients to measuring outcomes. However, not all database systems have been designed to allow for **easy reporting out of data using desired criteria**. Some of the existing database systems appear to have flexible strategies to “query” the data, but not all desired criteria can be utilized in the query. Nor do all systems allow for **easy exporting of data** for a more comprehensive analysis. Both issues were encountered in this project. This limited the amount and type of data available for this report.
- It is informative to be able to **identify the reasons for seeking services linked with services received, and if not received, reasons services were not received**. This data was captured at 2 of the 4 sites. Identifying and documenting at least some of the more common reasons for not receiving

services in the same way across sites could be valuable information in documenting unmet service needs; this in turn is valuable information when seeking funding.

- Another challenge was the **different terminology to identify services used across sites**. This prohibited the ability to compare service needs and services utilized across sites because it was unclear if a particular service was unavailable or available but not counted.

Recommendations for Future Evaluations

- **Family Justice Centers may want to consider creating a “codebook” that identifies a short list of data elements and how they are defined that all Family Justice Centers could collaboratively design and agree to collect.**

A list of common definitions for the most important data elements could be helpful in tracking key elements including survivor characteristics, ongoing service provision, and outcomes of Family Justice Centers. This work could build on existing work, such as:

(1) Saltzman et al.’s (1999, 2002)⁹ Centers for Disease Control and Prevention’s report on uniform definitions and recommended data elements, which does an excellent job defining specific types of violent, survivor characteristics, and incident characteristics, but does not address services;

(2) The Violence Against Women Act STOP reporting requirements¹⁰ present a beginning list of service types from which to build;

(3) The National Network to End Domestic Violence¹¹ has additional service-related data elements, including specific types of services and why services were not received, to identify and document unmet requests for services, that could be very informative in a Family Justice Center setting;

(4) The *Evaluability Assessment of the President’s Family Justice Center Initiative*¹² includes a complete logic model with well defined outputs and outcomes at the individual client level, the community level, and the systems level; and

(5) The Problem-Oriented Guides for Police Problem-Specific Guides Series No. 45 on Domestic Violence¹³ also has suggestions on ways to measure domestic violence as a problem as well as process and impact measures.

- **Carefully documenting and examining “reasons for seeking services” and “services received” with a common list of services** for individual clients within and across Family Justice Centers could provide valuable evidence of the process of co-location, and could also be linked to outcome data to determine any relationship between services sought/received and eventual outcomes.

It would be particularly valuable for future evaluations of more than one Family Justice Center site for comparative purposes, but also to be able to “add up” service need areas across Family Justice

⁹ Saltzman, L.E., Fanslow, J.L., McMahon, P.M., Shelley, G.A. (2002). *Intimate Partner Violence Surveillance: Uniform definitions and recommended data elements, Version 1.0*. Atlanta, GA: National Center for Injury Prevention and Control, Centers for Disease Control and Prevention.

¹⁰ Muskie School of Public Service, University of Southern Maine (n.d.). S*T*O*P Violence Against Women Formula Grants All States -2010 Reporting Period. VAWA Measuring Effectiveness Initiative.

¹¹ National Network to End Domestic Violence (2011). *Domestic Violence Courts 2010: A 24-Hour Census of Domestic Violence Shelters and Services*. Washington, DC: National Network to End Domestic Violence.

¹² Townsend, M., Hunt, D., & Rhodes, W. (2005). *Evaluability Assessment of the President’s Family Justice Center Initiative*. Cambridge, MA: Abt Associates, Inc.

¹³ Sampson, Rana (2007). Domestic Violence. Problem-Oriented Guides for Police, Problem-Specific Guides Series, Guide No. 45. Washington, D.C.: U.S. Department of Justice, Office of Community Oriented Policing Services.

Center sites to build evidence for specific service needs. The VAWA STOP grant reports and the Domestic Violence Count by the National Network to End Domestic Violence present potentially useful ways to collect this information. An additional value in building from existing work is the ability to then compare Family Justice Center data with national data.

- **The Family Justice Center Alliance and/or a cooperative group of Family Justice Centers may want to consider creating a “data sharing warehouse” in which regular brief reports (quarterly or biannually) that include de-identified data from local Family Justice Centers could be submitted.**

These brief reports could consist of unduplicated counts of outputs (survivors coming to centers, having specific service needs, and services received) of de-identified data. These “service output” reports could then be available to other local sites to get a sense of any patterns in local or regional service needs, as well as to document the overall momentum of the work of Family Justice Centers on a broader regional and/or national scale. Ideally, the existing local database systems would allow the counts for these reports to be produced almost instantaneously. Submitting these de-identified reports to a centralized warehouse could then provide immediate dissemination via an online source such as the Family Justice Center Alliance library, or other available social media outlets for broader dissemination.

Section 2. Criminal Justice Outcome Data Small Study Results¹

Evaluation Objective 1: *Identify if co-location of services meets the needs of victims through increased access to and utilization of domestic violence services.*

Summary of Results: *The results of this small study suggest that for these 120 Family Justice Center cases that included criminal justice case processing, benchmarks identified in existing research were met for court case filing, misdemeanor vs. felony filing status, conviction rates, and dismissal rates and sometimes exceeded. These results suggest potentially promising results that Family Justice Centers can meet the needs of victims through effective handling of criminal justice cases, however, this can only be determined in a future study that includes a larger well validated sample.*

Discussion of Main Findings and Current Research: *Based on this sample of 120 Family Justice Center cases that also had a police report from 4 Family Justice Center Pilot sites:*

- ✓ *Just under half of domestic violence cases (43%) were filed in court. While no set standard exists, this is somewhat below the average arrest prosecution rate of 64% found in a 2009 NIJ report that reviewed 120 studies in 44 states.²*
- ✓ *Three times as many misdemeanor arrests were filed compared to felonies (76% vs. 24%); this is similar to a 2009 profile of intimate partner violence cases in 16 large urban counties in which 81% of cases were filed as misdemeanors.³*
- ✓ *About two thirds of cases filed (68%) resulted in a conviction; this is well above the average of about 50% reported in other studies of domestic violence cases,⁴ and it is also above the 56% conviction rate found in the study of 16 large urban counties.⁵*
- ✓ *Ten percent of cases were dismissed; this is well below the 33% dismissal rate found in the study of 16 large urban counties.⁶*

Key Findings

Filing rates for misdemeanor and felony cases at arrest and court case filing were as follows:

- **Combining the cases across the 4 sites, there were almost twice as many misdemeanor domestic violence arrests compared to felony arrests across the 120 cases**, with 62% of arrests at the misdemeanor level and 38% at the felony level (N=120).

However, two distinct patterns of misdemeanor and felony arrest rates emerged within the 4 sites. In Alameda and Sonoma, a much greater percentage of cases were misdemeanors (about three quarters) compared to felonies (about one quarter). In Anaheim and San Diego, the rate of

¹ In this section, we will use the term “victim” rather than “survivor” or “clients”. This is because we are discussing data from the criminal justice system in which the term “victim” is used to describe a person against whom an alleged crime occurred and a criminal case is being pursued.

² Klein, A. R. (2009). *NIJ Special Report: Practical Implications of Current Domestic Violence Research: For Law Enforcement, Prosecutors and Judges*. Washington, DC: U.S. Department of Justice, Office of Justice Programs, National Institute of Justice. NCJ 225722.

³ Smith, E. L. & Farole, Jr., D. J. (2009). *Bureau of Justice Statistics Special Report: State Court Processing Statistics - Profile of Intimate Partner Violence Cases in Large Urban Counties*. Washington, DC: U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics. NCJ 228193.

⁴ See footnote 2.

⁵ See footnote 3.

⁶ See footnote 3.

misdemeanor and felony arrests was more evenly dispersed across the two, but with the greatest percentage of arrests at the felony level rather than the misdemeanor level.

- **Across all 120 cases, a somewhat higher percentage of cases were *not* filed in court (57%) compared to cases that *were* filed in court (43%).**

A higher percentage of cases were *not* filed in court at three of the sites (Anaheim, San Diego, and Sonoma), **with one site with a slightly higher percentage of cases that *were* filed in court** (Alameda). Anaheim and Sonoma had similar filing rates, with 47% and 43% of their cases filed in court, respectively. San Diego had the lowest percentage of cases filed in court (27%). The highest percentage of cases was filed in Alameda (53%).

Across the 4 Family Justice Center pilot sites, among the 51 cases filed in court, **there were three times as many court filings at the misdemeanor level (76%) compared to at the felony level (24%).**

The pattern of misdemeanor versus felony rates of court case filings at each of the 4 Family Justice Center pilot sites was similar with the largest majority of cases, ranging from two thirds to all cases filed in court being misdemeanors.

The rate of misdemeanors filed in court ranged from a low of 62% at Alameda, to a high of 100% at Sonoma. Anaheim and San Diego had similar misdemeanor court filing rates, with 71% and 75% respectively.

The rate of felonies filed in court ranged from a low of 0 in Sonoma to a high of 38% in Alameda. Anaheim and San Diego were in the middle with 29% and 25% of felonies filed in court, respectively.

Conviction rates were as follows:

- Across the 4 Family Justice Center pilot sites, **convictions constituted the largest category of cases by far (68%) among cases that were filed in court** (N=51). A low percentage of cases were dismissed (10%), or had had some other type of case outcome (6%) (for two cases, probation was restored and for a third, an arrest warrant was issued).

Conviction rates at each of the 4 Family Justice Center pilot sites were similarly high, ranging from two thirds (63%) to all cases filed in court (100%) resulting in convictions. For Alameda, there was a 63% conviction rate (5 out of 8 cases). Conviction rates were progressively higher at the remaining three Family Justice Center sites, with 77% in Sonoma, 86% in Anaheim, and 100% in San Diego.

Across the 4 Family Justice Center pilot sites, **there were about three times as many convictions that were misdemeanors (71%) compared to felonies (28%)** (N=35).

A similar pattern of about two thirds felony convictions and one third misdemeanor convictions held at 3 of the 4 Family Justice Center sites, ranging from 67% misdemeanor convictions in Anaheim, to 75% in San Diego, and 100% in Sonoma, although numbers of cases are small.

Dismissal rates were as follows:

- Across the 4 Family Justice Center pilot sites, **a small group of cases resulted in a dismissal (10%) compared to convictions (68%) or other case outcomes (6%).**

Looking at dismissal rates across the 4 Family Justice Center pilot sites, **dismissal rates ranged**

from a low of no dismissals (San Diego) to a high of 23% of cases resulting in a dismissal (Sonoma). Alameda and Anaheim were similar with dismissal rates of 6% and 7% respectively, although this includes 50% of Alameda's cases still in the pending category.

- Small numbers notwithstanding, **thus far, all dismissals were misdemeanors across the 4 Family Justice Center sites.** Separate from dismissals, Alameda still had 8 cases pending for which conviction status was not established at the time of data collection. Among these 8 pending cases, 6 were misdemeanors and 2 were felonies.

Data Sources: Site-level access to police and district attorney databases

The data sources for this section were coordinated through the 4 pilot sites identified in Senate Bill 557 (Alameda, Anaheim, San Diego and Sonoma). Sites were asked to access the required data because evaluation resources did not support the evaluation team collecting the data. In order to collect the criminal justice data, two sites accessed the computer database maintained by the District Attorney's office (Sonoma and Alameda) and two sites accessed the computer database maintained by the police (Anaheim and San Diego).

The evaluators designed a one page "Criminal Justice Information Form" with 9 data elements to be collected on each case that corresponded to the required filing, conviction, and dismissal rates included in Senate Bill 557. The rationale for these data elements was to collect the best possible data that met the legislative requirements that would give the most comprehensive picture of each case, while also limiting the amount of data requested so that the data collection task would be feasible for the sites. The nine requested data elements for each criminal justice case included:

- ✓ Police report number
- ✓ Date of police report
- ✓ Date victim went to Family Justice Center in which the police report was noted
- ✓ Misdemeanor or felony status of domestic violence charge in the police report
- ✓ Whether the case was filed in court (yes/no)
- ✓ The misdemeanor or felony status of the court case
- ✓ The outcome of the court case (dismissed by judge, resulted in a conviction [pled guilty, found guilty, pled no lo contendere], resulted in an acquittal [defendant found not guilty], result is still pending, other result/please explain)
- ✓ Date case outcome/disposition occurred
- ✓ Any other information important to the case that evaluators should know

To select the most unbiased sample possible, sites were asked to select the first 30 Family Justice Center cases from July 1st, 2010 in which a police report was also filed (for Sonoma, the date was September 1st, 2011 due to their site not starting services until August 1st, 2011). This sampling strategy was developed after gathering the administrative data described in **Section 1** in which it was learned that the computerized databases typically included the police report number when there was one. Please note that a significant number of victims who come to Family Justice Centers are not pursuing a concomitant criminal justice case, making selection of cases for criminal justice review somewhat more complicated to carry out in a systematic manner.

A total of 30 cases per site was selected in order to keep the data collection task to a reasonable period of time for the sites and because an "N of 30" is a well accepted smallest possible group size in statistics. It goes without saying that much larger sample sizes would have been preferred, but were not possible

given the other data collection tasks in the evaluation. Having said that, this “small study” data collection approach was developed in order to collect the best data possible on a small number of cases first to determine if the data collection strategy itself would be doable, and second, to get a snapshot of what might be learned from the data provided. The data collection strategy was found to be feasible and for the most part, was successful in gathering as unbiased a sample of criminal justice cases as possible in which the victims also accessed Family Justice Center services.

It should be noted that this data is intended to present a general picture of filing, conviction, and dismissal rates as a pilot or trial run and should not be used to draw firm conclusions. This is in part due to the small sample sizes, but also due to the lack of resources needed for the evaluators to validate the data. We are grateful to the Family Justice Center staff that provided this data and believe this section presents a strong springboard from which larger evaluations of criminal justice data can be pursued.

The Sample of Criminal Justice Cases

The sample was comprised of 30 cases from each of the 4 Family Justice Center pilot sites for a total of 120 cases, as shown in **Table 2.1**. As discussed in the **Data Sources** section above, case selection began from Family Justice Center cases recorded in the administrative database from July 1st, 2010 for all sites except Sonoma, which began collecting cases as of September 1st, 2011.⁷

Table 2.1 Sample Size and Date Range for Criminal Justice Data at 4 Pilot Sites (N = 120 cases).

Family Justice Center Site	Sample Size	Total Time Frame for Collection of Cases	Date of First Case to Date of Last Case (Based on Date of Family Justice Center Visit)	
			Start Date	End Date
Alameda	30	18 months	12-20-10	6-19-12
Anaheim	30	48 days	8-03-10	9-20-10
San Diego	30	8 days	7-19-10	7-27-10
Sonoma	30	40 days	9-01-11	10-11-11
TOTAL	120 cases	8 days to 18 months	July to December 2010	July 2010 to June 2012

The **total time frame for collection** of the 30 cases varied from a **low of 8 days** in San Diego to a **high of 18 months** in Alameda.⁸ Three of the Family Justice Centers (Anaheim, San Diego, and Sonoma) had relatively short time frames to identify 30 Family Justice Center cases that also had police reports, and one site (Alameda) had a considerably longer time frame. This difference could be due to a higher

⁷ This results in a “sampling frame” of Family Justice Center cases that also had a police report, which was the sampling frame implied in Senate Bill 557. This is in contrast to a “sampling frame” of police report cases that also visited the Family Justice Center. Both would be worthwhile research endeavors, but answer different questions.

⁸ The date reflects when victims came to the Family Justice Center and not the police report date to coincide with the sampling frame.

number of police referral of victims to specific Family Justice Centers, or it could be due to different record-keeping practices or different data retrieval capabilities.

With this information in mind, the utility of the data is to establish potential trends, because the level of bias in the sample cannot be definitively determined. Based on the shorter time frames from first to last case selection, less potential for a biased sample is suggested at three of the sites. The level of potential bias in the Alameda sample that had a longer time frame for case selection is unknown.

Filing Rates for Misdemeanor and Felony Cases

Table 2.2 displays the **misdemeanor and felony status of the domestic violence charge at arrest** for the 120 cases across the 4 Family Justice Center pilot sites. **Figure 2.1** presents the same data in bar graph format.

Table 2.2 Misdemeanor or Felony Status of Domestic Violence Charge in Police Report (N = 120 cases).

	Alameda		Anaheim		San Diego		Sonoma		TOTAL	
Misdemeanor	80%	24	47%	14	43%	13	77%	23	62%	74
Felony	20%	6	53%	16	57%	17	23%	7	38%	46
Total	100%	30	100%	30	100%	30	100%	30	100%	120

- **Combining the cases across the 4 sites, there were almost twice as many misdemeanor domestic violence arrests compared to felony arrests across the 120 cases**, with 62% of arrests at the misdemeanor level and 38% at the felony level (N=120).
- **However, two distinct patterns of misdemeanor and felony arrest rates emerged within the 4 sites.** In Alameda and Sonoma, a much greater percentage of cases were misdemeanors (about three quarters) compared to felonies (about one quarter). In Anaheim and San Diego, the rate of misdemeanor and felony arrests was more evenly dispersed across the two, but with the greatest percentage of arrests at the felony level rather than the misdemeanor level.
- **Felony arrest rates ranged from a low of 20%** in Alameda and 23% in Sonoma to a **high of 53%** in Anaheim and **57%** in San Diego.
- **Future evaluations should explore whether these different patterns of misdemeanor and felony arrest rates occur when examining larger samples of cases from multiple Family Justice Center sites.** If these patterns persist, possible reasons for these differences could be explored. One hypothesis might be whether a relationship exists between governance structure of Family Justice Centers (police vs. district attorney) and criminal justice processing of cases, and possible reasons for any differences. For example, Anaheim and San Diego are both police-led Family Justice Centers, and Alameda and Sonoma are associated with the District Attorney's office. Differences in criminal justice case processing could be due to different referral rates of cases at particular stages of the criminal justice system (at arrest for the police-led sites and after arrest for the District Attorney-led sites). Identifying whether this is occurring could help Family Justice Centers "counter" this by increasing access efforts at other referral sources.

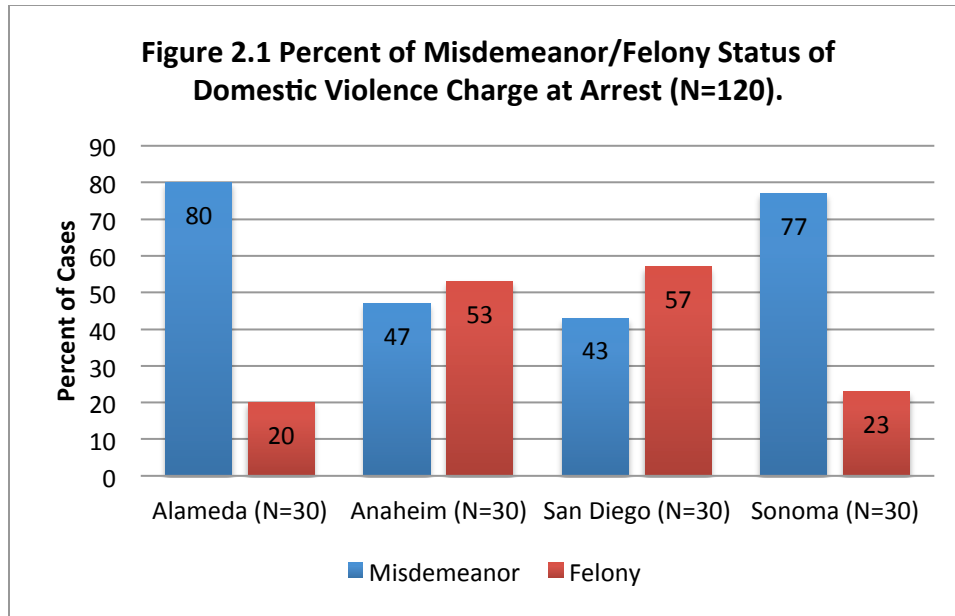


Table 2.3 presents the **filing rates in court** for the 120 cases from the 4 Family Justice Center pilot sites (N=120), including both misdemeanors and felonies. **Figure 2.2** presents the same data visually.

Table 2.3 Was the Arrest Filed in Court (N = 120 cases).

	Alameda		Anaheim		San Diego		Sonoma		TOTAL	
Yes	53%	16	47%	14	27%	8	43%	13	43%	51
No	47%	14	53%	16	73%	22	57%	17	57%	69
Total	100%	30	100%	30	100%	30	100%	30	100%	120

- **Across all 120 cases, a somewhat higher percentage of cases were *not* filed in court (57%) compared to cases that *were* filed in court (43%).**
- **A higher percentage of cases were *not* filed in court at three of the sites (Anaheim, San Diego, and Sonoma), with one site with a slightly higher percentage of cases that *were* filed in court (Alameda).** Anaheim and Sonoma had similar filing rates, with 47% and 43% of their cases filed in court, respectively. San Diego had the lowest percentage of cases filed in court (27%). The highest percentage of cases was filed in Alameda (53%).
- **It is important to note that not all Family Justice Center cases are pursued in the criminal justice system.** Alameda, in particular, had a very low number of survivors who had a concomitant court case compared to the other sites, and also had a different pattern of court case filings compared to the other sites. A more thorough analysis is needed to draw any firm conclusions from this data to definitely determine whether different patterns of court case filings exist across different Family Justice Centers, and if so why. The value in this analysis is pointing out this potential question for future study. **The main question of interest for future evaluations is whether Family Justice Center involvement contributes to higher court case filing rates, and if so, how that occurs, and ultimately, whether this contributes to greater safety and well-being for survivors.**

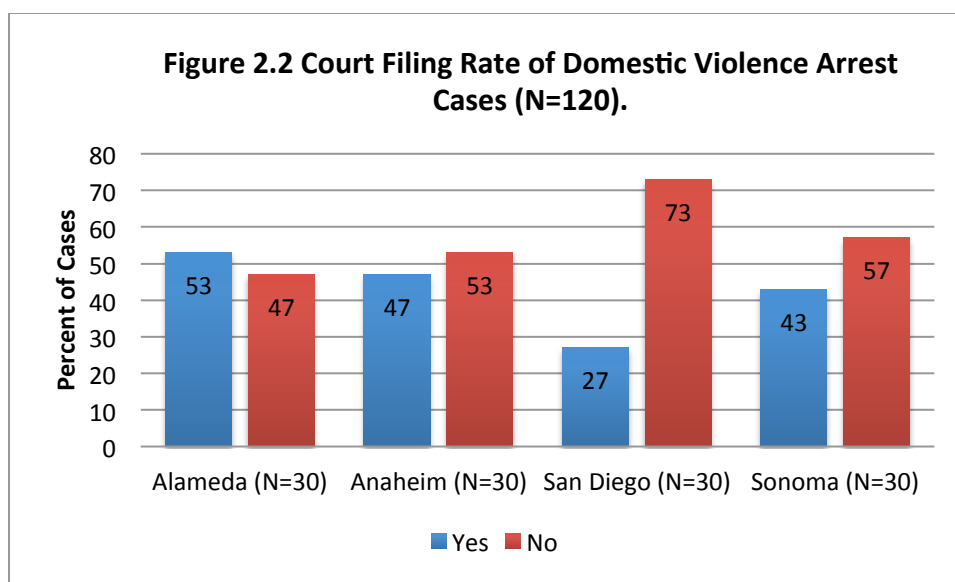
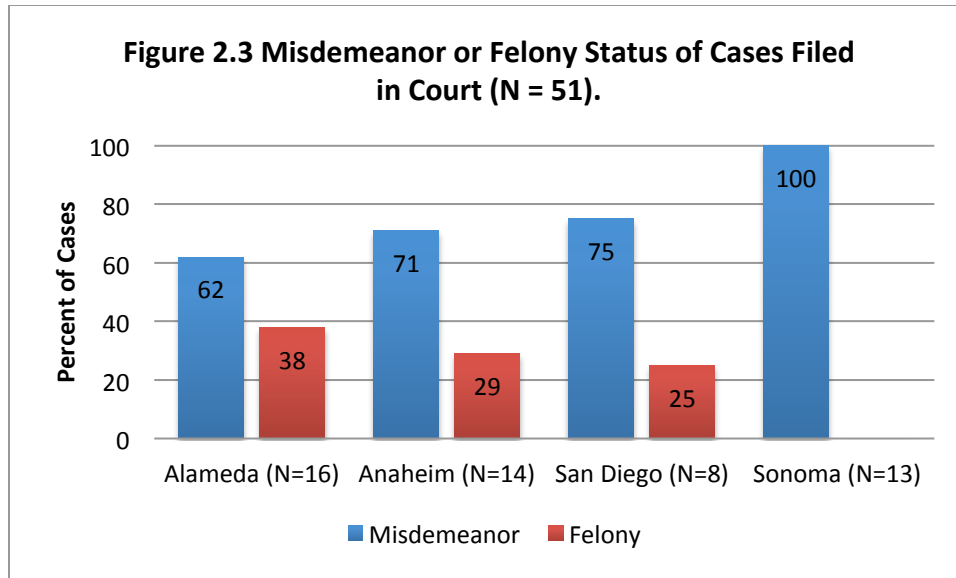


Table 2.4 presents the **misdemeanor and filing rates for the 51 cases filed in court** from the 4 Family Justice Center pilot sites (N=51). **Figure 2.3** presents the same data visually.

Table 2.4 Misdemeanor or Felony Status of Cases Filed in Court (N = 51 cases).

	Alameda		Anaheim		San Diego		Sonoma		TOTAL	
Misdemeanor	62%	10	71%	10	75%	6	100%	13	76%	39
Felony	38%	6	29%	4	25%	2	--	--	24%	12
Total	100%	16	100%	14	100%	8	100%	13	100%	51

- **Across the 4 Family Justice Center pilot sites, there were three times as many court filings at the misdemeanor level (76%) compared to at the felony level (24%).**
- **The pattern of misdemeanor versus felony rates of court case filings at each of the 4 Family Justice Center pilot sites was similar** with the largest majority of cases, ranging from two thirds to all cases filed in court being misdemeanors.
- **The rate of misdemeanors filed in court ranged from a low of 62% at Alameda, to a high of 100% at Sonoma.** Anaheim and San Diego had similar misdemeanor court filing rates, with 71% and 75% respectively.
- **The rate of felonies filed in court ranged from a low of 0 in Sonoma to a high of 38% in Alameda.** Anaheim and San Diego were in the middle with 29% and 25% of felonies filed in court, respectively.
- **Future evaluations should examine whether different filing rates based on the misdemeanor or felony status of domestic violence cases occur in larger sample sizes, and if so, reasons why.** Again, a key aspect of this question is whether safety and well-being of survivors is impacted differentially based on misdemeanor or felony status of the case, whether the case is filed in court or not, and the survivor's involvement (or not) in Family Justice Center services.



Conviction Rates for Misdemeanor and Felony Cases

Table 2.5 presents the **percent of cases with convictions versus other types of case outcomes** for the 51 cases filed in court from the 4 Family Justice Center pilot sites (N=51). Figure 2.4 presents the same data visually.

Table 2.5 Final Outcome for Cases Filed in Court (N = 51 cases).

	Alameda		Anaheim		San Diego		Sonoma		TOTAL	
Conviction	31%	5	86%	12	100%	8	77%	10	68%	35
Dismissed	6%	1	7%	1	--	--	23%	3	10%	5
Acquittal	--	--	--	--	--	--	--	--	--	--
Pending	50%	8	--	--	--	--	--	--	16%	8
Other	13%	2	7%	1	--	--	--	--	6%	3
Total	100%	16	100%	14	100%	8	100%	13	100%	51

- **Across the 4 Family Justice Center pilot sites, convictions constituted the largest category of cases by far (68%) among cases that were filed in court (N=51).** A low percentage of cases were dismissed (10%), or had had some other type of case outcome (6%) (for two cases, probation was restored and for a third, an arrest warrant was issued).
- If “pending” cases are removed from the percentages, **conviction rates at each of the 4 Family Justice Center pilot sites were similarly high, ranging from two thirds (63%) to all cases filed in court (100%) resulting in convictions.** For Alameda, eliminating the pending cases resulted in a 63% conviction rate (5 out of 8 cases; Figure 2.4 percentages include the pending cases). Conviction rates were progressively higher at the remaining three Family Justice Center sites, with 77% in Sonoma, 86% in Anaheim, and 100% in San Diego.
- **Future evaluations should examine conviction rates on larger samples of cases within and across Family Justice Centers, and in comparison to domestic violence cases not**

associated with Family Justice Center centers, to determine any differences in conviction rates versus dismissal rates. Again, the outcome of interest is safety of survivors and whether this varies within and across Family Justice Center sites, and by Family Justice Center involvement vs. no Family Justice Center involvement.

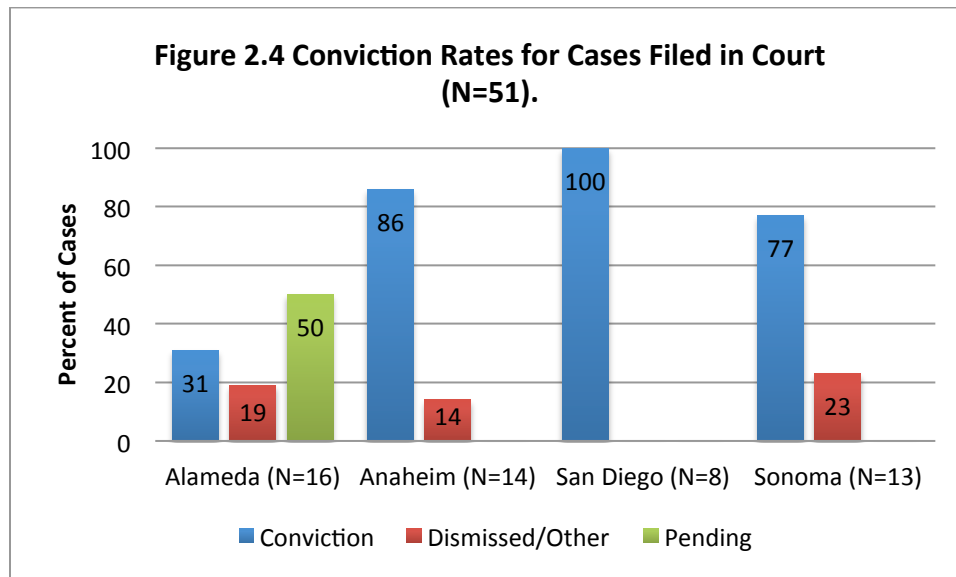


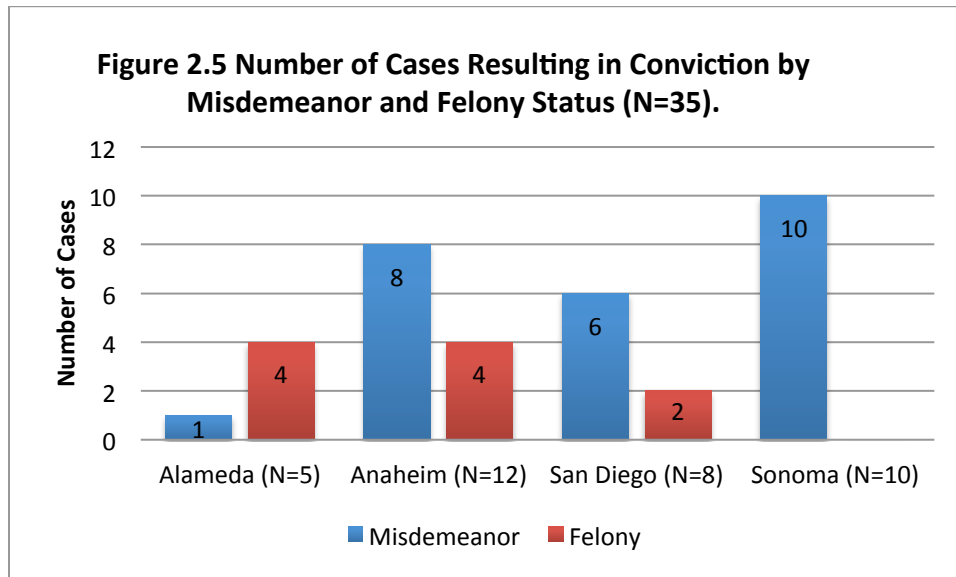
Table 2.6 presents the number and percent of cases with convictions by misdemeanor and felony status for each of the 4 Family Justice Center pilot sites for the 35 cases that resulted in a conviction (N=35). Figure 2.5 presents the same data visually. Due to the small number of cases, the number of cases is presented in Figure 2.5 rather than the percent of cases.

Table 2.6 Conviction Rates by Misdemeanor/Felony Status of Cases Filed in Court (N = 35 cases).

Conviction	Alameda		Anaheim		San Diego		Sonoma		TOTAL	
Misdemeanor	20%	1	67%	8	75%	6	100%	10	71%	25
Felony	80%	4	33%	4	25%	2	--	--	29%	10
Total	100%	5	100%	12	100%	8	100%	10	100%	35

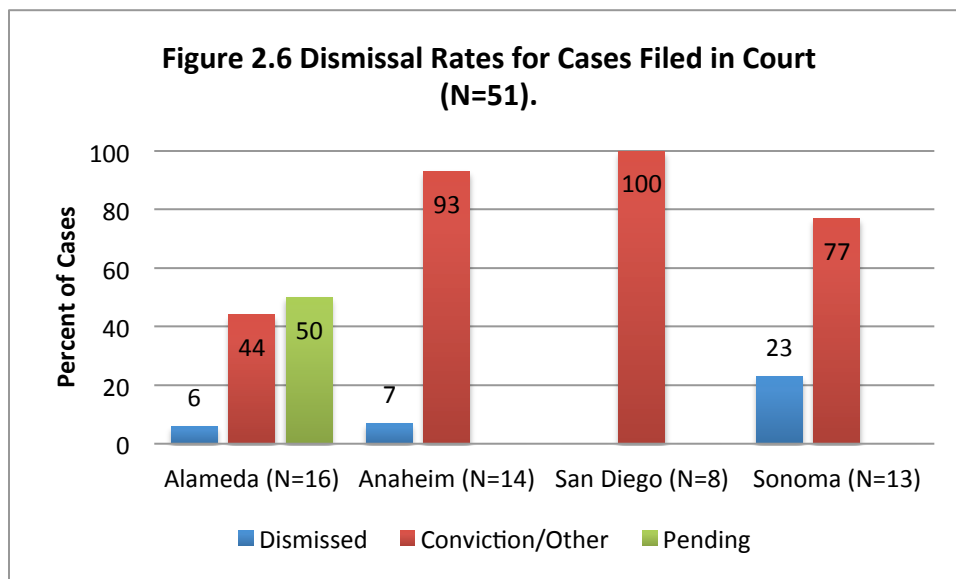
- Across the 4 Family Justice Center pilot sites, there were about three times as many convictions that were misdemeanors (71%) compared to felonies (29%) (N=35).
- A similar pattern of about two thirds felony convictions and one third misdemeanor convictions held at 3 of the 4 Family Justice Center sites, ranging from 67% misdemeanor convictions in Anaheim, to 75% in San Diego, and 100% in Sonoma, although numbers of cases are small.
- Alameda was the one exception, in which three quarters of convictions were misdemeanors and the other one quarter were felonies.
- Future evaluations should examine misdemeanor versus felony conviction rates on larger samples of cases within and across Family Justice Centers, and in comparison to domestic violence cases not associated with Family Justice Center centers, to determine any differences in conviction rates for misdemeanors versus felony cases. Again, the outcome of interest is safety of survivors and whether this varies within and across Family

Justice Center sites, and by Family Justice Center involvement vs. no Family Justice Center involvement.



Dismissal Rates for Misdemeanor and Felony Cases

Figure 2.6 presents the percent of cases with dismissals versus other case outcomes (conviction, other outcome, and pending) for the 51 cases filed in court from the 4 Family Justice Center pilot sites (N=51). Table 2.5 is presented again because it includes the detail for this data.



- Across the 4 Family Justice Center pilot sites, a small group of cases resulted in a dismissal (10%) compared to convictions (68%) or other case outcomes (6%).
- Looking at dismissal rates within the 4 Family Justice Center pilot sites, dismissal rates ranged from a low of no dismissals (San Diego) to a high of 23% of cases resulting in a

dismissal (Sonoma). Alameda and Anaheim were similar with dismissal rates of 6% and 7% respectively, although this includes 50% of Alameda's cases still in the pending category.

(Previously Presented) Table 2.5 Final Outcome for Cases Filed in Court (N = 51 cases).

	Alameda		Anaheim		San Diego		Sonoma		TOTAL	
Dismissed	6%	1	7%	1	--	--	23%	3	10%	5
Conviction	31%	5	86%	12	100%	8	77%	10	68%	35
Acquittal	--	--	--	--	--	--	--	--	--	--
Pending	50%	8	--	--	--	--	--	--	16%	8
Other	13%	2	7%	1	--	--	--	--	6%	3
Total	100%	16	100%	14	100%	8	100%	13	100%	51

The overall number of dismissed cases was very low, totaling 5 cases across the 4 Family Justice Center sites. Table 2.7 presents the number of cases dismissed by misdemeanor and felony status. No figure is presented for this data due to the small numbers.

Table 2.7 Dismissals by Misdemeanor/Felony Status of Cases Filed in Court (N = 5 cases).

Dismissals	Alameda		Anaheim		San Diego		Sonoma		TOTAL	
Misdemeanor	1	100%	1	100%	--	--	3	100%	5	100%
Felony	--	--	--	--	--	--	--	--	--	--
Total	1	100%	1	100%	0	100%	3	100%	5	100%

- Small numbers notwithstanding, **thus far, all dismissals were misdemeanors across the 4 Family Justice Center sites.** Alameda still had 8 cases pending for which conviction status was not established at the time of data collection. Among these 8 pending cases, 6 were misdemeanors and 2 were felonies.
- Future evaluations should examine misdemeanor versus felony dismissal rates on larger samples of cases within and across Family Justice Centers, and in comparison to domestic violence cases not associated with Family Justice Center centers, to determine any differences in dismissal rates for misdemeanors versus felony cases.** Again, the outcome of interest is safety of survivors and whether this varies within and across Family Justice Center sites, and by Family Justice Center involvement vs. no Family Justice Center involvement.

Challenges/Limitations of the Criminal Justice Data

- Small sample sizes and potential selection bias are both limitations of this data. Efforts were made to instruct sites to collect as unbiased a sample as possible, based on the date that victims came to the Family Justice Center, and then selecting cases in which a police report number was known. This strategy was feasible, but to be properly validated, would have required more detailed documentation than was possible with available staff resources in this evaluation. As it was, sites reported data collection for this section taking as much as 12 hours of staff time.
- ✓ Preferred documentation would have included a complete list of all cases in chronological order by date of visit to the Family Justice Center, followed by a thorough investigation of whether a police report was linked to that case or not, and which database(s) were checked. Ideal documentation would also include the number of cases "skipped" due to no police report information and the number of cases selected. Future research could follow this strategy for a

carefully selected unbiased sample of Family Justice Center cases that also has criminal justice involvement; the two primary barriers are allocation of sufficient staff resources to carry out this strategy, and allocating staff with appropriate access to the required databases.

- ✓ This strategy could also set the stage to be able to draw a representative sample of Family Justice Center cases that don't have criminal justice involvement.
- ✓ Examination of the trajectory of Family Justice Center involvement and outcomes in unbiased samples constructed in this manner would be a valuable next step to determining the effectiveness of Family Justice Centers.
- Particularly in the case of domestic violence cases, special attention is also needed when considering the sampling frame (or all cases from which a study sample are drawn). Two key considerations come into play when selecting the sampling frame:
 - ✓ First, an understanding of the multiple stages of the criminal justice process so that results are not misinterpreted (a study drawn from domestic violence arrests cannot be said to improve domestic violence in a community because it was not drawn from all domestic violence cases in the community);
 - ✓ Second, the well known occurrence of unreported domestic violence also needs to be considered, in which it is thought that anywhere from 40% to 80% of domestic violence incidents go unreported to police.⁹
 - ✓ To address these issues, care needs to be taken in how the results are stated, and an acknowledgement of the limitations of the results based on the sampling frame also need to be clearly stated.

Recommendations for Future Evaluations

- The experience of identifying cases from the Family Justice Center databases that also have police reports (rather than the reverse) highlights the potential to answer a number of important questions related to victim access to Family Justice Centers if this data were to be collected and analyzed on a larger scale including:
 - ✓ What is the proportion of Family Justice Center cases by referral source (such as police, district attorney, community)? Does this proportion reflect what we would expect based on other available data sources? Do victim outcomes differ by referral source, and if so, how?
 - ✓ Are domestic violence victims with and without police involvement receiving equal access to the Family Justice Center?
 - ✓ Does governance structure of Family Justice Centers impact victim access, and if so, how?
- The filing, conviction, and dismissal rates data presented in this section are all important factors to consider when examining how victims experience Family Justice Centers and associated outcomes of victim safety and well-being. There is much that can be learned about the process and effectiveness of Family Justice Centers with a larger, representative sample of cases. The case selection process suggested and the data collection form utilized here worked well for the present study, and could feasibly be adapted for utilization in future evaluations.

⁹ Klein, A. R. (2009), footnote 2.

Section 3. Impacts of Co-Located Multi-Agency Services for Survivors and their Children¹

Evaluation Objective 2: Assess benefits of co-location of services and agency professionals to meet the needs of victims of domestic violence and sexual assault.

Summary of Results: Survivors benefited from co-location of services in two important ways: first, through five key supports to access, and second, through a multi-level comprehensive service approach. Five supports to survivor access to co-located multi-agency services were identified: having helpful (1), supportive (2), high quality services (3), along with other helpful qualities of Family Justice Centers (4), made it easy to come (5) to Family Justice Centers to receive services. Survivors also benefited from a comprehensive service approach that considered the context of a safe and supportive environment, an all-in-one service approach that included the therapeutic and legal needs of survivors, and individualized services that emphasized emotional support and survivors getting the help that they needed. These benefits combined to form a “whole system approach” that is greater than the sum of its parts. The importance of a supportive approach that integrates both legal and therapeutic needs of survivors in a multi-level approach that considers context, process, and individualized services has been identified in the research and was central in these findings. Partner agencies benefitted from the staffing structure of having the “right people” available onsite from various agencies, having a shared larger goal of focusing on the needs of victims and their safety, more efficient handling of cases, and through networking and a team approach with other partner agency staff. Suggested improvements included providing additional services, having more resources for survivors, conducting more outreach, improving the service provision process for staff, having more staff training and cross-training, and considering satellite locations. Potential best practices included strong leadership and collaboration skills of Family Justice Center Directors, as well as partner agencies working in the same direction and emphasizing relationship building. Benefits of co-location of services mirrored eight out of eleven of the Family Justice Center Alliance Guiding Principles.

Discussion of Main Findings and Current Research: Based on qualitative data that included 7 (out of 7) partner agency staff focus groups (100%), 9 (out of 9) survivor focus groups (100%), 122 (out of 128) client self-recordings (95%), and the online partner agency staff survey with 144 responses (where indicated):

- ✓ The importance of providing both emotional and tangible support in a non-judgmental way, suggested by this data, was also found in a study in which survivor well-being improved when this approach was used by family and friends.²
- ✓ Understanding the effects of intimate partner violence on their children can be one of the most powerful motivators for survivors to seek help.³ Survivors want to be given accurate information about how their children have been impacted, in a non-blaming and non-intrusive way.⁴
- ✓ Similar to the supportive approach found in this evaluation, research has identified the importance of encouragement from both formal sources of help, such as social service agencies and court

¹ In this section, we will use the term “survivors” rather than “victims” or “clients” because data was collected from men and women after they had received services for domestic violence.

² Goodkind, J.R., Gillum, T.L., Bybee, D.I., & Sullivan, C.M. (2003). The impact of family and friends’ reactions on the well-being of women with abusive partners. *Violence Against Women*, 9, 3, 347-373.

³ Randell, K.A., Bledsoe, L.K., Shroff, P.L., & Pierce, M.C. (2011). Mothers’ motivations for intimate partner violence help-seeking. *Journal of Interpersonal Violence*.

⁴ Zink, T., Elder, N., & Jacobson, J. (2003). How children affect the mother/victim’s process intimate partner violence. *Arch Pediatr Adolesc Med.*, 157, 587-592.

professionals, as well as informal sources, such as family and friends, among survivors who did seek help.⁵

- ✓ *Simultaneously addressing both legal and therapeutic needs as was found in this data was also highlighted in a study that identified consensus on a set of core services for survivors that also included both legal and therapeutic needs including 24-hour crisis services, legal advocacy, support groups, individual counseling, and emergency shelter.⁶*
- ✓ *Consideration of multi-level factors including contextual and individual needs is similar to a recent study which highlights the importance of considering both group-level factors as well as person-specific characteristics when analyzing the help-seeking behaviors of victims and survivors of domestic violence. The researchers also pointed out that integrated services were important in trauma-informed service provision.⁷*
- ✓ *These benefits of co-location of services for survivors illustrated Family Justice Centers being safety-focused, victim-centered, culturally competent, survivor-driven, relationship-based, kind-hearted, and empowering to survivors, as outlined in the Family Justice Center Alliance Guiding Principles.*
- ✓ *Online survey results⁸ identified potential best practices that included: (1) Family Justice Center Directors utilizing skills that demonstrate strong leadership, collaboration skills, and a passion for domestic violence prevention; (2) Partner agencies willing to work in the same direction and emphasize relationship building; (3) Partner agency staff also gave high ratings to Family Justice Centers having a positive effect on the future and partner agencies working together towards success. These potential best practices can be linked to a Family Justice Center process that is victim-centered, culturally competent, transformative, and relationship-based.⁹*

Key Findings

The following **5 supports for access** to Family Justice Center services were identified:

- When survivors were asked if anything made it difficult for them or others to come to the Family Justice Center, a large number reported that they encountered no difficulties in accessing Family Justice Centers. Through a combination of:
 - ✓ **Helpful referral sources** (including court, shelters, and police)
 - ✓ **High quality service provision** that included knowledgeable and friendly staff, getting specialized help, and fast effective service coordination

⁵ See footnote 3.

⁶ Macy, R.J., Giattina, M., Sangster, T.H., Crosby, C., Montijo, N.J. (2009). Domestic violence and sexual assault services: Inside the black box. *Aggression and Violent Behavior*, 14, 359-373.

⁷ Nurius, P.S., Macy, R.J., Nwabuzor, I., & Holt, V.L. (2011). Intimate partner survivors' help-seeking and protection efforts: A person-oriented analysis. *Journal of Interpersonal Violence*, 26, 3, 539-566.

⁸ Survey items were developed from Casey Gwinn with Gael Strack's (2010) *Dream Big: A Simple, Complicated idea to Stop Family Violence*, Tucson, AZ: Wheatmark.

⁹ The Family Justice Center Alliance Advisory Board has identified 11 *Family Justice Center Alliance Guiding Principles*. These four (victim-centered, culturally competent, transformative, and relationship-based) could be clearly linked to the survey data items.

- ✓ **Survivors feeling supported**, encouraged, welcomed, protected and safe, comfortable, and not being treated like a number, and
- ✓ **Other additional qualities of Family Justice Centers** including not turning anyone away, having food, easy parking and transportation assistance, and being centrally located
- ✓ All contributed to **making it easy for survivors** to come to Family Justice Centers.
- These **access supports** were derived from survivor interviews and focus groups from primarily **6 out of 8 Family Justice Centers**, totaling **84 unduplicated data sources**. Interview data from **both English-speaking and Spanish-speaking survivors** also contributed to these findings. In other words, these findings have a strong foundation of varied data sources across sites, survivors, and language of survivors (English and Spanish), suggesting their credibility.

The following **benefits of co-location of services for survivors** in Family Justice Centers were identified:

- In the client self-recordings and survivor focus groups, **survivors were asked what the biggest benefits of the Family Justice Center were for them or their children**. Partner agency staff were asked a similar question from their perspective. A total of **35 ways that survivors benefitted from co-location of services** were identified through an open coding process. Further analysis identified **5 related categories of how co-location of services benefitted survivors** as follows:
 - ✓ **Safe and supportive environment** (secure, supportive, and welcoming environment at the Family Justice Center)
 - ✓ **All-in-one location of services** (conveniently addressing multiple needs of survivors in one location)
 - ✓ **Both legal and therapeutic services** (high quality legal and therapeutic services in a continuum of care were addressed)
 - ✓ **Getting needed help and information** (getting questions answered, help filling out a form , or information about available services)
 - ✓ **Emotional support for survivors** (support for stress and depression, knowing they were not alone, learning to value themselves, taking the fear away, and bettering their situations)
- What appears to be noteworthy about Family Justice Center operations is the **simultaneous provision of services** in a **supportive environment, all in one location**, in which survivors are **getting the help and support that they need**. In other words, these **benefits combine to form a "whole system approach" that is greater than the sum of its parts**. Implementing one category of benefits would not be as effective without each of the other components.
- These findings were based on **134 unduplicated data sources from all 8 sites**. Data sources included all survivor focus groups, all partner agency staff focus groups, and 118 client self-recordings. A significant amount of data from both English-speaking and Spanish-speaking survivors also contributed to these findings. This suggests a **strong foundation for this data across sites and among both English-speaking and Spanish-speaking survivors**.

The following **benefits of co-location of services for partner agencies** were identified:

- In partner agency staff focus groups, partners were asked what the biggest benefits were for their agencies being at the Family Justice Center site. This resulted in **7 themes in 4 groups of benefits of co-location to agencies**, as follows:

- ✓ **Structure:** There was a strong focus on having all partner agencies co-located onsite, on a full-time basis as much as possible, having adequate staffing to handle walk-in's, incorporating volunteer staff, and having regular meetings to improve operations were all noted as a desirable structure for agencies.
- ✓ **Larger goals:** Key larger goals were focusing on the needs of the victim, sharing a focus on safety across all partner agencies, and "speaking louder with one voice".
- ✓ **Networking services faster/Team Approach/Relationship between agencies:** These three topics worked together to benefit partner agency staff by being able to provide faster networking for survivors, being more familiar with services other than their own, having a strong relationship with other partner agency staff by virtue of being onsite together and communicating more, and utilizing a team approach in a cooperative environment.
- ✓ **How cases are handled/Staff benefits:** Several benefits to partner agency staff as a consequence of co-location were identified, including less duplication of services, increased opportunity to deliver services, serving more clients, seeing the larger view of the case, being able to address more complicated issues, being more updated on the case status, better preparation of cases, and conducting better investigations. Other staff benefits included having space available for meeting and working, seeing survivors empower themselves, and liking the working environment of the Family Justice Center.
- These findings were based on 11 unduplicated data sources from 7 out of 8 sites (one site did not do a partner agency staff focus group and partner agency benefits did not emerge in their survivor focus group). A total of **18 ways that partner agencies benefitted from co-location of services** were identified through an open coding process. Data sources included all partner agency staff focus groups and half of survivor focus groups.

The following **suggestions to improve co-location of services for Family Justice Centers** were identified:

- Based on 14 unduplicated sources, **29 different suggestions of how to improve co-location of services at Family Justice Centers** were identified. These were thematically grouped into 6 categories, as follows:
 - ✓ **Improving services** by providing additional needed services for survivors and giving survivors more of an overview of services
 - ✓ **Conducting more outreach** to make survivors as well as schools, courts, police, shelters, and welfare offices more aware of Family Justice Center services
 - ✓ **Improving the process of service provision for staff** including better communication and coordination among partner agencies
 - ✓ **Considering satellite locations** or vans to transport survivors from outlying areas to a central location
 - ✓ **Having more staff training** and cross-training for partner agency staff and include survivors in training
 - ✓ **Making more resources available for survivors** such as creating a survivor community at the Family Justice Center, providing cell phones, or having food available in the waiting area

The **foundation for best practices** as defined by the **nature of service provision at Family Justice Centers** was explored with an instrument developed for this evaluation based on Gwinn & Strack's

(2010) key elements of successful Family Justice Center practice (the *Family Justice Center Environment Scale*). Sample sizes within Family Justice Center sites were not large enough to analyze differences on Family Justice Center Environment across sites. However, what this combined data (N=144) does suggest is the following:

- **Considerable leadership, collaboration skills, and a passion for domestic violence prevention** was noted by partner agency staff about their Directors.
- Also noted by partner agency staff about their Directors, but at somewhat lower rates, was **humility, a sense of humor, and the ability to forgive**.
- Partner agency staff didn't know if their Directors had a plan for the next Director, nor did they know if the Director had overcome violence and abuse in her/her own life.
- Partner agency staff rated themselves higher on working in the **Same Direction** (viewing the Family Justice Center as part of public safety or as a social service program), and **Relationship Building** (treating each other with respect), with somewhat lower scores on **Different Culture** items (listening to each other, regularly talking to one another, and working to find common ground).
- Partner agency staff were most familiar with the **strong relationship that their Family Justice Center had with domestic violence shelters**, but were less familiar with the relationship with domestic violence coordinating councils and the state coalition for domestic violence.

Also administered with the *Family Justice Center Environment Scale* was the *Psychological Sense of Community Scale*. Combined findings across all partner agency staff (N=144) were as follows:

- **Highest average scores were found on the Legacy scale.** Items in this category included the notion of partner agency staff having a positive effect on the future, partners working to create a better future for the community, and actions of the Family Justice Center having an impact on the future.
- **Second highest average scores were found on the Success scale.** Items in this category included the Family Justice Center becoming stronger when partner agencies share their knowledge and resources, partner agencies having an obligation to work together to help each other, and the success of the Family Justice Center depending on partner agencies working together.
- **Knowledge scores were in the middle, but still high.** These items included identifying as a member of the Family Justice Center, being able to define the Family Justice Center community, and acknowledging that the Family Justice Center is made up of people of different backgrounds, values, and opinions.
- **Connections scores were also in the middle, but still high.** These items included feeling a sense of attachment and belonging to the Family Justice Center, feeling strong ties to the Family Justice Center, and being willing to help a partner agency in an emergency that the respondent didn't know.
- **Conceptualization was among the two lowest average scores, but still had an overall high score.** These items identified partner agency staff as members of the Family Justice Center regardless of their differences, another item stated that a bond that connects partner agency staff is more important than issues that divide partner agencies, and all partners of the Family Justice Center face similar challenges.
- **Identification had the lowest average score but still had an overall high score.** These items included identifying with the Family Justice Center, feeling a sense of community with the Family Justice Center, and being similar to other partner agencies.

Taken together, results from these two instruments suggest an **overall sense of community exists at Family Justice Centers**, combined with the **Director’s skills in leadership, collaboration, and a passion for domestic violence prevention**. Partner agency staff also attempt to **work in the same direction with other partner agencies, build relationships, and acknowledge different professional cultures**. These findings, in combination with the other findings in this section, lay the empirical groundwork for best practices in Family Justice Centers in future evaluations.

Data Sources

As shown in **Table 3.1**, impacts of co-location of services were identified from multiple sources of data from the 8 Family Justice Center sites including:

- ✓ 7 (out of 7) partner agency staff focus groups (100%)
- ✓ 9 (out of 9) survivor focus groups (100%)
- ✓ 122 (out of 128) client self-recordings (95%)

This represents strong triangulation of data across data sources (focus groups and client self-recordings) and individuals (partner agency staff, survivors). In other words, this data provides a strong foundation to the findings presented here due to the variety and number of data sources.

Table 3.1 Data Sources Used for Impacts of Co-Location for Family Justice Center Sites.

	Partner Focus Groups	Survivor Focus Groups	Client Self-Recordings	Walk-through	TOTAL
Alameda	1	1	4 (80%)	--	6
Anaheim	1	1	24 (96%)	--	26
LA	--	1	19 (90%)	--	20
San Diego	1	2	18 (100%)	1	22
Shasta	1	1	28 (97%)	--	30
Sonoma	1	1	25 (100%)	--	27
Stanislaus	1	1	-- --	--	2
West CC	1	1	4 (80%)	--	6
TOTAL	7	9	122 (95%)	1	136

Table 3.2 presents another important consideration in this data – language of survivor. As shown in **Table 3.2**:

- ✓ Data sources from all (100%) of the English-speaking and Spanish-speaking survivor focus groups contributed to the codes that made up the larger category of co-location discussed in this section.
- ✓ In addition, over 90% of the client-self recordings for both English-speaking and Spanish-speaking survivors also contributed to the larger co-location category discussed in this section.
- ✓ This suggests that the findings for impacts of co-location can be applied to both English-speaking and Spanish-speaking survivors since the data from which the findings were drawn were derived from both language groups. Exceptions to this based on smaller categories of impacts of co-location will be described in each results section.

Table 3.2 Data Sources Used for Impacts of Co-Location by Language of Survivor.

	Survivor Focus Groups	Client Self-Recordings	TOTAL
English-speaking Survivors	5 (100%)	71 (98%)	76
Spanish-speaking Survivors	4 (100%)	51 (91%)	55
TOTAL	9 (100%)	122 (95%)	131

Effective Access to Family Justice Centers

INITIAL CODING AND DATA SOURCES

Initial coding of what supported access to services resulted in a total of **26 different supports for access** presented in **Table 3.3**. The initial naming of access supports used in the table were derived primarily from wording directly from survivors or partner agency staff. This is to retain the initial intent of what was stated at this early stage of data analysis, and to present the data in its “rawest” form.

The *number of data sources*, meaning the total number of unduplicated focus groups and client self-recordings for each code across all sites, in descending order, is also presented in **Table 3.3**. The *number of references* refers to the number of separate times in the transcribed data that access supports were discussed. One source can have multiple references.

Table 3.3 Ideas/Codes for Access Supports.

Count	Access supports	Sources	References
1	Easy to come-no difficulties	48	53
2	Got help-answers-information	16	18
3	Felt supported-encouraged-welcomed	11	11
4	Staff nice-friendly	8	8
5	Police referral-presence	6	10
6	Connected to services	5	5
7	Feel comfortable	5	5
8	Just show up-immediate access	5	6
9	Staff knowledgeable-helpful	5	5
10	Felt protected-safe	4	4
11	Parking available	2	2
12	Service coordination	2	3
13	Staff spoke Spanish	2	2
14	Best experience I've had	1	1
15	Bus passes	1	1
16	Centrally located	1	1
17	Court referral	1	1
18	Didn't feel like a number	1	1
19	Easy to understand	1	1
20	Food-snacks available	1	1
21	Free services	1	1
22	Have transportation	1	1
23	Knew I needed help	1	1
24	Need specialized help	1	1

Table 3.3 Ideas/Codes for Access Supports.

Count	Access supports	Sources	References
25	No one turned away	1	3
26	Shelter referral	1	1
	TOTAL	84	147

Figure 3.1 presents the percent of data sources used within each site for the supports for access. Details by site for data sources presented in the chart are included in **Table 3.4**. Based on **Figure 3.1**, we see the following:

- ✓ For 6 out of 8 Family Justice Center sites, each had about half or more unduplicated data sources that identified ideas related to what supports good access at the Family Justice Centers. This suggests a strong foundation for access supports in these sites. It also suggests that the findings discussed here are more likely to apply to these sites.
- ✓ Mention of supports for access was considerably lower at the two remaining sites (Stanislaus and West Contra Costa). This does not necessarily mean that supports to access occurred less frequently; it simply means that it was mentioned less. It also makes it more difficult to attribute the findings on access supports to these two sites without conducting further data collection.

□

Figure 3.1 Percent of Possible Data Sources Used to Code Supports for Access at Each Site.

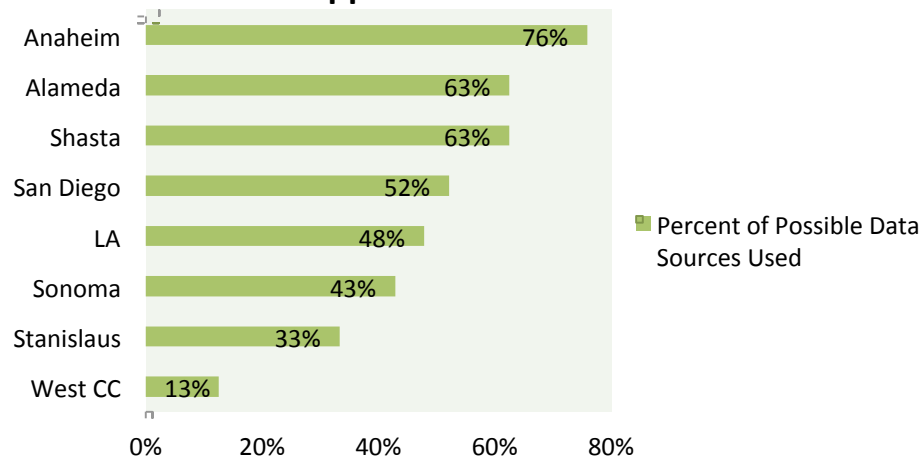


Table 3.4 Data Sources for Supports for Access by Site.

Site	Presence of Data Sources	Number of Data Sources	Percent of Possible Data Sources Used	Total Possible Data Sources
Alameda	Yes	5	63%	8
Anaheim	Yes	22	76%	29
LA	Yes	11	48%	23
San Diego	Yes	12	52%	23
Shasta	Yes	20	63%	32
Sonoma	Yes	12	43%	28
Stanislaus	Yes	1	33%	3

Table 3.4 Data Sources for Supports for Access by Site.

Site	Presence of Data Sources	Number of Data Sources	Percent of Possible Data Sources Used	Total Possible Data Sources
West CC	Yes	1	13%	8

Another important consideration in the application of the findings is whether the ideas discussed emerged from both English-speaking and Spanish-speaking survivors. **Figure 3.2** presents the percent of data sources used for the supports for access by language of survivor. More detailed information on data sources by language group is presented in **Table 3.5**. This information suggests the following:

- Supports for access were discussed in more than half of the data sources by both English-speaking and Spanish-speaking survivors. This is a large amount of data for both language groups. This suggests these findings apply to both groups of survivors at the 6 sites with the greatest amount of data on this topic.

□

Figure 3.2 Percent of Possible Data Sources Used to Code Supports for Access by Language of Survivor.

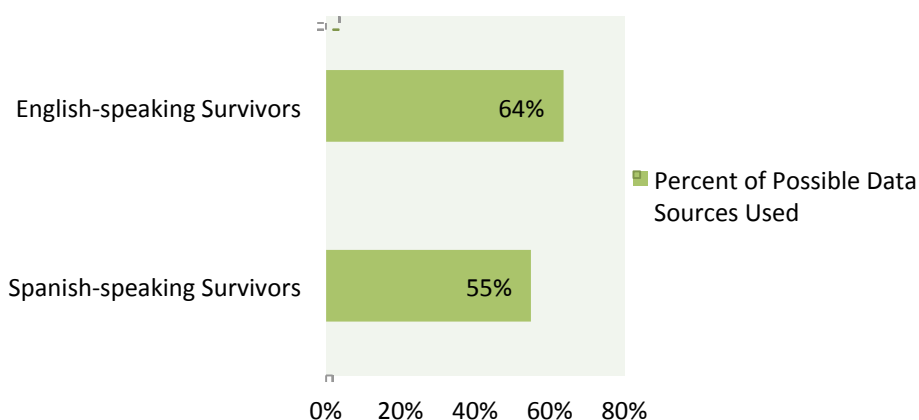


Table 3.5 Data Sources for Supports for Access by Language of Survivor.

Sites	Presence of Data Sources	Number of Data Sources	Percent of Possible Data Sources Used	Total Possible Data Sources
English-speaking Survivors	Yes	49	64%	77
Spanish-speaking Survivors	Yes	33	55%	60

THEMATIC ANALYSIS

Content of the 26 supports for access was analyzed further through an open-ended coding process in which emergent ideas were examined within each of the coded ideas. This resulted in **5 related categories of supports for access**, shown in **Figure 3.3**.

Table 3.6 presents the **five categories of supports for access** and the number of unduplicated sources and references for each. Access supports were derived from a total of 84 unduplicated data sources, suggesting a strong foundation for this data.

Figure 3.3 Categories of Codes/Themes for Supports for Access.

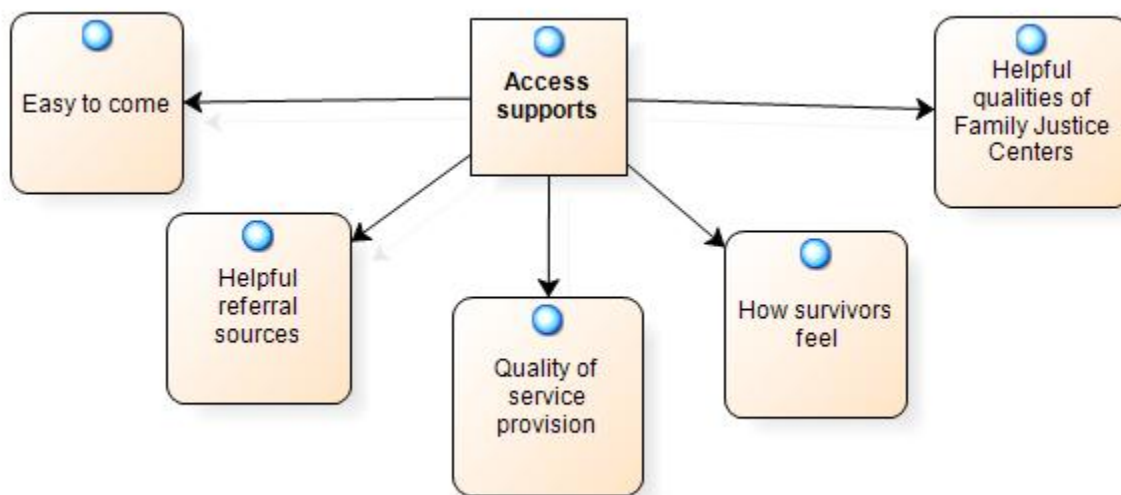


Table 3.6 Five Categories of Supports for Access.

Count	ACCESS SUPPORTS	Sources	References
1	Easy to Come	49	55
2	Helpful Referral sources	8	12
3	Quality of Service Provision	39	50
4	How Survivors Feel	18	21
5	Helpful Qualities of Family Justice Centers	7	9
	TOTAL	84	147

Access is supported first by a significant number of **survivors encountering an easy process**, described as follows:

- The largest number of respondents (49 unduplicated data sources in total) indicated that "it was easy coming here" and "it wasn't difficult at all". This was in response to one of two similar questions asked in the client self-recordings: "What do you think makes it hard for others to come to this Family Justice Center", and "Did anything make it hard for you to come to this Family Justice Center or to receive services once you were here? Tell us about what made it difficult". One survivor described it as "the best experience I ever had".

Additional comments then revealed several ways that easy access to the Family Justice Centers was achieved. These encompassed **helpful referral sources, high quality service provision, how**

survivors feel after going to the Family Justice Center, and other helpful qualities of Family Justice Centers. Each of these themes will be discussed next.

- **Coming into contact with a helpful referral source:** A total of 8 respondents linked easy access to the Family Justice Center to a knowledgeable referral source. These included the court, a shelter, and the police. A smooth transition was noted by survivors for each of these referral sources.
- **Quality of Service Provision:** The quality of service provision was derived from 39 unduplicated sources of data and included three categories of themes:
 - ✓ Family Justice Center staff that were knowledgeable and friendly
 - ✓ Survivors' ability to get specialized help
 - ✓ Fast, effective service coordination

Survivors noted how knowledgeable, helpful, and informed Family Justice Center staff were as a key reason for why they didn't find it difficult to access services. In addition, staff were described as "nice", "caring", and "kind". Bilingual services in Spanish were also noted as why services were easy to access.

Closely tied to well informed, knowledgeable staff was survivors' ability to get specialized help. Survivors noted that they were able to get help from the Family Justice Center, and they were able to get the information that they needed. One survivor put it this way: "They're so willing and ready to help you out and to answer all your questions". Thus, we see a process of not only being nice, but also being able to address what survivors' need in a way that they felt that they were being helped, rather than being put off or sent somewhere else for help.

The last piece of getting high quality services as a support for access to services was getting immediately connected to needed services, whether it was for a restraining order, other legal services, or counseling. Service coordination among multiple family members was also noted as helpful,, as was access to free services.

- **How Survivors Felt after Going to the Family Justice Center:** Another key aspect of successful access to services that emerged was how survivors felt after going to the Family Justice Centers. A total of 18 unduplicated data sources noted either feeling supported, encouraged, welcomed, protected and safe, comfortable, or not feeling like a number. One survivor put it this way when asked if anything made it hard for her to come to the Family Justice Center: "No, everyone was very friendly and made me feel comfortable and safe here." Clearly survivor perceptions of how they are treated should not be overlooked.
- **Helpful Qualities of Family Justice Centers:** Several other helpful qualities of Family Justice Centers were noted and are included here:
 - ✓ No one is turned away (this comment was made in relation to a male victim of domestic violence receiving services)
 - ✓ Having food/snacks available while waiting
 - ✓ Having parking available
 - ✓ Being centrally located
 - ✓ Providing bus passes to survivors who need them

In summary, when survivors were asked if anything made it difficult for them or others to come to the Family Justice Center, a large number reported that they encountered no difficulties in accessing Family Justice Centers. Their detailed responses were then analyzed together. Through a combination of:

- **Helpful referral sources** (including court, shelters, and police)

- **High quality service provision** that included knowledgeable and friendly staff, getting specialized help, and fast effective service coordination
- **Survivors feeling supported**, encouraged, welcomed, protected and safe, comfortable, and not being treated like a number, and
- **Other additional qualities of Family Justice Centers** including not turning anyone away, having food, easy parking and transportation assistance, and being centrally located

all contributed to successfully supporting access to Family Justice Centers among survivors who reported minimal or no problems accessing services. It is informative to delineate multiple perspectives on both successful access and barriers to access so that Family Justice Centers can be prepared for both contingencies. Based on the data in this report, there appears to be a number of survivors who appeared not to have encountered significant barriers to access, at least not once they got to the Family Justice Center. The successful process that they encountered is important to document towards identification of best practices and further examination in subsequent evaluations.

Benefits of Co-Location of Services for Survivors and Children

INITIAL CODING AND DATA SOURCES

Initial coding of benefits to survivors resulted in a total of **35 different benefits of co-location of services for survivors** presented in **Table 3.7**. The initial naming of benefits to survivors used in the table were derived primarily from wording directly from survivors or partner agency staff. This is to retain the initial intent of what was stated at this early stage of data analysis, and to present the data in its “rawest” form.

The *number of data sources*, meaning the total number of unduplicated focus groups and client self-recordings for each code across all sites, in descending order, is also presented in **Table 3.7**. The *number of references* refers to the number of separate times in the transcribed data that access supports were discussed. One source can have multiple references.

Table 3.7 Ideas/Codes for Survivor Benefits of Co-Location

Count	Client-survivor benefits	Sources	References
1	Different things-needs-referrals	38	47
2	Support	36	41
3	Get help we need	34	40
4	Protective order-Restraining order	32	37
5	Therapy-Counseling Onsite	31	36
6	Safety	25	39
7	Emotional-physical well-being	21	28
8	Being informed-get information	19	19
9	Legal services	16	18
10	Care for child	13	15
11	All in one location	12	22
12	Welcoming environment	12	14
13	Better my situation-self	9	9
14	Knowing we are not alone	9	9
15	Convenient	8	19

Table 3.7 Ideas/Codes for Survivor Benefits of Co-Location

Count	Client-survivor benefits	Sources	References
16	Child care	7	10
17	Take fear away	7	7
18	Value ourselves	7	8
19	Community resource	4	4
20	Continuity of services	4	9
21	Learn about abuse	4	4
22	Speak Spanish	4	4
23	Access law enforcement	3	3
24	Address child welfare and DV issues together	3	4
25	Get life together	3	3
26	Word-of-mouth	3	5
27	Clients want to come back	2	2
28	Meeting different people	2	2
29	Quality of services better	2	2
30	Undocumented served	2	2
31	Accountability	1	3
32	Advocacy	1	1
33	Client involvement in activities	1	1
34	Clients mentoring each other	1	1
35	Crisis management	1	1
TOTAL		134	655

Figure 3.4 presents the percent of data sources used within each site for benefits of co-location of services for survivors. **Table 3.8** presents further details for the data sources by site. Based on **Figure 3.4**, we see the following:

- ✓ For all 8 Family Justice Center sites, each had two thirds to three quarters of unduplicated data sources contributing to benefits of co-location of services for survivors. This suggests a strong foundation for benefits of co-location of services to survivors in these sites, and that these findings are more likely to apply to these sites.

Figure 3.4 Percent of Possible Data Sources Used to Code Benefits of Co-Location for Survivors.

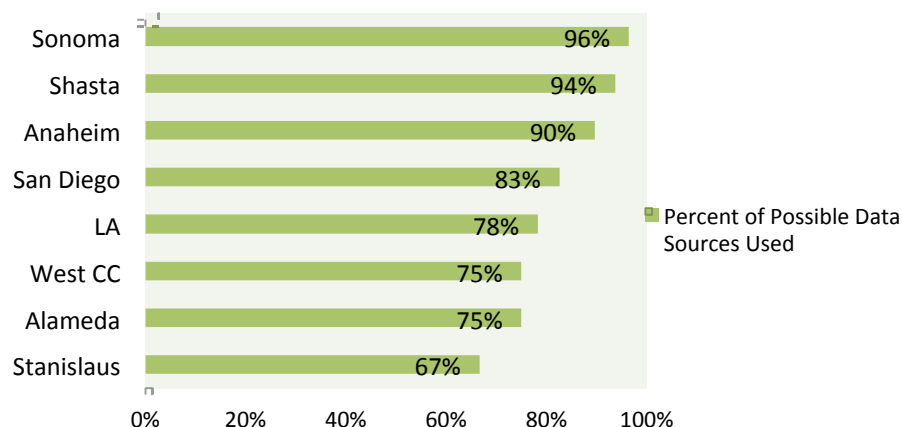


Table 3.8 Data Sources for Benefits of Co-Location for Survivors by Site.

Site	Presence of Data Sources	Number of Data Sources	Percent of Possible Data Sources Used	Total Possible Data Sources
Alameda	Yes	6	75%	8
Anaheim	Yes	26	90%	29
LA	Yes	18	78%	23
San Diego	Yes	19	83%	23
Shasta	Yes	30	94%	32
Sonoma	Yes	27	96%	28
Stanislaus	Yes	2	67%	3
West CC	Yes	6	75%	8

We will again consider whether the ideas discussed emerged from both English-speaking and Spanish-speaking survivors. **Figure 3.5** presents the percent of unduplicated data sources that contributed to benefits of co-location of services for survivors by language of survivor. More detailed information is presented in **Table 3.9**.

- ✓ This information again indicates a good foundation of data from survivors in both language groups, suggesting that the findings can be applied to both English-speaking and Spanish-speaking survivors.

Figure 3.5 Percent of Possible Data Sources Used to Code Benefits of Co-Location of Services for Survivors by Language of Survivor.

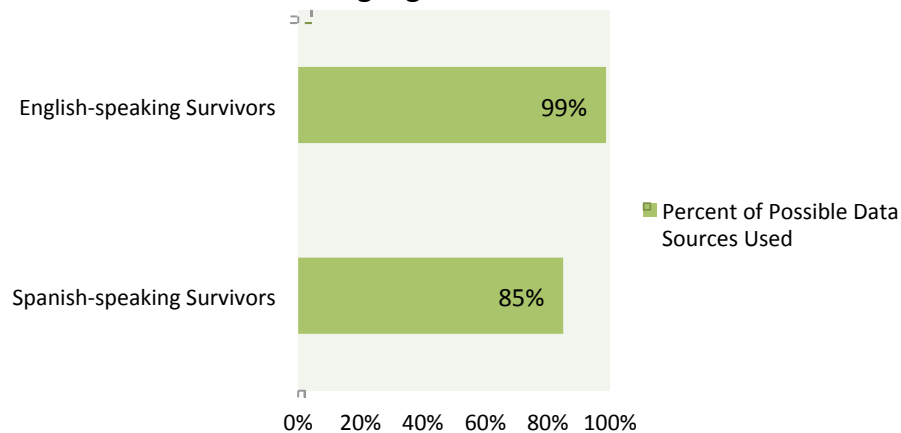


Table 3.9 Data sources for Benefits of Co-Location for Survivors by Language of Survivor.

Sites	Presence of Data Sources	Number of Data Sources	Percent of Possible Data Sources Used	Total Possible Data Sources
English-speaking Survivors	Yes	76	99%	77
Spanish-speaking Survivors	Yes	51	85%	60

THEMATIC ANALYSIS

Based on 134 unduplicated data sources from all 8 sites, **35 ways that survivors benefitted from co-location of services** were identified through an open coding process. Data sources included all survivor focus groups, all partner agency staff focus groups, and 118 client self-recordings. In the client self-recordings and survivor focus groups, survivors were asked what the biggest benefits of the Family Justice Center were for them or their children. Partner agency staff were asked a similar question from their perspective. The open-coding of the transcribed interviews and focus groups resulted in 35 benefits or codes. These 35 codes were then grouped by similar meaning. This resulted in five categories or ways that survivors benefitted from co-location of services, as shown in **Figure 3.6**.

Figure 3.6 Categories of Codes/Themes for Survivor Benefits of Co-Location of Services.



Table 3.10 Five Categories of Survivor Benefits of Co-Location of Services.

Count	SURVIVOR BENEFITS	Sources	References
1	Emotional support	43	66
2	Getting needed help and information	65	89
3	Both legal and therapeutic services	64	106
4	All-in-one service provision	47	94
5	Safe and supportive environment	58	114
TOTAL		134	655

The visual representation in **Figure 3.6** is intended to conceptually illustrate these five categories representing a comprehensive service approach that considered the context of a safe and supportive environment, an all-in-one service approach that included the therapeutic and legal needs of survivors, and individualized services that emphasized emotional support and getting the help that survivors' needed.

Table 3.10 presents the number of data sources and references in each of the survivor benefit categories. We see a large number of unduplicated data sources within each category, suggesting a strong foundation for this data.

What appears to be noteworthy about Family Justice Center operations is the simultaneous provision of service provision in a supportive environment, all in one location, in which survivors are getting the help and support that they need. In other words, these benefits combine to form a "whole system approach" that is greater than the sum of its parts. Implementing one category of benefits would not be as effective without each of the other components. This came across clearly in how many survivors linked the ideas together in one thought when asked how they benefitted from the Family Justice Center:

"They helped me to obtain a restraining order. They helped me with counseling and gave me moral support at the court. They made me feel secure and protected."

"The biggest benefits have been that I had somewhere that was safe and confidential that I can come and discuss the problems that I've been going through and getting referrals to appropriate resources that could resolve my issues."

Next we will briefly describe the content of each of the five categories of benefits to survivors.

Safe and Supportive Environment: This category of benefits encompassed several descriptions of survivors feeling safe, supported, and experiencing a welcoming environment when they came to the Family Justice Centers. Partner agency staff also mentioned that the environment made survivors want to come back. Spanish-speaking survivors and partner agency staff also noted the advantage of having Spanish-speaking staff so that Spanish-speaking survivors could also immediately access services. Another key environmental factor was child care that was conducive to survivors being able to fill out the paperwork while their children were close by in a play room that survivors could either observe through a window or be very close to in case their children needed them.

Safety was among the most commonly discussed themes when survivors were asked about benefits of Family Justice Center services. Survivors noted the importance of being able to come to a place that is safe and secure where the doors are locked. One survivor described it this way:

"All you have to do is really just show up. You don't have to do anything, just come, you're safe. There's security on the doors and they don't let anybody in unless, you know, they think that you're okay, obviously. They let you in if you need the help or if you were called to come in. Everything is locked. There are several locked doors you have to get through to get in..."

Another aspect of safety was survivors feeling safe. This often went hand-in-hand with feeling safe after being supported through getting a restraining order.

Support was described multiple ways by survivors from "...I feel supported as a woman and as a person" to being supported by staff ("...we feel very supported by the staff and even the other people that are here") to receiving support for or through specific services ("I have received ...counseling for support"; "They gave me support to go to the court...") to just general support ("My biggest benefit from this was just having supportive people to talk to.").

All-In-One-Location Service Provision: This category included the ability of Family Justice Centers to address the many different needs of survivors, all in one location. This often included legal help including restraining orders or immigration issues, counseling or therapy services, help with housing, and being able to provide child care services while survivors were getting onsite services. Being able to

"...get the help that we need when we need it and all in one location..." was a benefit not only because it was convenient, but it was also faster, enhancing the safety of survivors and their children.

Both Legal and Therapeutic Services: A strong connection was found between getting legal services (a restraining order, help with custody or a divorce, getting informed about their legal rights) and getting counseling or therapy services. One survivor described it this way:

"...the therap[y] that I received...helped me a lot and oriented me on how I can handle my situation and how to talk to my children [about] the situation we were going through in a way that they could understand...why my husband wasn't at home and why we can't continue to live together. It helped me a lot to get the classes..."

Simultaneously addressing the legal and therapeutic needs seemed to be an important way for survivors to be able to handle getting through a difficult process:

"I would definitely say that the biggest benefit for me coming to the Family Justice Center [was] that I was able to receive the counseling and the support that I've needed. They also helped me during my process of my restraining order...They referred me to a domestic violence shelter...They gave me the help and support that I needed in order to move forward with the things I needed to do that were the best for me and my children."

These simultaneous services also suggested survivors received higher quality services as well as a continuity of services, from initial crisis management to getting a protective order to making final steps towards divorce and a new home for those survivors that went that way. The point is that integrating counseling and support services may be essential to assisting survivors' follow-through on carrying out the more difficult legal steps.

Getting Needed Help and Information: This category emphasizes the importance of survivors getting the help they needed, whether it was getting their questions answered, getting help filling out a form or accessing services, or knowing that help was available. The key phrase that was repeated by survivors was "getting the help I needed". Along with getting help was getting information about their situations that survivors found helpful. Information could be that help was available and how to get help, understanding healthy and unhealthy marital relationships, getting education on domestic violence, learning about abuse, or learning how to better care for their children. Also emphasized was understanding the help that survivors were receiving, particularly in reference to what a restraining order does and how it works. This understanding also contributed to survivors' feelings of safety.

Emotional Support for Survivors: Another key area of benefits for survivors was emotional support. Survivors saw emotional support as an important way to deal with stress and depression, and to improve overall emotional well-being. Similar themes that emerged were survivors knowing they were not alone, learning how to value themselves, taking the fear away, and bettering their situations and getting their lives together. Survivors described this process different ways:

"I've been able to get over certain things. I no longer feel like a victim and [I'm] starting to build my self-esteem up once again. And little by little, I'm regaining the person that I used to be, not just for me, but for my son, so I can be a better mother."

"I would say the biggest benefit was knowing that there is some support out there and having other women that could understand my plight and what I'm going through was invaluable. Just knowing that I wasn't alone..."

In summary, co-location of services benefitted survivors by creating an environment in which survivors felt emotionally supported, while getting the help and information they needed. This occurred within a

context of receiving both legal and therapeutic high quality services, in an all-in-one one-stop shop approach that met all of survivors' varied needs, within a safe and supportive environment.

BENEFITS FOR CHILDREN

The primary emphasis in the questions was benefits for survivors. However, survivors and partner agency staff could also comment on benefits to children. A total of 18 different data sources identified a short list of benefits to children. The **two most commonly discussed benefits to children** were:

- ✓ Attending counseling
- ✓ Child well-being

Specific **benefits to children** within these two categories included:

- Feeling comfortable sharing his/her feelings with a counselor about the domestic violence
- Self-esteem improving
- Night terrors subsiding/going away
- Not hitting others as much
- Having the courage to face the abuser
- Behavior improving
- Doing well later on in their teens
- Being more responsible
- Speaking up for oneself
- Grades improving
- Learning how to talk to others more easily
- Becoming more social

Benefits of Co-Location of Services for Partner Agencies

INITIAL CODING AND DATA SOURCES

Initial coding of benefits for partner agencies resulted in a total of **18 different benefits of co-location of services for partner agencies** presented in **Table 3.11**. The initial naming of benefits to partner agencies used in the table was derived primarily from wording directly from survivors or partners. This is to retain the initial intent of what was stated at this early stage of data analysis, and to present the data in its “rawest” form.

The *number of data sources*, meaning the total number of unduplicated focus groups and client self-recordings for each code across all sites, in descending order, is also presented in **Table 3.11**. The *number of references* refers to the number of separate times in the transcribed data that access supports were discussed. One source can have multiple references.

Table 3.11 Ideas/Codes for Benefits of Co-Location to Partner Agencies.

Count	Agency benefits	Sources	References
1	Structure	11	37
2	Networking services faster	7	27
3	Relationships between agencies	6	13
4	Helps investigations	4	5

Table 3.11 Ideas/Codes for Benefits of Co-Location to Partner Agencies.

Count	Agency benefits	Sources	References
5	More familiar with other services	4	8
6	Team approach	4	8
7	All about the victim-survivor	3	5
8	See larger view of case	3	4
9	Space available	3	5
10	Can address complicated issues	2	2
11	Helps get updated case status	2	3
12	Helps prepare case	2	3
13	Opened up communication	2	2
14	Serve more clients	2	3
15	Break cycle of violence and poverty	1	1
16	Helps both clients and agencies	1	1
17	Helps us reach population	1	1
18	Less duplication of services	1	1
19	Satisfying to see victim progress	1	2
20	Staff-volunteers like working here	1	1
TOTAL		11	132

Table 3.12 presents the data sources by site for benefits of co-location for agencies. Due to this data being specific to agency practice, there are far fewer sources of data; this is expected.

- ✓ All partner focus groups contributed to this data.
- ✓ At half of the sites, benefits to agencies also emerged from the survivor focus groups.

Table 3.12 Data Sources for Benefits of Co-Location to Partner Agencies by Site.

Site	Presence of Data Sources	Number of Data Sources	Partner Focus Group as Source	Survivor Focus Group as Source
Alameda	Yes	2	Yes	Yes
Anaheim	Yes	1	Yes	<u>No</u>
LA	<u>No</u>	0	Yes	<u>No</u>
San Diego	Yes	1	Yes	<u>No</u>
Shasta	Yes	2	Yes	Yes
Sonoma	Yes	2	Yes	Yes
Stanislaus	Yes	1	Yes	<u>No</u>
West CC	Yes	2	Yes	Yes
Total	7	11	8	4

THEMATIC ANALYSIS

Based on 11 unduplicated data sources from 7 out of 8 sites, **18 ways that partner agencies benefitted from co-location of services** were identified through an open coding process. Data sources included all partner focus groups and half of the survivor focus groups. In the partner focus groups, partners were asked what the biggest benefits were for their agencies being at the Family Justice Center site. The 18 codes were then grouped by similar meaning. This resulted in 7 categories of benefits, shown in **Figure 3.7** and **Table 3.13**.

- As illustrated in **Figure 3.7**, the 7 benefits are presented in **four groups or themes: structure, larger goals, networking/relationships/team approach, and how cases are handled/staff benefits.**
- As indicated in **Table 3.13**, a **minimum of 4 sites contributed to each coded idea or theme.** This suggests a **reasonably strong foundation** for each of these ideas. Future research should explore the occurrence of these benefits further, but having half of the sites bring these ideas up in an open-ended format is sufficient.

Figure 3.7 Categories of Codes/Themes of Benefits of Co-Location for Agencies.

□

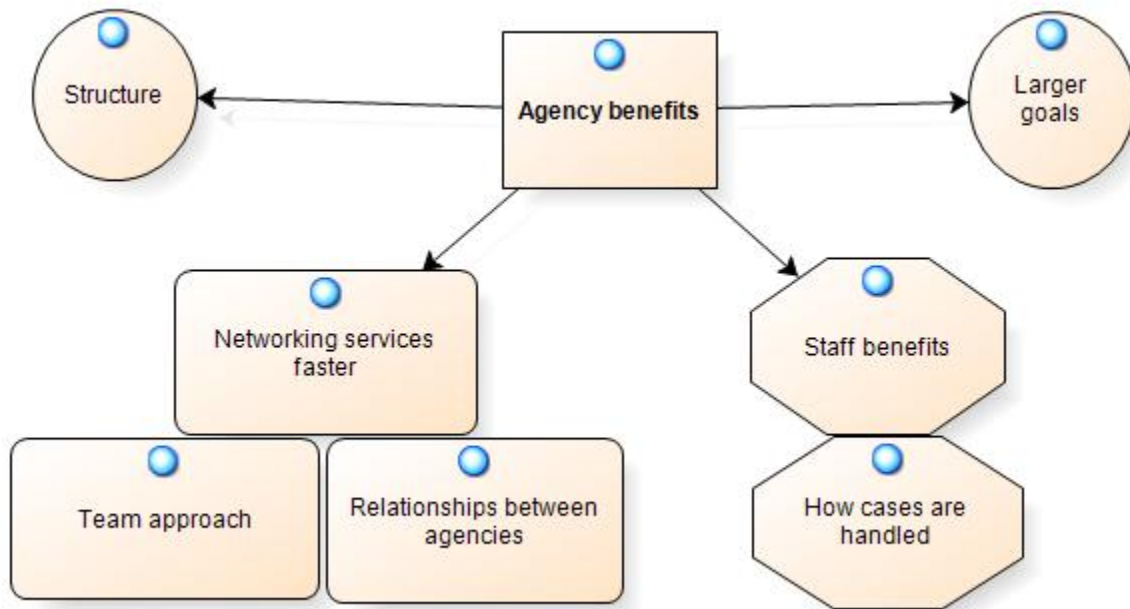


Table 3.13 Categories of Benefits of Co-Location to Agencies.

Count	Agency Benefits	Sources	References
1	Networking services faster	7	35
2	Relationships between agencies	6	15
3	Team approach	4	8
4	Staff benefits	4	8
5	How cases are handled	7	22
6	Larger goals	4	7
7	Structure	11	37
	Total	11	132

Next we will briefly describe the content of each of the four categories of benefits of co-location to partner agencies.

Structure. The structure of Family Justice Centers was briefly described. This is not intended to be a comprehensive overview of the structure, but is included here because these aspects of the structure of Family Justice Centers emerged as a topic in the focus groups.

- ✓ There was a strong focus on **having all partner agencies co-located onsite**. Having the “right people here” was a noted benefit to the structure of Family Justice Centers.
- ✓ Having full time staff available supported the ability to **handle “walk-in’s”** as often as possible.
- ✓ Having all partner agencies available also supported **regular brief meetings** among the partners to share information and manage operations.
- ✓ When a key partner agency, such as the District Attorney, was not available onsite, this was noted as a significant disadvantage, suggesting their presence was an advantage.
- ✓ The **number of days each week or the percent time that partner agencies were available** was also noted, with the preference being that partner staff were available five days a week. This level of availability was not the case at all sites, with some disadvantages to this noted.
- ✓ **Use of volunteers** was also noted as important, with a “core group of volunteers” that were essential to regular ongoing operations.
- ✓ **Staff shortages were also noted**, and how this could have a domino effect on other partner staff.
- ✓ **Having police officers onsite** was noted as an advantage. The lack of visibility of law enforcement was also noted.

Larger Goals. The ability to focus on larger goals, as a consequence of partner agencies working together at the Family Justice Center, was also noted. Key goals were focusing on the needs of the victim, focusing on safety, and “speaking louder with one voice”. The opportunity to break the cycle of violence and poverty was also mentioned.

Networking services faster/Team Approach/Relationship between agencies: These three inter-related topics were the most commonly discussed across the sites.

- ✓ **Networking services faster** was accomplished by being able to “just walk upstairs” or “down the hall” instead of “playing phone tag for weeks”. This was seen as a significant benefit to both partner staff and the survivors. It meant less time was being spent connecting survivors to needed survivors, and less frustration was experienced by partners trying to make those connections. A greater confidence that survivors were being properly connected to needed services was also noted. Partner agencies being receptive to this contact and getting along with each other was also noted as important. Partner staff becoming more familiar with other services was another noted advantage from co-location and networking services on behalf of survivors. Partner agencies had a greater opportunity to ask questions of each other and learn more about services provided at other agencies besides their own.
- ✓ **Relationship between agencies:** Hand-in-hand with partner agencies being in one location and networking services faster was maintaining a good relationship with each other. Having a face-to-face contact supported building relationships between agencies each time a survivor was referred from one agency to the other. Seeing each other in the hallways or at lunch allowed relationships to be built in a more relaxed setting. The importance of good relationships between agencies was noted. Everyone being approachable and being able to immediately address problems was also important to building good relationships between agencies. “We all get along” was emphasized throughout, as was having good communication.
- ✓ **Team approach:** Partner agencies working together was also described as a “team approach” and “putting egos aside”. Working together in a cooperative environment, having a willingness

to work together, and supporting each other through stressful cases were all noted as advantages to partner staff as a result of being co-located.

- ✓ **How cases are handled:** Several advantages of how cases were handled by partner agencies were noted:
 - **Less duplication of services**
 - **Increased opportunity to deliver services** because survivors were more likely to learn about related services
 - **Serving more clients** was noted by several partner agencies, who experienced increased caseloads
 - **Seeing the larger view of the case** and having a better understanding of the survivor's situation, and therefore being able to provide services more effectively
 - **Being able to address more complicated** issues as a consequence of the contact with other partner agencies, and having the opportunity to become aware of and discuss the details of a survivor's situation
 - **Having updated case status** as a consequence of being able to share information (with the survivor's permission) and talk directly to key knowledgeable partner agencies familiar with the situation
 - **Better preparation of cases** due to being more informed and having a greater understanding of the complications of the case
 - **Better investigations** on the part of police or detectives due to easy access to the District Attorney or the advocate and being able to get information first-hand
- ✓ **Staff benefits:** Other staff benefits included benefits that arose from **having space available** for meeting, having a desk, and working at the Family Justice Center, whether it was to meet with survivors or to meet with other partner agencies, or to utilize meeting space. No rent or low rent was also a noted advantage. The satisfaction of **seeing survivors empower themselves** and give back to the community was also a noted advantage. An additional benefit for staff was that both **staff and volunteers liked the working environment** of the Family Justice Center.

Suggestions to Improve Co-Location of Services

INITIAL CODING, DATA SOURCES AND THEMATIC ANALYSIS

Initial coding of **suggestions to improve co-location of services** resulted in a total of **29 different suggestions**. This data resulted primarily from survivor and partner agency focus groups when they were asked for any changes they would make to the Family Justice Centers. The 29 different suggestions were thematically grouped into 6 categories presented in **Table 3.14**.

Table 3.14 Categories of Suggestions for Improvements to Access.

Count	Agency Benefits	Sources	References
1	Services	11	39
2	Outreach	6	22
3	Process of service provision	5	18

Table 3.14 Categories of Suggestions for Improvements to Access.

Count	Agency Benefits	Sources	References
4	Satellite locations	4	4
5	Staff training	3	7
6	Resources for survivors	2	9
	Total	14	99

- **Services:** This category constituted the largest category of suggestions to improve access to Family Justice Centers. Suggestions included:
 - ✓ **Providing additional services:** This included services such as emergency relocation, services for survivors 6 months after the initial incident, help with employment, court accompaniment, teen job preparation, case management, and support groups. Another aspect of providing additional services was **giving survivors more of an overview of services** enabling survivors to be aware of all available services when they come to the Family Justice Center. Having available services clearly listed on signs in the waiting room, or clearly outlined in pamphlets (name of the onsite agency and what they do) was also suggested.
- **Conducting more outreach:** This included conducting culturally appropriate outreach services to reach specific populations, such as Native American survivors or survivors that spoke a language other than English and having Family Justice Center staff from different communities that can conduct this outreach to their community; doing outreach in schools, parent conferences, shelters, courts, police stations and welfare offices including both presentations and/or having printed materials about Family Justice Centers available; and involving survivors in outreach services.
- **Process of service provision:** This category included several ideas specifically related to how Family Justice staff and partner agencies provided services. These included: strong communication between onsite partner agencies so each are aware of the available services onsite at the Family Justice Center through regular meetings and/or spending time together away from work; having case conferences in a team meeting, particularly on tough cases; the importance of Family Justice Center staff establishing personal contacts at the most common referral agencies; staff backing each other up and cross-training so that clients don't have to wait if someone is out sick or busy for an extended period of time; when handling services like access to benefits, taking into account how the experience of domestic violence needs to be sensitively handled; and streamlining paperwork; and making the exterior of the Family Justice Center approachable to survivors.
- **Satellite Family Justice Center locations:** Several sites discussed the need for satellite Family Justice Center locations due to the difficulty or inability to reach survivors in all surrounding geographic areas. The alternative of having a van to transport survivors to a central location was also mentioned. Simply having more Family Justice Center sites was also discussed.
- **Staff training:** Providing ongoing training and cross-training for staff was also mentioned. Monthly brown bags were mentioned, as was including survivors in trainings. The importance of training court staff, including judges, and hearing directly from survivors was also discussed as a possible training approach.
- **Improvements for survivors:** this category included a suggestion to create a survivor community within the Family Justice Center that can meet the unmet needs of survivors, providing cell phones

to survivors, providing transportation, and providing food to survivors when they come to the Family Justice Center.

A Foundation for Best Practices: How Co-Location of Services is Implemented at Family Justice Centers

ONLINE PARTNER SURVEY DEVELOPMENT AND ADMINISTRATION

To understand effective co-location of services, documentation and measurement of the underlying elements of co-location is essential. Gwinn & Strack (2010) discuss several key practices of Family Justice Center that they have linked to successful operations. These practices described both the preferred characteristics of Family Justice Center Directors as well as the optimal working environment of Family Justice Centers. No standardized instrument for co-location of services could be found in the existing literature, and measures of leadership were not comprehensive enough. Therefore, for this evaluation, a 47-item *Family Justice Center Environment Scale* was constructed based on the 11 constructs or ideas discussed in Gwinn & Strack's (2010). The 11 constructs or sub-scales included were:

- Specific to the Family Justice Center Director:
 - ✓ Leadership matters (7 items)
 - ✓ Collaborative leadership (14 items)
 - ✓ Humility (3 items)
 - ✓ Sense of Humor (2 items)
 - ✓ Ability to Forgive (3 items)
 - ✓ Domestic Violence Prevention Passion (5 items)
 - ✓ Wrong Leader (3 items)
- Specific to the working environment of Family Justice Centers:
 - ✓ Different Cultures (3 items)
 - ✓ Same Direction (2 items)
 - ✓ Relationship Building (2 items)
 - ✓ Structure (3 items)

When a non-validated instrument is administered, as was the case here with the newly developed *Family Justice Center Environment Scale*, it is good practice to simultaneously administer a validated instrument on one or more of the ideas in the non-validated instrument. For this reason, the *Psychological Sense of Community Scale* (Omoto & Snyder, 2010) was administered as well. This is an 18-item scale that measures six dimensions of psychological sense of community as follows:

- ✓ Knowledge
- ✓ Conceptualization
- ✓ Connections
- ✓ Identification
- ✓ Success
- ✓ Legacy

In other research, the *Psychological Sense of Community Scale* has been adapted to address a religious community and a global community. For this evaluation, it was adapted to identify a Family Justice Center community. The scale was designed to be adapted in this manner. This adaptation was easily achieved by substituting a description of the “community” to be referenced in each question. For example, the first item was “I am a member of [this Family Justice Center] community”.

The two instruments were combined with a short series of demographic questions and administered as an online survey (a copy of the survey is included in the Appendix). Partner agencies and staff at all 8 Family Justice Center sites were asked to participate. Because so many items directly related to the Directors of the Family Justice Centers, Directors were not asked to complete the survey.

The survey was administered anonymously. To assist with administration, the evaluators developed a one page flyer with the pertinent information for the survey, and distributed 30 copies to each Director of the 8 participating Family Justice Centers to then distribute to their staff. In addition, the evaluators provided text for three emails so that Directors could provide the necessary information via email.

A total of 144 completed Online Partner Surveys across the 8 Family Justice Center sites were included in the final analysis. See **Table 3.15** for detailed information on the total number of incomplete and completed surveys. As shown, 14% (23) of 167 surveys could not be used due to incomplete information. All incomplete surveys were missing either identification of the Family Justice Center, rendering them unusable, or respondents did not complete a substantial portion of the items on the survey (10% or more of the items were left blank). Existing sample sizes for each site were in the expected range, given the number of staff involved in service provision.

Table 3.15 Incomplete and Completed Online Partner Surveys.

Site	Incomplete Surveys	Completed Surveys	Total Surveys Started
Alameda	6	29	35
Anaheim	4	24	28
Los Angeles	2	9	11
San Diego	4	19	23
Shasta	2	22	24
Sonoma	3	25	28
Stanislaus	0	5	5
West Contra Costa	2	11	13
Total	23	144	167

ONLINE PARTNER SURVEY RESULTS - RELIABILITY

Table 3.16 and **Table 3.17** present the reliability data for both scales. For both scales, reliability was analyzed using Cronbach’s Alpha. Findings were as follows:

- **Strong reliability was found** for the *Psychological Sense of Community Scale*, with all sub-scales in the “acceptable” or higher range.
- **Good reliability was found** for the *Family Justice Center Environment Scale*, with 7 out of 11 sub-scales in the “acceptable” or higher range, and 4 sub-scales in the “poor” range.
 - ✓ The strongest reliability was found for the Collaborative Leadership and the Different Cultures sub-scales.

- ✓ “Good” reliability was found for the Leadership Matters, Sense of Humor, and Relationship Building sub-scales.
- ✓ “Acceptable” reliability was found for the Humility and Ability to Forgive sub-scales.
- **Poor reliability was found** for 4 of the Family Justice Center Environment Scale as follows:
 - ✓ Domestic Violence Prevention Passion
 - ✓ Wrong Leader
 - ✓ Same Direction
 - ✓ Structure

Poor reliability suggests an inconsistency in responses on questions that are believed to be similar. The poor reliability found may be due to a high number of low responses (including responses of either “never” or “I don’t know”), or poorly written items, resulting in inconsistent responses. The percentage of “I don’t know” was reasonably high for several items in these sub-scales, suggesting that these items should either be eliminated or may be more appropriate to ask the Director. For these 4 sub-scales, these reliability scores suggest that grouping the items together and interpreting the scale results may not be warranted; however, considering the responses of individual questions one at a time is still acceptable.

Table 3.16 Reliability Data for Psychological Sense of Community Scale (N=144).

Scale	Number of items	Cronbach’s Alpha
Knowledge	3	Good (.80)
Conceptualization	3	Acceptable (.76)
Connections	3	Good (.85)
Identification	3	Good (.81)
Success	3	Acceptable (.77)
Legacy	3	Good (.85)
Total	18	Excellent (.93)

Table 3.17 Reliability Data for Family Justice Center Environment Scale (N=144).

Scale	Number of items	Cronbach’s Alpha
Leadership Matters	7	Good (.82)
Collaborative Leadership	14	Excellent (.91)
Humility	3	Acceptable (.72)
Sense of Humor	2	Good (.82)
Ability to Forgive	3	Acceptable (.78)
Domestic Violence Prevention Passion	5	Poor (.68)
Wrong Leader	3	Poor (.61)
Different Cultures	3	Excellent (.90)
Same Direction	2	Poor (.62)
Relationship Building	2	Good (.83)
Structure	3	Poor (.66)

For a **preliminary examination of construct validity** of the *Family Justice Center Environment Scale*, Pearson correlations were run between all scales of the *Psychological Sense of Community* scales and the *Family Justice Center Environment Scales*. Significant correlations were found between the *Psychological*

Sense of Community scales and all but one of the *Family Justice Center Environment* scales (Wrong Leader was not correlated). This suggests **good initial validity of the Family Justice Center Environment scales** (except Wrong Leader) with this initial sample of partner agencies.

ONLINE PARTNER SURVEY RESULTS - DEMOGRAPHICS

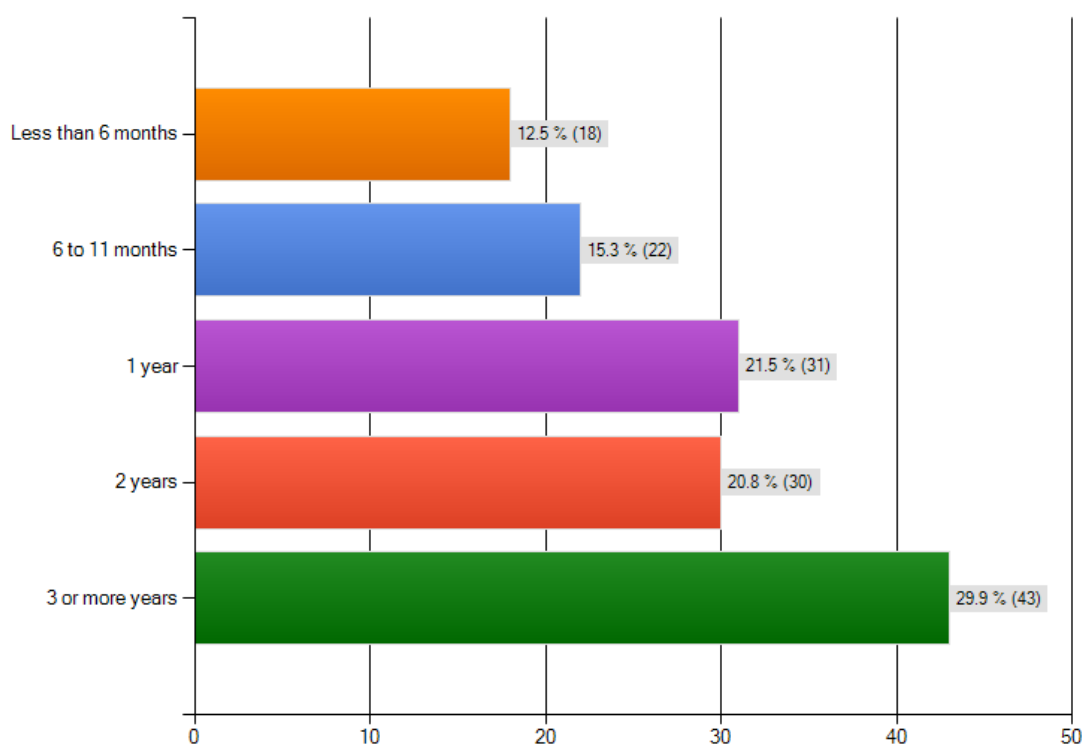
Demographic data included how long partner agencies had worked at their current Family Justice Center. Due to the low number of surveys at individual sites, data was combined and analyzed together. As shown in **Figure 3.8**:

- ✓ **The largest percentage of partner agencies** who completed the survey had been at their Family Justice Center location **for 3 or more years** (29.9%), followed by partner agencies who had been at the Family Justice Centers **for 1 year** (21.5%), and **two years** (20.8%).
- ✓ **The smallest number of partner agencies** who completed a survey had been at the Family Justice Center **for 6 months or less** (12.5%), followed by those at the Family Justice Center **for 6 to 11 months** (15.3%).
- ✓ In other words, among partner agencies who completed a survey, the **largest group had been at the Family Justice Center for 1 to 2 years** (42.3%), followed by **about one quarter who had been at the Family Justice Center for 3 or more years** (29.9%) and **about one quarter who had been at the Family Justice Center for less than 1 year** (27.8%).

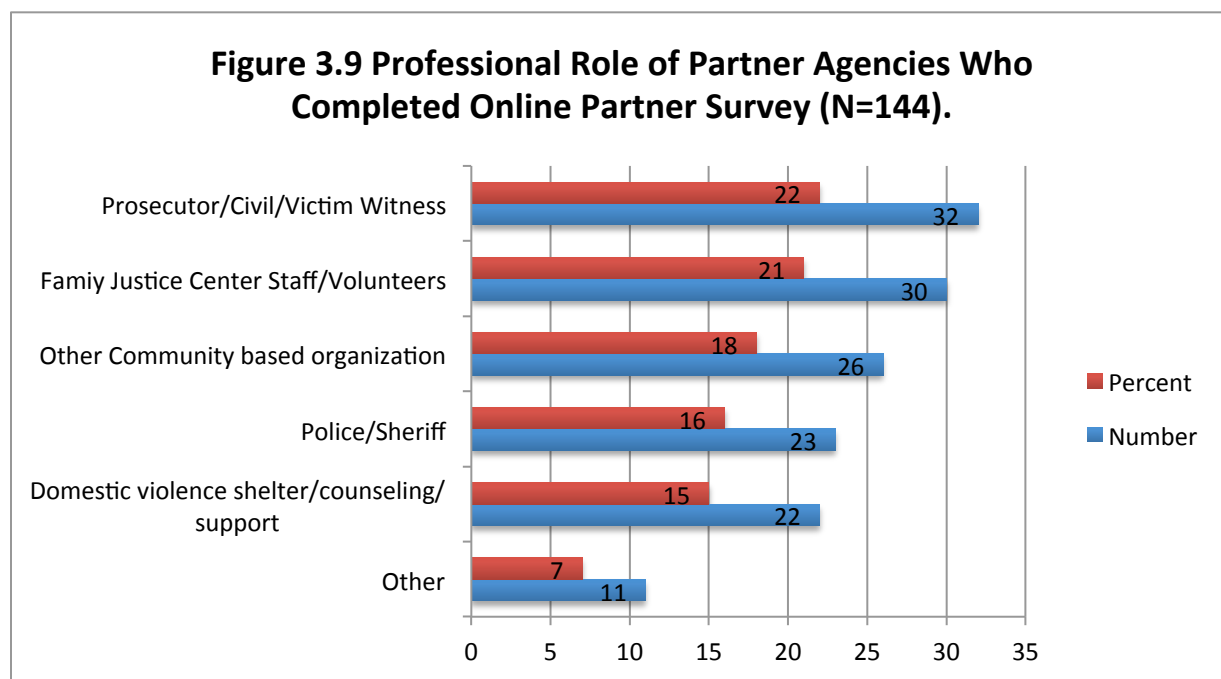
Figure 3.8 Partner Agencies' Length of Time at Family Justice Centers (N=144).

□

6. HOW LONG HAVE YOU WORKED/VOLUNTEERED AT THIS FAMILY JUSTICE CENTER? (Please select one response.)



As part of the demographics, partner agencies also identified their roles at the Family Justice Center. These are shown in **Figure 3.9**. Roles had to be combined to protect confidentiality due to having 5 or less people within categories.



Representation of professional roles within sites is presented in **Table 3.18**. Due to small sample sizes within sites, the number of respondents within the categories is not presented.

- ✓ As shown, four sites (Anaheim, LA Valley Cares, Shasta, and West Contra Costa) had one or more surveys from **each of the six possible professional roles categories**.
- ✓ Two sites (San Diego and Sonoma) had representation from **five of the six professional role categories**.
- ✓ Two sites (Alameda and Stanislaus) **did not have Police/Sheriff** representation on the survey.
- ✓ One site (Stanislaus) **did not have domestic violence shelters/counseling/support services** representation on the survey.

Please note that this is not a reflection of involvement in the Family Justice Center, but only reflects participation and completion of the Online Partner Survey.

Table 3.18 Representation of Professional Roles for Online Partner Survey by Site.

Site	Prosecutor/ Civil/ Victim Witness	Family Justice Center Staff / Volunteers	Domestic Violence Shelters/ Counseling	Other Community Based Agency	Police/ Sheriff	Other
Alameda	X	X	X	X		
Anaheim	X	X	X	X	X	X
LA Valley Cares	X	X	X	X	X	X
San Diego	X	X	X	X	X	
Shasta	X	X	X	X	X	X

Table 3.18 Representation of Professional Roles for Online Partner Survey by Site.

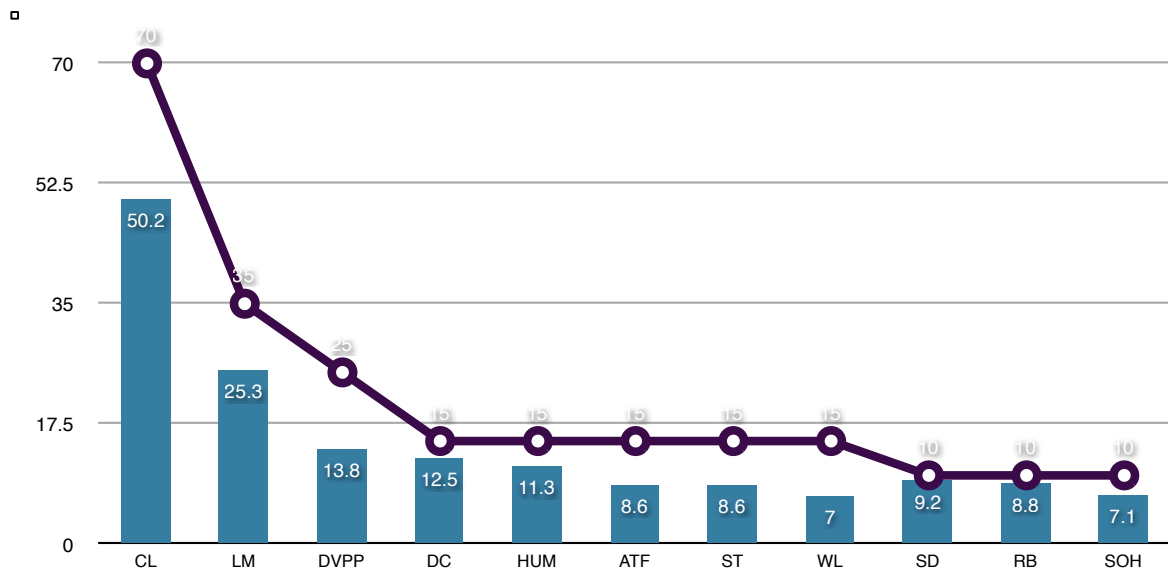
Site	Prosecutor/ Civil/ Victim Witness	Family Justice Center Staff / Volunteers	Domestic Violence Shelters/ Counseling	Other Community Based Agency	Police/ Sheriff	Other
Sonoma	X	X	X	X	X	
Stanislaus	X	X		X		
West CC	X	X	X	X	X	X

ONLINE PARTNER SURVEY RESULTS – AVERAGE SCORES AND HIGHEST RATED ITEMS FOR FAMILY JUSTICE CENTER ENVIRONMENT SCALE

The total possible score and the average score among all 144 partner agency staff for the scales of the *Family Justice Center Environment Scale* is shown in **Figure 3.10**. This chart is shown to illustrate the **overall high scores on each of the Family Justice Center Environment Scales**.

- Average scores on each of the Family Justice Center Environment scales were compared by **professional role** using ANOVA's. Some small differences in average (mean) scores were found, but none reached statistical significance at the $p < .05$ level. Thus, based on the current sample ($N=144$), **there were no meaningful differences in Family Environment scale scores based on professional role**.
- A similar analysis was run using **length of time** in the Family Justice Center. Once again, **there were no meaningful differences in Family Environment scale scores based on length of time at the Family Justice Center** (none reached statistical significance at $p < .05$). However, examination of average scores indicated increasingly lower average scores with longer time periods at the Family Justice Center (although only slightly lower).
- These results should be interpreted with caution due to small sample sizes within professional role categories and time categories.

Figure 3.10 Total Possible Scores (Line) and Average Scores (Bars) for Family Justice Center Environment Scales (N=144).



CL = Collaborative Leadership (sd=17.3); LM=Leadership Matters (sd=7.5); DVPP=Domestic Violence Prevention Passion (sd=6.4); DC=Different Cultures (sd=2.4); HUM=Humility (sd=4.2); ATF=Ability to Forgive (sd=5.6); ST=Structure (sd=4.7); WL=Wrong Leader (sd=4.8); SD=Same Direction (sd=1.2); RB=Relationship Building (sd=1.4); SOH=Sense of Humor (sd=3.3).

It is informative to consider the highest and lowest rated items within the scales to get a better sense of specific findings. Highest and lowest rated items based on the percentage of partner agency staff who responded “consistently/very much so” will be presented by each of the scales within the Family Justice Center Environment Scale. If 50% or more of respondents were in the “consistently/very much so” category, then this item is considered to be in the “high” category. Lower than 50% was put in the low category.

For **Leadership Matters**, the following items had the largest percentage responses for “consistently/very much so”:

To what extent does the Director of your Family Justice Center...

- Speak in a language that is understandable (85.4%)
- Listen to the concerns of staff, volunteers and clients (66%)
- Understand the issues (66%)
- Show commitment to the success of each partner agency (61.8%)
- Win the hearts of Family Justice Center staff (59%)
- Contribute to staff wanting to follow his/her vision/goals (50.7%)

The lowest scored item based on the smallest percentage of “consistently/very much so” responses were:

- Have a good plan for who will be Director (8.3% said consistently, and 76.4% said “I don’t know”)

For **Collaborative Leadership**, the following items had the largest percentage responses for “consistently/ very much so”:

To what extent does the Director of your Family Justice Center...

- Have passion for the cause of the Family Justice Center (81.3%)
- Responsive to the needs of victims/survivors (72.9%)
- Familiar with issues related to domestic violence (69.4%)
- Optimistic about the future of the Family Justice Center (68.8%)
- Listen to others (65.3%)
- Trust staff/volunteers to do their work (63.9%)
- Share credit with partner agencies (54.9%)
- Constantly improve how things are being done (53.5%)

The lowest scored item based on the smallest percentage of “consistently/very much so” responses were:

- Willing to try new approaches (42.4%)
- Willing to accept criticism (39.6%)
- Willing to accept criticism to constructive solutions (39.6%)
- Allow partner agencies to share in decision making (39.6%)
- Brag about partner agencies (34.7%)
- Willing to take risks (27.1%)

For **Humility**, the following items had the largest percentage responses for “consistently/ very much so”:

To what extent does the Director of your Family Justice Center...

- Make sure the work of the Family Justice Center is first about victims/survivors and their children and not about the Director (77.1%)
- Make sure everyone gets recognized for their work (52.1%)

The lowest scored item based on the smallest percentage of “consistently/very much so” responses were:

- Address the needs and concerns of key partner agencies (46.5%)

For **Sense of Humor**, the following items had the largest percentage responses for “consistently/ very much so”:

To what extent does the Director of your Family Justice Center...

- Have a sense of humor (55.6%)

The lowest scored item based on the smallest percentage of “consistently/very much so” responses were:

- Laugh at himself/herself (38.9%)

For **Ability to Forgive**, the following items had the largest percentage responses for “consistently/ very much so”:

To what extent does the Director of your Family Justice Center...

- Deal with conflict in a constructive way (59.7%)

The lowest scored item based on the smallest percentage of “consistently/very much so” responses were:

- Maintain positive relationships with others even when he/she (the Director) is treated poorly by a partner agency (43.8%)
- Take responsibility for mistakes that have occurred due to his/her (the Director’s) decisions (42.4%)

For **Domestic Violence Prevention Passion**, the following items had the largest percentage responses for “consistently/ very much so”:

To what extent does/is the Director of your Family Justice Center...

- Familiar with domestic violence dynamics (68.8%)
- Have a strong working relationship with community-based domestic violence professionals (63.9%)
- Have a thorough understanding of the history of the domestic violence movement (50%)

The lowest scored item based on the smallest percentage of “consistently/very much so” responses were:

- Spent a significant amount of time with survivors of domestic violence (47.9%)
- Overcome violence and abuse in his/her (the Director’s) own life (11.1%)

For **Wrong Leader**, no items were in the high category. The lowest scored items based on the smallest percentage of “consistently/very much so” responses were:

To what extent does the Director of your Family Justice Center...

- Have a clear focus on accountability to survivors (48.6%)
- Have a professional background in domestic violence (35.4%)
- Have a professional background in sexual assault (21.5%)

The next three scales included items with a different question stem. Partner agencies were asked:

To what extent do you do the following at your Family Justice Center...

Due to the small number of items, each will be presented in descending order of percentage of responses in the “consistently/very much so” category.

Different Cultures scale:

To what extent do you do the following at your Family Justice Center...

- Listen to each other (43.8%)
- Regularly talk to one another (42.4%)
- Work to find common ground (41%)

Same Directions scale:

To what extent do you do the following at your Family Justice Center...

- View your Family Justice Center as part of public safety (75.7%)
- View your Family Justice Center as a social service program (69.4%)

Relationship Building scale:

To what extent do you do the following at your Family Justice Center...

- Treat each other with respect (67.4%)
- Trust one another (45.1%)

For the last scale (Structure), partner agencies were asked:

To what extent does your Family Justice Center...

Structure scale:

To what extent does your Family Justice Center...

- Have a strong relationship with local domestic violence shelters (68.8%)
- Have a strong relationship with the domestic violence coordinating council (38.9%)
- Have a strong relationship with the state coalition for domestic violence (25.7%)

The information presented above suggests both the breadth and depth of important skills of the Director, and involvement of the partner agencies that may be needed to support co-location of services. In short, it sheds light on the quality of the process of service provision at Family Justice Centers.

No available instrument captures these varied qualities, so the above instrument was developed and administered for the first time in this evaluation. Sample sizes within Family Justice Center sites were not large enough to analyze differences on Family Justice Center Environment across sites. However, what this data does suggest is the following:

- ✓ **Considerable leadership, collaboration skills, and a passion for domestic violence prevention** were noted by partner agencies about their Directors.
- ✓ Also noted by partner agencies about their Directors, but at somewhat lower rates, was **humility, a sense of humor, and the ability to forgive.**
- ✓ Partner agencies didn't know if their Directors had a plan for the next Director, nor did they know if the Director had overcome violence and abuse in her/her own life.
- ✓ Partner agencies rated themselves higher on working in the **Same Direction** (viewing the Family Justice Center as part of public safety or as a social service program), and **Relationship Building**

(treating each other with respect), with somewhat lower scores on **Different Culture** items (listening to each other, regularly talking to one another, and working to find common ground).

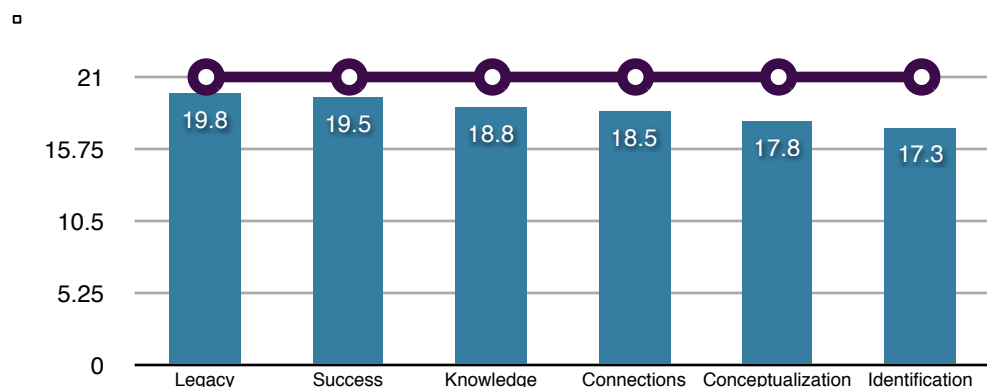
- ✓ Partner agencies were most familiar with the **strong relationship that their Family Justice Center had with domestic violence shelters**, but were less familiar with the relationship with domestic violence coordinating councils and the state coalition for domestic violence.

ONLINE PARTNER SURVEY RESULTS – AVERAGE SCORES AND HIGHEST RATED ITEMS FOR PSYCHOLOGICAL SENSE OF COMMUNITY

The total possible score and the average score among all 144 partner agency staff for the scales of the *Psychological Sense of Community* is shown in **Figure 3.11**. This chart is shown to illustrate the **overall high scores on each of the scales of Psychological Sense of Community**.

- Average scores on each of the *Psychological Sense of Community* scales were compared by **professional role** using ANOVA's. None reached statistical significance at the $p < .05$ level. Thus, based on the current sample ($N=144$), **there were no meaningful differences in Psychological Sense of Community scale scores based on professional role**.
- A similar analysis was run using **length of time** in the Family Justice Center. Once again, **there were no meaningful differences in Psychological Sense of Community scale scores based on length of time at the Family Justice Center** (none reached statistical significance at $p < .05$).
- Once again, these results should be interpreted with caution due to small sample sizes within professional role categories and time categories.
- **Highest average scores were found on the Legacy scale.** Items in this category included the notion of partner agencies having a positive effect on the future, partners working to create a better future for the community, and actions of the Family Justice Center having an impact on the future.
- **Second highest average scores were found on the Success scale.** Items in this category included the Family Justice Center becoming stronger when partner agencies share their knowledge and resources, partners having an obligation to work together to help each other, and the success of the Family Justice Center depending on partners working together.
- **Knowledge scores were in the middle, but still high.** These items included identifying as a member of the Family Justice Center, being able to define the Family Justice Center community, and acknowledging that the Family Justice Center is made up of people of different backgrounds, values, and opinions.
- **Connections scores were also in the middle, but still high.** These items included feeling a sense of attachment and belonging to the Family Justice Center, feeling strong ties to the Family Justice Center, and being willing to help a partner agency in an emergency that the respondent didn't know.
- **Conceptualization was among the two lowest average scores, but still had an overall high score.** These items identified partner agencies as members of the Family Justice Center regardless of their differences, another item stated that a bond that connects partners is more important than issues that divide partners, and all partners of the Family Justice Center face similar challenges.
- **Identification had the lowest average score but still had an overall high score.** These items included identifying with the Family Justice Center, feeling a sense of community with the Family Justice Center, and being similar to other partner agencies.

Figure 3.11 Total Possible Scores (Line) and Average Scores (Bars) for Psychological Sense of Community Scales (N=144).



Challenges/Limitations of the Findings

- Note should be made that only survivors who had actually accessed Family Justice Centers were included in this evaluation. Evaluation resources did not allow tracking victims and survivors who had never received Family Justice Center services.
- The nature of triangulating so many sources of qualitative data, as was the case in this section, creates a series of findings in which the “whole” is greater than the sum of its parts. This is both the advantage and the challenge of this type of triangulation. The multiple sources add credibility to the general findings, but also make it difficult to “transfer” or assume these findings are suited to individual Family Justice Center sites. Examining triangulation of data sources across sites addresses this issue to some degree, but with varied numbers of sources, as we had here, findings should be applied with caution to sites with fewer data sources.
- There is also not a one-to-one correspondence between the exact number of sources and the overall strength and application of the results. We can say that relatively speaking, when there were a greater number of data sources across all or most of the sites, these findings are stronger, but exactly how much stronger cannot be enumerated. In other words, the major findings from the qualitative sections [supports for access, benefits of co-location of services for survivors and agencies, and suggestions to improve co-location of services] may not be transferable to each of the 8 Family Justice Centers in this project. Having said that, the triangulation of this number of data sources directly from survivors does support strength to the credibility of the general findings.
- Limitations of the Online Partner Survey were the small within-site sample sizes, and the use of a newly developed instrument, the *Family Justice Center Environment Scale*. To address the small within-site samples, analyses with the full sample (N=144) were conducted rather than examination of differences across sites. To address the use of a newly developed instrument, initial reliability and construct validity was examined and presented. A validated instrument, the *Psychological Sense of Community Scale*, was administered with the *Family Justice Center Environment Scale* for both its application to Family Justice Centers and to establish initial construct validity with correlations. Seven of the eleven scales from the *Family Justice Center Environment Scale* were found to have acceptable to excellent reliability. Construct validity was also established for all but one (Wrong

Leader) of the *Family Justice Center Environment Scale* through significant correlations with all scales from the *Psychological Sense of Community Scales*.

Recommendations for Future Evaluations

- A future evaluation should **specifically target victims and survivors who have *not* accessed a Family Justice Center** to pursue similar questions about supports for access, and whether survivors believed their needs were met effectively. This additional data from a non-Family Justice Center sample is needed to determine the credibility of the findings in this study.
- The themes identified as **access supports** (*easy to come, helpful referral sources, quality of service provision, survivors feeling supported, and helpful qualities of Family Justice Centers*) and **survivor benefits of co-location of services** (*safe and supportive environment, all-in-one service provision, both legal and therapeutic services, getting needed help and information, and emotional support*) would benefit from further validation in a concept mapping study with survivors as a step towards instrument development and validation. The advantage of a concept mapping study would allow further addition of ideas by survivors, plus survivors' prioritization of the items for importance.
- The themes identified as **benefits of co-location to agencies** (*structure, networking services faster, team approach, relationships between agencies, larger goals, staff benefits, and how cases are handled*) would also benefit from further validation in a concept mapping study with partner agencies as a step towards instrument development and validation.
- The **relationship between benefits for children and how survivors benefit at Family Justice Centers** deserves more focused attention as the main question in a future evaluation to document a much more nuanced and detailed picture.
- **Further validation of the *Family Justice Center Environment Scale*** is suggested so that it can potentially be used as a developmental measure of best practices over time at Family Justice Centers. Initial reliability and construct validity was found to be good in this evaluation, suggesting continued use of major portions of the scale. Future validation efforts should include review by a panel of experts consisting of experienced Family Justice Center staff, partner agency staff, volunteers, and survivors. In addition, future evaluations should examine construct validity, predictive validity, and convergent/divergent validity. An exploratory factor analysis would also be an important step towards validating the constructs. Once validated, the scale could also be examined for any relationship to outcomes.
- **The Psychological Sense of Community Scale**, as adapted here for Family Justice Centers, should be considered in future evaluations of Family Justice Centers. The scale appeared to document key aspects of Family Justice Center practice that could eventually be examined as contributors or predictors of outcomes.

Section 4. Barriers to Needed Services¹

Evaluation Objective 3: Identify any barriers or challenges to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center.

Summary of Results: At least among survivors who came to Family Justice Centers who participated in this evaluation, barriers to accessing services were not commonly experienced once survivors made initial contact with Family Justice Center services. When asked about barriers to services, the most common response among survivors was that they did not encounter barriers. The second most common response was that survivors were unaware of the existence of the Family Justice Center and/or of the quality of services available. When barriers were categorized, the most common barrier was emotional-personal barriers experienced by survivors before coming to Family Justice Centers, those that occurred afterwards, and those that spanned across both before and after coming to Family Justice Centers. These results suggest the importance of proactively addressing survivors' emotional and personal barriers in outreach efforts by sharing information relevant to survivors' concerns. Family Justice Centers should also consider these emotional and personal concerns in the design of daily operations. This appears to be the case based on the five supports to access and the multi-level service approach identified in the previous section. Program-level barriers including service barriers, such as schedules and negative staff interactions were rare, but should be minimized once survivors come to the Family Justice Center. Survivors' socio-economic considerations were important both before and after coming to Family Justice Centers. To address the lack of awareness of the existence of Family Justice Centers, Family Justice Centers should continue in their outreach efforts in locations in which both families of survivors as well as the survivors themselves frequent. Settings related to children, such as schools, daycare settings, pediatrician's offices, family court, or child protective services are suggested targeted locations due to research that has found that survivors' concerns for their children are among the most important motivators to seeking help.

Discussion of Main Findings and Current Research: Based on qualitative data that included 5 (out of 7) partner agency staff focus groups (71%), 9 survivor focus groups (100%), and 121 (out of 128) client self-recordings (95%):

- ✓ When asked what barriers were encountered coming to services, the most common response from survivors was that they encountered no barriers coming to services. The second most common response was that survivors were unaware of the existence of the Family Justice Center, and/or of the type of services available or how helpful services might be.
- ✓ When barriers to services were categorized, they fell into 3 stages: before coming to the Family Justice Center, after coming, and both before and after coming. Before coming to services, emotional and decision-making barriers on the part of the victim were most pronounced. After coming to the Family Justice Center, location-related and interactions with staff were the most commonly noted barriers. Socio-economic barriers were noted before and after coming to the Family Justice Center.
- ✓ Survivors described emotional barriers and decision-making barriers as most prevalent before coming to Family Justice Centers. Key among emotional barriers was fear around accessing services. This is in line with research that has indicated that survivors' fears for their safety, lack of knowledge about available support, and concerns about losing their children have each been

¹ In this section, we will use the term "survivors" rather than "victims" or "clients" because data was collected from men and women after they had received services for domestic violence.

identified as reasons why survivors don't access services.² However, it is noteworthy that fear has also been found to motivate help-seeking, particularly fear of the escalation of violence on themselves or their children or the fear of becoming violent themselves.³

- ✓ As a strategy for addressing emotional and decision-making barriers, research has indicated that the encouragement of others from both formal and informal supports was found to be an essential component to survivors' seeking help, as was survivors wanting a better life.⁴ The emotional support and safe and supportive environment provided by Family Justice Centers described in the previous section are in line with these research findings, and suggest an effective means to minimize barriers.
- ✓ Socio-economic barriers were noted as a barrier spanning both before and after coming to a Family Justice Center. This importance of survivors' socio-economic status has been noted in current research that identifies the linkage between domestic violence and poverty as an important consideration in the context of services.⁵ For example, financial independence has been found to be an important factor associated with seeking a protective order.⁶ However, women who were unemployed and dependent upon their employed abusers were less likely to call the police for help.⁷ The financial resources as well as financial dependence of survivors should be a consideration in Family Justice Center outreach and activities.
- ✓ Not knowing about the existence of available domestic violence services and survivors' concern for their children has been well documented in existing research^{8,9} and was also an important finding in this evaluation. Research has also indicated that most survivors reach out to informal sources of help, such as friends and family.¹⁰ These results can be used to guide outreach and access efforts by continuing to focus on settings in which both survivors and their friends and families might frequent that are common for families with children. These might include schools, daycare, pediatrician's offices, family court, and child protective services.

Key Findings

- A total of **37 different individual barriers to access** to Family Justice Center services were identified across 5 partner agency focus groups (71%), 9 survivor focus groups (100%), and 121 client self-recordings (95%).

² Peckover, S. (2003). 'I could have just done with a little more help': an analysis of women's help-seeking from health visitors in the context of domestic violence. *Health and Social Care in the Community*, 11, 3, 275-282.

³ Randell, K.A., Bledsoe, L.K., Shroff, P.L., & Pierce, M.C. (2011). Mothers' motivations for intimate partner violence help-seeking. *Journal of Interpersonal Violence*.

⁴ See footnote 3.

⁵ Swan, S.C. & Sullivan, T.P. (2009). The resource utilization of women who use violence in intimate relationships. *Journal of Interpersonal Violence*, 24, 6, 940-948.

⁶ Wolf, M.E., Holt, V.L., Kernic, M.A., & Rivara, F.P. (2000). Who gets protection orders for intimate partner violence? *Am J Prev Med.*, 19, 4, 286-291.

⁷ Kaukinen, C.E., Meyers, S., & Akers, C. (2013). Status compatibility and help-seeking behaviors among female intimate partner violence victims. *Journal of Interpersonal violence*, 28, 3, 577-601.

⁸ Ingram, E.M. (2007). A comparison of help seeking between Latino and non-Latino victims of intimate partner violence. *Violence Against Women*, 13, 159-171.

⁹ See footnotes 2 and 3.

¹⁰ See footnote 3.

- The **five most commonly identified individual barriers** were:
 - ✓ None – no barriers to access encountered
 - ✓ Not knowing about the Family Justice Center
 - ✓ Survivor’s fear/being afraid to come to receive domestic violence related services
 - ✓ Transportation and parking issues
 - ✓ Specifically identified groups who are not coming (discussed in Section 6)
- When the 37 individual barriers were combined into thematic categories, the **rank ordering of the categories from the strongest endorsed barriers** by the greatest number of data sources to the least were as follows:
 - ✓ Emotional-personal barriers experienced by the survivors
 - ✓ No barriers
 - ✓ Not knowing about the Family Justice Center
 - ✓ Program-level barriers
 - ✓ Bureaucratic barriers
- Overall, there was **strong data across sites for each of the barriers to access sub-categories**, meaning these barriers were noted within each of the sites with multiple sources of data.
- The **strongest data occurred for Emotional-Personal Barriers and Not Knowing about the Family Justice Center**. Each site had data in these barrier sub-categories and we also see the greatest number of data sources, suggesting these were the strongest barriers to access.
- **Strong data was also evident for those that indicated they did not encounter barriers**. At 6 of the 8 Family Justice Centers, no barriers to access were encountered, as described by survivors themselves. This is not to suggest that there were no barriers, but that for some survivors, barriers may have been less relevant.
- **Emotional-personal barriers experienced by survivors** included:
 - ✓ Barriers encountered by survivors *before* coming to the Family Justice Center including **emotional barriers** (fear, embarrassment, abuser in control) and **decision-making barriers** (difficult to talk about it, have to want to get help, admitting there’s a problem, making a decision); these were the strongest barriers in this sub-category.
 - ✓ Barriers encountered *after* coming to the Family Justice Center including **location barriers** (survivor’s geographic proximity to the Family Justice Center or getting lost trying to find it) and **interaction barriers** (not having a good experience with Family Justice Center staff); location barriers were common, but interaction barriers were less common.
 - ✓ Bridging from before to after receiving Family Justice Center services were **socio-economic barriers** of survivors, or a lack of resources primarily for getting to the Family Justice Center initially and on an ongoing basis for services.
- **No barriers encountered** was the second most common barrier sub-category. It was mentioned in 76 unduplicated client self-recordings (59%) at 6 out of 8 of the Family Justice Center sites.
- **Not knowing about the Family Justice Center** was also noted as a strong barrier to access. This was the third most common sub-category of barriers to access to Family Justice Centers (and the

second most common individual barrier). There were 48 different data sources across all 8 sites that identified not knowing about the Family Justice Center as a barrier to access. It was mentioned several ways including: not being aware of the existence of the Family Justice Center; not knowing that good help existed; not knowing about the range of services available; not knowing (or being able to easily recognize) the location of the Family Justice Center.

- **Program-level barriers** were not as common, but still identified important aspects of potential barriers at Family Justice Centers. The most commonly occurring **program-level barriers** included difficulty with the **scheduling of Family Justice Center activities** given survivor's schedules, and various issues with survivor and partner agency staff perceptions of **police** procedures.
- A small number of **bureaucratic barriers** were identified at 5 out of 8 sites, suggesting some possible barriers to explore, but given the small number of data sources, this was the weakest sub-category of barriers to access.

Data Sources: Client Self-Recordings, Partner Agency Focus Groups, Survivor Focus Groups

As shown in **Table 4.1**, barriers to needed services were identified from multiple sources of data from the 8 Family Justice Center sites including:

- ✓ 5 (out of 7) partner agency staff focus groups (71%)
- ✓ 9 survivor focus groups (100%)
- ✓ 121 (out of 128) client self-recordings (95%)

This represents strong data (triangulation) across data sources (focus groups and client self-recordings) and individuals (partner agency staff, survivors).

Table 4.1 Data Sources Used for Barriers to Access for Family Justice Center Sites.

	Partner Focus Groups	Survivor Focus Groups	Client Self-Recordings	Walk-through	TOTAL
Alameda	1	1	5	--	7
Anaheim	0	1	25	1	27
LA	--	1	15	--	16
San Diego	0	2	18	--	20
Shasta	1	1	29	--	31
Sonoma	1	1	24	--	26
Stanislaus	1	1	0	--	2
West CC	1	1	5	--	7
TOTAL	5	9	121	1	136

Barriers to Access to Services

Initial coding of barriers resulted in a total of **36 different barriers**, plus **one code for respondents who stated there were no barriers**. The 36 barriers will be discussed in this section and are presented in **Table 4.2**. The code stating there were no barriers was discussed in Section 3.

The *number of sources*, meaning the total number of unduplicated focus groups and client self-recordings for each code, in descending order, is also presented in **Table 4.2**. The *number of references*

refers to the number of separate times in the transcriptions that barriers were discussed. One source can have multiple references.

Table 4.2 Ideas/Codes for Barriers to Access.

Count	Barriers to access	Sources	References
1	None-Access supports	76	89
2	Not Knowing-Not Aware	48	63
3	Afraid to come	37	41
4	Transportation	27	32
5	Who Is Not Coming	12	54
6	Schedules	10	17
7	Difficult to talk	9	9
8	Have to want to get help	9	10
9	Police	9	17
10	Admit a problem	8	8
11	Embarrassed	6	7
12	Make decision	6	7
13	Getting lost	5	6
14	Resources	5	5
15	Who Is Coming	5	12
16	Bureaucratic barriers	4	4
17	Immigration	4	6
18	Abuser in control	3	3
19	Hard to make first step	3	3
20	Isolation-Feel belittled	3	3
21	Need child care	3	3
22	Needed Advocacy referral	3	6
23	Services not available	3	3
24	Translation	3	3
25	Unfriendly-unhelpful-busy staff	3	5
26	Incorrect information	2	2
27	Left on my own	2	3
28	No staff follow-up	2	2
29	Paperwork	2	2
30	Personal	2	3
31	Restricted funding access for services	2	3
32	Didn't know how to talk to detective	1	1
33	Felt like I was being punished	1	3
34	Knowing its safe	1	1
35	Need legal services	1	1
36	Need staff training	1	4
37	Overwhelming	1	1
37	TOTAL	138	548

As presented in **Table 4.2**, the **five most commonly mentioned barriers to access** were:

- ✓ None – there were no barriers to access
- ✓ Not knowing or not being aware of the Family Justice Center and its services
- ✓ Survivors being afraid to come

- ✓ Transportation and parking issues
- ✓ Specifically identified groups who are not coming (discussed in Section 6)

Thematically grouping the individual barriers further by coding the content of each resulted in five sub-categories of barriers presented in **Table 4.3**:

Table 4.3 Five Sub-Categories of Barriers to Access.

Count	BARRIERS TO ACCESS	Sources	References
1	Emotional-Personal Experienced by Survivor	85	146
2	None	76	89
3	Not Knowing-Not Aware of FJC	48	63
4	Program-Level Barriers	23	63
5	Bureaucratic Barriers	7	9
TOTAL		137	477

Table 4.4 takes a closer look at the sources of the coding structure for each of the 5 sub-categories of barriers to access. A “yes” indicates there was data at that site for the sub-category indicated in the column. Data sources may include the client self-recordings, partner agency staff focus groups, and survivor focus groups.

Table 4.4 Presence (Yes) or Absence (No) of Data Sources for Barriers to Access Categories by Site.

	Bureaucratic Barriers	Emotional-Personal Barriers	None (No Barriers)	Not Knowing about FJC	Program-Level
Alameda	Yes	Yes	Yes	Yes	<u>No</u>
Anaheim	Yes	Yes	Yes	Yes	Yes
LA	<u>No</u>	Yes	Yes	Yes	Yes
San Diego	<u>No</u>	Yes	Yes	Yes	Yes
Shasta	Yes	Yes	Yes	Yes	Yes
Sonoma	Yes	Yes	Yes	Yes	Yes
Stanislaus	<u>No</u>	Yes	<u>No</u>	Yes	Yes
West CC	Yes	Yes	<u>No</u>	Yes	Yes

Table 4.5 presents the same data but provides the number of sources of data for each site in each sub-category of barriers to access. Because the number of sources per site varied from a low of 3 to a high of 32 (sites turned in varied numbers of client self-recordings), the actual numbers are not comparable across sites, but the relative range is comparable. **Figure 4.1** presents a visual representation of the sources of data in **Table 4.5**. In **Figure 4.1** we’re looking at the relative height of each of the colors that represent each barrier to access sub-category.

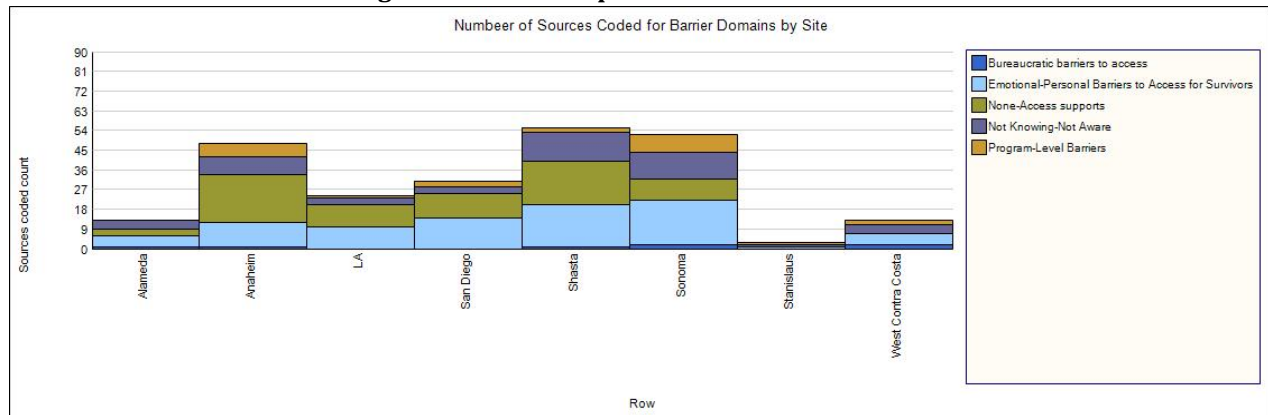
Table 4.5 Number of Data Sources for Barriers to Access Categories by Site.

	Bureaucratic Barriers	Emotional-Personal Barriers	None (No Barriers)	Not Knowing About FJC	Program-Level
Alameda	1	5	3	4	0
Anaheim	1	11	22	8	6
LA	0	10	10	3	1
San Diego	0	14	11	3	3
Shasta	1	19	20	13	2
Sonoma	2	20	10	12	8

Table 4.5 Number of Data Sources for Barriers to Access Categories by Site.

	Bureaucratic Barriers	Emotional-Personal Barriers	None (No Barriers)	Not Knowing About FJC	Program-Level
Stanislaus	0	1	0	1	1
West CC	2	5	0	4	2

Figure 4.1 Visual Representation of Table 4.5.



The information from **Table 4.4**, **Table 4.5**, and **Figure 4.1** allows us to quickly see the extent to which multiple data sources across sites (triangulation) occurred on barriers to access, as follows:

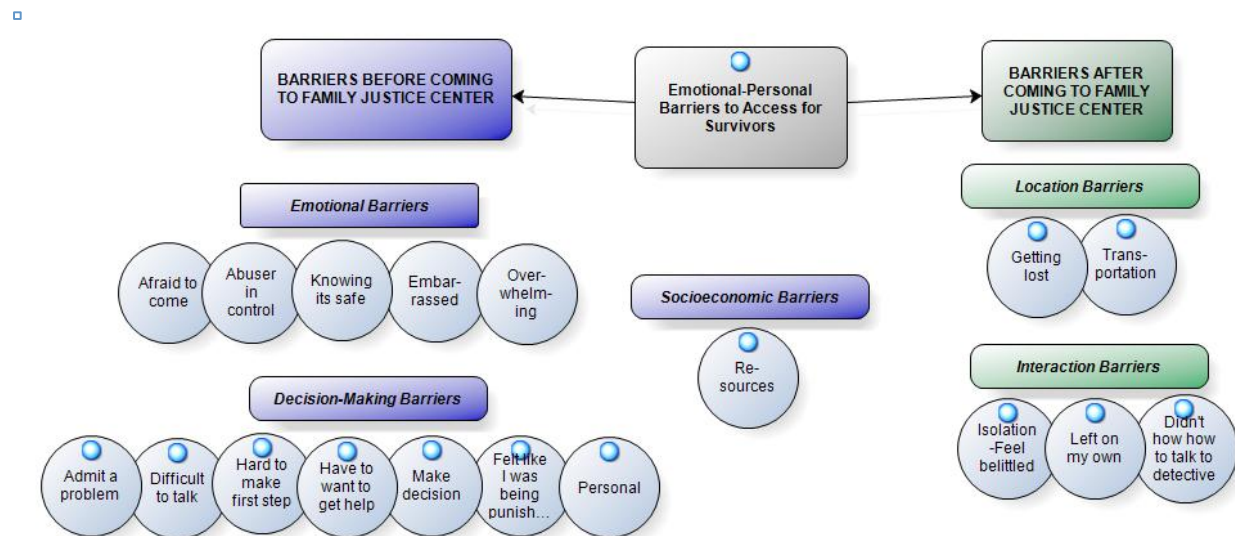
- ✓ Overall, there was **strong data across sites for each of the barriers to access sub-categories**. We see this by the presence of sources across all sites in **Table 4.4**, as well as the number of sources across all sites in **Table 4.5** and the number of different colored bars (barriers to access) in **Figure 4.1**.
- ✓ The **strongest data (based on triangulation) occurred for Emotional-Personal Barriers and Not Knowing about the Family Justice Center**. Each site had data in these barrier sub-categories (see **Table 4.4**). We also see the greatest number of sources in **Table 4.5** and in **Figure 4.1** (indicated by the greater height of the light blue bars and purple bars). All 8 sites had sources of data coded in these two areas. This **supports the Emotional-Personal Barriers and Not Knowing about the Family Justice Center as strong barriers to access to consider across all 8 Family Justice Center sites**.
- ✓ Six sites had sources to indicate **No Barriers to Access** were discussed, **suggesting strong data based on triangulation**. At the remaining two sites, there was no discussion or mention of there being no barriers to access (see **Table 4.4**). The two sites that did not have any codes for this thematic area (Stanislaus and West Contra Costa) also had far fewer or no client self-recordings. The client self-recordings were the sole source of data for this area; therefore, it would not be prudent to draw conclusions for these two sites on this barrier. For the remaining 6 sites, however, based on the high number of data sources indicated (see **Table 4.5**), and the relative height of the olive bar in **Figure 4.1**, a significant number of sources discussed that they did not encounter any barriers. This supports that **at 6 of the 8 Family Justice Centers, no barriers to access were encountered, as described by survivors themselves. This is not to suggest that there are no barriers, but that for some survivors, barriers may be less relevant**.

- ✓ **Program level barriers** were mentioned at 7 out of 8 sites (see **Table 4.3**), and included a number of data sources that ranged from 0 to 9 (see **Table 4.5**). A variety of program level barriers were mentioned across the 7 Family Justice Center sites, but the low number of sources and examination of the coding structure (discussed in a subsequent section) suggests **program-level barriers are important to consider but were often specific to the Family Justice Center**.
- ✓ **Bureaucratic barriers** were not noted at 3 sites, but were indicated at 5 sites (see **Table 4.4**). The number of sources coded for bureaucratic barriers was much lower, as indicated by the lower number of sources in **Table 4.5**, and the very thin medium blue bar at the bottom of the bars in **Figure 4.1**. This suggests less strong evidence for bureaucratic barriers. While it should be considered in future evaluations, direct questions should be asked (rather than the open-ended method used in this evaluation) since it appears that other barriers to access are taking precedence.

Overview of Emotional-Personal Barriers to Access for Survivors

Emotional and personal barriers constituted the largest and most common category of barriers to access for survivors. The visual representation in **Figure 4.2** illustrates the hypothesized relationship among the 18 separate categories or ideas (shown in the circles) that were included in this sub-category.

Figure 4.2 Emotional-Personal Barriers to Access for Survivors.



As shown in **Figure 4.2**, a host of barriers from the perspective of survivors were identified. Taken as a whole, these barriers were divided into those that were present **before survivors came to the Family Justice Center** (*emotional and decision-making barriers*), those that occurred **after interacting with the Family Justice Center** (*location barriers and interaction barriers*), and **socio-economic barriers**, which could occur both before and after survivors sought services at the Family Justice Center.

The **emotional and decision-making barriers** were the strongest barriers in this category, most notably represented by survivor descriptions of the many reasons that they were **afraid to come** for services (described in more detail below). Separate from the fear around seeking services were

barriers related to the need to **make a decision** to seek services. Here, survivors talked about several related ideas including the need to **admit there was a problem** in their relationship, how hard that could be because many survivors found it very **difficult to talk about their problems**, and how hard it could be to **make a first step** to move forward in their lives.

Socio-economic barriers spanned both the “before” and “after” receiving services from the Family Justice Center, and were also significant. Often tied to **transportation**, these barriers included occurrences such as not having sufficient resources to get to the Family Justice Center initially, or the difficulties with continuing to come for services due to limited financial resources.

Barriers related to **location** of the Family Justice Center and **interaction with the Family Justice Center** occurred less frequently than the emotional and decision-making barriers, but were mentioned enough to warrant consideration. **Location barriers** posed the strongest barrier after coming to the Family Justice Center and refers to a range of items from survivors living a significant distance from the Family Justice Center resulting in **transportation issues**, to **getting lost** trying to get to the Family Justice Center. Occurring less often were bad experiences of survivors in their **interactions** with the Family Justice Centers (discussed further below).

Table 4.6 presents the number of unduplicated sources for each of the categories within emotional-personal barriers to access for survivors. Note that because these are unduplicated counts, sources may add up to greater than what is seen in the “TOTAL” row (in other words, duplicate sources were eliminated from the total number). The number of sources indicates the overall strength of the idea because it occurred across a greater number of respondents.

Table 4.6 Emotional-Personal Barriers to Access for Survivors.		
Emotional Barriers	Sources	References
Afraid to come	37	41
Embarrassed	6	7
Abuser in control	3	3
Knowing its safe	1	1
Overwhelming	1	1
Decision-Making Barriers		
Difficult to talk	9	9
Have to want to get help	9	10
Admit a problem	8	8
Make decision	6	7
Hard to make first step	3	3
Personal	2	3
Felt like I was being punished	1	3
Socio-economic Barriers		
Resources	5	5
Location		
Transportation	27	32
Getting lost	5	6
Interaction barriers		
Isolation-Feel belittled	3	3
Left on my own	2	3
Didn't know how to talk to detective	1	1
TOTAL	85	146

In the interests of space, we will present descriptions of the strongest barriers listed in **Table 4.6** here. What will become evident when reading the descriptions is the strong relationships between the barriers and how they are often intertwined with one another. We have separated out the ideas for purposes of our analysis.

DESCRIPTIONS OF EMOTIONAL BARRIERS

Afraid to Come. Survivors being afraid to come to the Family Justice Center to receive services was identified as a barrier to access to services in 32 client self-recordings (25%), three survivor focus groups (33%), and two partner agency staff focus groups (29%) across all eight sites (100%).

Survivors living in fear as a consequence of the abuse was widely recognized. Several reasons for survivors being afraid to access services were identified including:

- Being afraid because police are at the Family Justice Center, and victims are misinformed about why the police are there;
- Fear because "we don't have the courage in ourselves to go and seek help"
- Fear due to not knowing what to expect
- Fear due to undocumented status, and the fear of being asked for papers or an ID and having an investigation being initiated as a result
- Fear of retaliation from the abuser and the survivor's situation becoming worse
- Fear of what the abuser was going to do
- Fear due to survivors not realizing the services are confidential
- There was also fear about having their personal problems exposed and fear of not receiving the help they needed once they did share their problems
- Fear about their children being screened for child abuse and potentially being taken away by child protective services
- Fear that the survivor will be arrested
- For survivors who wanted to remain with their abusers, fear of what the abuser would do and how the relationship would be impacted if the survivor told someone
- Fear because survivors don't know what to do
- Fear of asking for help
- Fear of opening up and speaking about the situation
- Fear of talking to people and not being sure where to start
- Scary to get any help for domestic violence
- Fear of the unknown
- Fear of how survivors are being perceived; fear of being perceived as a victim or an "idiot"
- Scared to talk about what happened
- Fear about whether survivors are doing the right thing by filing a restraining order

Several survivors countered the fear with how grateful they were for the support that they subsequently received at the Family Justice Center once they did come for services, and how well they were treated. Another survivor recommended that publicity in the courts tell abused women they can come to the Family Justice Center without fear and familiarize women with how to come to the Family Justice Center. The importance of knowing the Family Justice Center is a safe place to come was also emphasized as a way to counter the fear about seeking help.

Note should be made that a significant number of survivors shared that they experienced no barriers coming to services at the Family Justice Center. This would ostensibly suggest they were not afraid. However, we are hesitant to make this assumption (of no fear among those who said there were no barriers) due to the open-ended nature of the questions that were used to gather this data.

Embarrassed. Four client self-recordings (3%) and two survivor focus groups (22%) from three sites (38%) identified embarrassment as a barrier for survivors to access services. Survivors described being embarrassed to speak about what happened because they didn't want to accept the reality of what had happened, to being embarrassed for fear of other people's reactions. Embarrassment about talking about their problems was also mentioned. Another survivor explained that she was embarrassed because she was single rather than being married to her abuser, and it was embarrassing to be questioned about this in court. She also mentioned how grateful she was that the Family Justice Center staff person was non-judgmental in her approach to the survivor.

Abuser in Control. Two client self-recordings (2%) and a comment from a survivor focus group (11%) from three sites each discussed how control by the abuser created a barrier to access to Family Justice Centers for survivors. In one instance, the survivor explains how her abuser "was in control of me" and that made it hard for her to come for services. She explained that it was "easier to come here because I feel safe and everyone is friendly". In a second example, the survivor explained that she needed to figure out how to come to the Family Justice Center without her ex knowing where she was going. She said that he often had someone following her or found some way to always know where she was, and that this made it difficult for her to access services. In a third example, a survivor explains how everyone who lived in her building was under the impression that her husband was very helpful. She explained it like this:

"They would say, look, he helps you do laundry and I'd like to have a husband like that. But they didn't know why he was helping me with the laundry [was] because he would not leave me any money and [he] even would carry the quarter for the machines and he would put them in the machines so I wouldn't get change for \$20 and have \$10 left. And all my neighbors would comment, oh, how I would like to have a husband like yours."

DESCRIPTIONS OF DECISION-MAKING BARRIERS

Difficult to Talk. Nine client self-recordings (7%) from six sites (75%) identified how difficult it was to talk about what had happened as a significant barrier for survivors to access services. It was described different ways including it being difficult to "talk about my past and all the abuse" due to "fear and embarrassment for others to know how I was treated". One survivor described how difficult it was to talk because talking about it brought back all the emotions, and she didn't want to cry at all, much less cry in front of the person she was telling. Talking to someone who was "good, kind, and respectful" seemed to make it a little bit easier once survivors had gotten over the difficulty of talking about it. One survivor said she had been silent for many years and she didn't want anyone else to know what was happening to her, so it was difficult for her to talk about it. Another survivor put it this way:

"...it was hard to just say it out loud for myself, so that was the hard part about getting here, just me being able to say out loud what I needed help for because I've been trying to hide it for a while."

Have to Want to Get Help. Nine sources including 8 client self-recordings (6%) and one survivor focus group (11%) from four sites (50%) identified survivors having to want to get help as a barrier to accessing services. This was described as a need for a decision to seek help. This need for a decision was seen to impact access to services different ways, such as survivors who were "not ready to take action", or hadn't made a decision to seek help, or had to accept that "it's okay to ask for help". The stigma of needing help was also identified as a barrier. Reaching out for help was also identified as difficult particularly due to "being so scared to get any help because if he found out... I would be abused 10 times worse, 100 times worse."

Admit a Problem. Eight client self-recordings (6%) from three sites (38%) identified how hard it was to admit there was a problem as a barrier to access to services. "Admitting a problem" was linked to understanding that they were not living the life they were hoping to live, to not wanting to accept the fact that they would have to pursue a restraining order with an ex-boyfriend, to not being ready to end the relationship. Feelings of shame and guilt were also identified as part of the difficulty in admitting a problem. Another survivor mentioned how hard it was for those who had been through emotional trauma or hardship to talk about things and how hard it was to admit that they have failed in their relationship.

Make a Decision. Six client self-recordings (5%) from five sites (63%) identified the need for survivors to make a decision as a potential barrier to accessing survivors. Making a decision was focused in several areas including: making a decision to leave a partner, to follow up with a restraining order, or to move on with the children and move forward in their lives. In all cases except one, survivors linked their own need to make a decision as an initial barrier that was subsequently met with courteous, helpful, and supportive services at the Family Justice Center. In one instance, the survivor stated she did not feel she was helped by the Family Justice Center services after her decision to report the case.

Hard to Make First Step. Three client self-recordings (2%) at three sites (38%) emphasized how hard it was to make a first step. One survivor linked the importance of being able to make that first step because the Family Justice Center was able to answer her phone call and her questions and point her in the direction she needed to go. However, it first took admitting there was a problem and dealing with feeling overwhelmed with all the subsequent steps of a restraining order, legal services, and counseling. Another survivor echoed a similar sense of being afraid to take a step forward to better her life. A third survivor also acknowledged how hard it was to make the first step but that if Family Justice Centers were more known, and the services they provided was more well known, that survivors might be able to more easily make that first step toward getting help.

DESCRIPTIONS OF SOCIO-ECONOMIC BARRIERS

Resources. Limited financial resources of low-income survivors was mentioned as a barrier to access for services by two client self-recordings (2%), two partner agency staff focus groups (29%), and a survivor focus group (11%) across four sites (50%).

DESCRIPTIONS OF LOCATION BARRIERS

Transportation. Twenty-one client self-recordings (16%), three survivor focus groups (33%), and three partner agency staff focus groups (43%) at seven sites (88%) mentioned transportation as a barrier for

survivors coming for Family Justice Center services. Transportation issues encompassed survivors who didn't drive themselves and had to either take public transportation or arrange a ride, to not having enough money to pay for public transportation or gas, to not having money to pay for parking. The distance to the Family Justice Center from where the survivor was living was also a common barrier.

DESCRIPTIONS OF INTERACTION BARRIERS

Isolation-Feel Belittled. Three client self-recordings (2%) at three sites (38%) noted that barriers to access for survivors stem from being isolated from society and feeling belittled as a consequence of being in an abusive relationship before getting to the Family Justice Center. A third survivor explained how she felt disempowered due to feelings of hopelessness and helplessness after interacting with the Family Justice Center.

Left on My Own. Two client self-recordings (1%) from one site (13%) both described a similar circumstance in which they were given resources via a print-out or told by a staff person, but no further guidance from an advocate or support staff to negotiate the resources or fill out the forms was provided. One survivor explained that she was led into a room where there was a phone and a computer and then left alone. A second survivor explained how "services were sort of thrown out there to me when my mind was spinning already and I think to have maybe something printed that I could have taken with me" would have been helpful to her.

No Barriers Encountered

No barriers encountered was the second most common barrier category. It was mentioned in 76 unduplicated client self-recordings (59%). The content will be described in more detail in Section 3 with access supports.

Not Knowing – Not Aware of the Family Justice Center

The third most common sub-category of barriers to access to Family Justice Centers (and the second most common individual barrier) was survivors not knowing about the existence of the Family Justice Center. There were 48 different references to not knowing as a barrier, including 42 client self-recordings (33%), five survivor focus groups (56%), and one partner agency staff focus group (14%), across all eight sites (100%).

Not knowing about Family Justice Centers was described multiple ways, as follows:

- Not aware of the existence of the Family Justice Center
- Not knowing that good help exists at the Family Justice Center. As one survivor put it: "I don't think it's really communicated very clearly all the services that are provided so someone will know what this place has to offer them."
- Not knowing about the range of services that are provided at the Family Justice Centers
- Not knowing (or being able to easily recognize) the location of the Family Justice Center
- In one case, it was mentioned that the Family Justice Center referral card didn't have a phone number, so it was difficult to learn about the services

Survivors said they found out about it "by a fluke", being told about it by another service provider who knew about just one aspect of the services but not the overall approach of the Family Justice Center, or they heard about it from a friend or by word of mouth. Some survivors heard about the Family Justice Center from police (and were grateful to have learned about it). Not knowing was also tied to embarrassment about talking about domestic violence, making it even more difficult for survivors to

learn about Family Justice Centers because they were reluctant to discuss the problems they were experiencing, making it less likely that the existence of the Family Justice Center would be mentioned.

One survivor mentioned that information about the Family Justice Center was very available online, but noted that some survivors don't have access to the internet.

Another key aspect of not knowing was the related idea of not knowing how helpful and supportive the services could be, and that it was a safe place to come, as a way to counterbalance the fear of seeking services related to domestic violence.

Program-Level Barriers

The fourth most common sub-category of barriers to access to Family Justice Center services was program level barriers. These were mentioned in a total of 23 unduplicated sources. The 11 identified barriers in this category are listed in **Table 4.7** in descending order based on the number of sources.

Table 4.7 Program-Level Barriers to Access.

Count	Barrier	Sources	References
1	Schedules	10	17
2	Police	9	17
3	Need child care	3	3
4	Needed Advocacy referral	3	6
5	Services not available	3	3
6	Translation	3	3
7	Unfriendly-unhelpful-busy staff	3	5
8	Incorrect information	2	2
9	No staff follow-up	2	2
10	Need legal services	1	1
11	Need staff training	1	4
TOTAL		23	63

As shown in **Table 4.7**, the **two most commonly mentioned program-level barriers to access** were:

- ✓ **Schedules:** Seven client self-recordings (5%), two survivor focus groups (22%) and one partner agency staff focus group (14%) at five sites (63%) mentioned the hours of services at the Family Justice Center as a barrier to services. Several survivors mentioned having to take off work to file paperwork or participate in classes or services at the Family Justice Center. The timing of services in the morning was also noted as problematic. In one instance, a survivor explained that her child didn't want to miss so much school in order to receive services at the Family Justice Center. In other cases, survivors were working night shifts and had to come straight to the Family Justice Center after their shift.
- ✓ **Police:** Two client self-recordings (16%), three partner agency staff focus groups (38%), and four survivor focus groups (44%) from five sites (63%) identified association with police as a barrier for survivors accessing Family Justice Centers. A view of victims that "police were not on my side" or that police did not validate what victims go through was noted. This, in turn created a negative view of Family Justice Centers for some victims due to the Family Justice Center's collaboration with police. At the same time, it was acknowledged that police are in the best position to tell victims about Family Justice Center services; training of law enforcement on telling victims about the Family Justice Centers was also emphasized, as was training in

recognizing the signs of domestic violence. Victims shared several instances in which they struggled with their interactions with police that were not directly related to the Family Justice Centers, but that still influenced victim's views of police. These negative views stemmed from victim experiences calling the police for a restraining order and not being helped, to having the abuser arrested but then being let out the same day, to police telling a victim that evidence was needed to prove domestic violence, such as bruises, emails, or letters, to police not coming to pick up a domestic violence suspect because there was no restraining order, to being told that the victim had to provide evidence that an abuser violated a restraining order in order for the police to do anything. These experiences with police clearly caused frustration for victims and partner agency staff but may not always have a direct relationship to Family Justice Centers.

The remaining **program-level barriers to access** fell into two categories and are presented in **Table 4.8**:

Table 4.8 Sub-Categories of Program-Level Barriers to Access.

Service Barriers	Staff Barriers
Need child care	Unfriendly, unhelpful, busy staff
Need advocacy referral	Incorrect information given out by staff
Services not available (for homeless, criminal legal)	No staff follow-up
Need translation	Need staff training
Need legal services	

There were three or less sources for each of these service and staff program-level barriers, indicating that these were relatively uncommon. However, it is still worthwhile to consider them in the larger picture of potential barriers to access, and for possible inclusion in future evaluations.

Bureaucratic Barriers

The fifth most common sub-category of barriers to access to Family Justice Center services was bureaucratic barriers. These were mentioned in a total of 7 unduplicated sources. The 3 identified barriers in this category are listed in **Table 4.9** in descending order based on the number of sources.

Table 4.9 Bureaucratic Barriers to Access.

Count	Barrier	Sources	References
1	Procedural requirements	4	4
2	Paperwork	2	2
3	Restricted eligibility for services	2	3
TOTAL		7	9

These bureaucratic barriers were also uncommon, but may still be important to consider as a potential barrier. It may also be important to note that bureaucratic barriers were uncommon as a strength of Family Justice Centers; however, due to the nature of the open-ended data collection, we cannot say with certainty that bureaucratic barriers weren't present. We can say only that relative to other barriers that were mentioned, bureaucratic barriers didn't emerge as a consistent concern.

Challenges/Limitations of the Findings

The nature of examining so many sources of qualitative data (triangulating), as was the case in this section, creates a series of findings in which the “whole” is greater than the sum of its parts. This is both the advantage and the challenge of this type of triangulation; the multiple sources add credibility to the findings, but also make it difficult to “transfer” or assume these findings are suited to individual Family Justice Center sites. Examining triangulation of data sources across sites addresses this issue to some degree, but with varied numbers of sources, as we had here, findings should be applied to sites with fewer data sources with caution. There is also not a one-to-one correspondence between the exact number of sources and the overall strength and application of the results. We can say that relatively speaking, when there were a greater number of data sources across all or most of the sites, these findings are stronger, but exactly how much stronger, and to what degree, cannot be enumerated. In other words, the major findings from this section [barriers don’t always exist, and when they are present, emotional and decision-making barriers and not knowing about the existence of Family Justice Centers] may not be transferable to all 8 Family Justice Centers in this project. Having said that, the triangulation of this number of data sources directly from survivors does support strength to the credibility of the findings, particularly for Family Justice Centers that included multiple data sources.

Recommendations for Future Evaluations

One of the major strengths of the data collection in this project is the comprehensive content of the 128 survivor self-recorded interviews. The significant advantage of collecting this amount of detailed qualitative data is the potential for using the findings in future evaluation research. Several opportunities for this emerged out of the data in this section, as follows:

- ✓ The list of 37 barriers can be used in future survey research with survivors and/or professional staff to determine which barriers are most important in Family Justice Center settings.
- ✓ The top five sub-categories can similarly be used in survey research with survivors and/or professional staff to determine which barriers are most important in Family Justice Center settings.
- ✓ The 37 individual barriers and/or the top five sub-categories of barriers can be used in survivor satisfaction surveys and/or exit interviews at Family Justice Centers.
- ✓ The list of fears identified by the survivors can be considered for inclusion in survivor intake assessments, satisfaction surveys, and exit interviews at Family Justice Centers.
- ✓ The emotional-personal barriers are well suited to further validation in a concept mapping study with survivors to determine the appropriate categories as well as the strongest individual items as a first step toward a standardized instrument to measure barriers to access.

Section 5. Immigration Status, Criminal History and Substance Abuse/Mental Health as Potential Barriers to Access at 4 Pilot Family Justice Centers¹

Evaluation Objective 3: *Identify any barriers or challenges to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center.*

Summary of Results: *Concerns and misinformation about immigration was a noted barrier before coming to Family Justice Centers, but not afterwards. Survivor concerns included fear of deportation, fear of having children removed, and a lack of awareness of legal services to address immigration and citizenship. One of the most significant benefits of Family Justice Center services noted by survivors was receiving immigration services that helped them to become legal residents. Criminal history was not a potential barrier to access, unless it was related to domestic violence, and then a determination was made on a case-by-case basis. Substance abuse and mental health needs were not a barrier to accessing services. Exceptions to this were if survivors came to an intake appointment under the influence of drugs or alcohol, or if they displayed severe mental health symptoms at level of severity that suggested impaired judgment and inability to legally sign documents.*

Discussion of Main Findings and Current Research: *Based on qualitative data from 23 different sources of data from the 4 Family Justice Center sites including administrative data from the 4 Pilot sites, walk through notes by evaluators from site visits from the 4 sites, 4 Partner agency staff focus groups, 5 Survivor focus groups, and 6 Client Self Recordings:*

- ✓ *Similar to what was found in this evaluation, concerns about immigration issues, being deported, and/or having their children taken away have been well documented in studies of Spanish-speaking survivors who were not citizens.²*
- ✓ *A lack of knowledge about community resources among Latino victims compared to non-Latino victims was found in one study, and access to formal resources was less common among Latino victims.³*
- ✓ *The findings here and in current research suggest the need for targeted outreach in locations where Latino families can get accurate information about immigration issues, Family Justice Center services, and domestic violence services more generally.*

Key Findings

The following was learned about **immigration status as a potential barrier to access to services** at the 4 Pilot Family Justice Centers:

- **Immigration status was a potential barrier among survivors who were undocumented prior to going to the Family Justice Center.** Fear of being deported among survivors who were undocumented was noteworthy. In some cases, survivors said that their abusers told them that they would be deported if they called the police or accessed services.

¹ In this section, we will use the term “survivors” to refer to clients or victims seeking services at Family Justice Centers.

² Randell, K.A., Bledsoe, L.K., Shroff, P.L., & Pierce, M.C. (2011). Mothers’ motivations for intimate partner violence help-seeking. *Journal of Interpersonal Violence*.

³ Ingram, E.M. (2007). A comparison of help seeking between Latino and non-Latino victims of intimate partner violence. *Violence Against Women*, 13, 159-171.

- **Once at the Family Justice Center, immigration status no longer appeared to be a barrier to access.** The intake process was the same regardless of citizenship status. Two of the Family Justice Center sites specifically shared with survivors during intake that immigration services were provided.
- **One of the most significant benefits of Family Justice Center services noted by survivors was receiving immigration services** that helped them to become legal residents.

The following was learned about **criminal history as a potential barrier to access to services** at the 4 Pilot Family Justice Centers:

- **Criminal history was not a potential barrier to access, unless it was related to domestic violence, and then a determination was made on a case-by-case basis.** If victims had prior convictions or felonies unrelated to domestic violence, and if this became known during the intake process, victims would still be provided services. However, in circumstances in which the victim had either a current case or a past case in which the victim was the perpetrator of domestic violence, or there was a restraining order against the victim, sites handled these situations on a case-by-case basis. An assessment of the circumstances was made to assure safety to all victims receiving services at the Family Justice Center. The worst case scenario was that the victim would be referred to offsite services. The scenario that Family Justice Centers wished to avoid was having domestic violence perpetrators coming to the Family Justice Center to potentially intimidate their partners or other victims of domestic violence.

The following was learned about **substance abuse and mental health needs as a potential barrier to access to services** at the 4 Pilot Family Justice Centers:

- **Substance abuse and mental health needs were not a barrier to accessing services.** Appropriate referrals were made to substance abuse and/or mental health services in combination with any other desired domestic violence-related services.
- **Exceptions to this were if survivors came to an intake appointment under the influence of drugs or alcohol, or if they displayed severe mental health symptoms at level of severity that resulted in impaired judgment and inability to legally sign documents.** In these cases (which were rare), when onsite mental health professionals were available, they were brought into the process to conduct more thorough screening and/or assessments; or survivors were referred to appropriate offsite services to address the immediate substance abuse and/or mental health need. Once survivors were stabilized (typically on medications in the case of mental health needs and no longer under the influence in the case of substance abuse), survivors could access Family Justice Center services.

Data Sources

As shown in **Table 5.1**, potential barriers to access based on immigration status, criminal history, and substance abuse/mental health needs were identified from 23 different sources of data from the 4 Family Justice Center sites including:

- ✓ Administrative data from the 4 Pilot sites
- ✓ Walk Through notes by evaluators from site visits from the 4 sites
- ✓ 4 Partner agency staff focus groups

- ✓ 5 Survivor focus groups
- ✓ 6 Client Self Recordings

This represents a good variety of data sources, suggesting a good foundation to the findings.

Table 5.1 Data Sources for Immigration Status, Criminal History and Substance Abuse/Mental Health.

	Administrative Data	Walk Through Notes by Evaluator	Partner Focus Group	Survivor Focus Group	Client Self Recordings	TOTAL
Alameda	1	1	1	1	1	5
Anaheim	1	1	1	1	1	5
San Diego	1	1	1	2	1	6
Sonoma	1	1	1	1	3	7
TOTAL	4	4	4	5	6	23

Immigration Status as a Potential Barrier to Access

RESULTS

Table 5.2 summarizes whether the intake process was different if the survivor was undocumented. Additional information regarding immigration issues is also provided. **Table 5.3** presents an overview of the available data related to immigration issues from the client databases.

Taken together, the following was learned **about immigration status as a potential barrier** to access:

- **Immigration status was a potential barrier among survivors who were undocumented prior to going to the Family Justice Center.** Fear of being deported among survivors who were undocumented was noteworthy. In some cases, survivors said that their abusers told them that they would be deported if they called the police or accessed services.
- **Once at the Family Justice Center, immigration status no longer appeared to be a barrier to access.** The intake process was the same regardless of citizenship status. Two of the Family Justice Center sites specifically shared with survivors during intake that immigration services were provided.
- **One of the most significant benefits of Family Justice Center services noted by survivors was receiving immigration services** that helped them to become legal residents.
- Client databases likely undercounted the number of survivors who were undocumented (if this was counted at all), as well as the number of survivors who sought and received services related to immigration status. Based on the available percentages, between 10% and 20% of survivors were interested in receiving immigration services. Probably most interesting was that about three quarters of survivors who identified a need for immigration services actually received immigration services (see Sonoma data in **Table 5.3**).

Table 5.2 Intake Process for Survivors who are Undocumented.

Site	Intake Process if Survivor is Undocumented	Additional Information
Alameda	Not different if survivor is undocumented.	Help with immigration noted by survivors.
Anaheim	Not different if survivor is undocumented.	Intake staff inform survivors that there are partner agency staff that will help with immigration issues. Help with immigration noted by survivors, as was initial fear of being deported.
San Diego	Not different if survivor is undocumented.	Intake staff inform survivors that there are partner agency staff that will help with immigration issues. Help with immigration noted by survivors.
Sonoma	Not different if survivor is undocumented.	Intake staff have to access an interpreter by computer or telephone if survivor only speaks a language other than English. Help with immigration noted by survivors.

Table 5.3 Immigration Indicators from Client Databases.

Site	Client Database Item	Yes	N/Total N
Alameda	Would you like to receive information about immigration issues?	19%	71/370
	Victim is undocumented.	272	--
Anaheim	"I would like to talk to someone about...counseling and immigration services."	9%	74/831
San Diego	No immigration status information tracked in client database system.	--	--
Sonoma	Survivor identified need for Immigration Assistance.	12%	82/682
	Survivor utilized Immigration Assistance services.	73%	60/82

Criminal History as a Potential Barrier to Access

RESULTS

Victim criminal history is discussed as part of compliance in Section 6. Please see **Table 6.3** in Section 6 for documentation of criminal history and active criminal investigation checks by site. We will summarize the key points of the discussion here specifically as it relates to criminal history as a potential barrier to access:

- **No sites regularly checked victim criminal histories during the intake process**, however, information in the intake paperwork typically asked about involvement in any current criminal cases. The primary purpose of knowing criminal history is to assure victim safety by not allowing domestic violence perpetrators at the Family Justice Centers.
- **Criminal history was not a potential barrier to access, unless it was related to domestic violence, and then a determination was made on a case-by-case basis.** If victims had prior convictions or felonies unrelated to domestic violence, and if this became known during the intake process, victims would still be provided services. However, in circumstances in which the victim had either a current case or a past case in which the victim was the perpetrator of domestic violence, or there was a restraining order against the victim, sites handled these situations on a case-by-case basis. An assessment of the circumstances was made to assure safety to all victims receiving services at the Family Justice Center. The worst case scenario was that the victim would be referred to offsite services. The scenario that Family Justice Centers wished to avoid was having domestic violence perpetrators coming to the Family Justice Center to potentially intimidate their partners or other victims of domestic violence.

Substance Abuse and Mental Health Needs as a Potential Barrier to Access

RESULTS

Table 5.4 summarizes whether the intake process was different if the survivor had substance abuse and/or mental health need for services. Additional information regarding how this was handled in the intake process is also provided. **Table 5.5** presents an overview of the results from each site for the substance abuse and mental health information available in the client databases.

Taken together, the following was learned **about substance abuse and/or mental health needs as a potential barrier** to access:

- **Substance abuse and mental health needs were not a barrier to accessing services.** Appropriate referrals were made to substance abuse and/or mental health services in combination with any other desired domestic violence-related services.
- **Exceptions to this were if survivors came to an intake appointment under the influence of drugs or alcohol, or if they displayed severe mental health symptoms at level of severity that resulted in impaired judgment and inability to legally sign documents.** In these cases (which were rare), when onsite mental health professionals were available, they were brought into the process to conduct more thorough screening and/or assessments; or survivors were referred to appropriate offsite services to address the immediate substance abuse and/or mental health need. Once survivors were stabilized (typically on medications in the case of mental health needs and no longer under the influence in the case of substance abuse), survivors could access Family Justice Center services.
- **Based on the available client database information, somewhere between about 10%-20% of survivors presented with substance abuse and/or mental health problems at intake.** Information related to substance abuse and mental health is not uniformly available in the client databases. However, these available percentages suggest the need for ongoing attention to the substance abuse and mental health needs of survivors.

Table 5.4 Intake Process for Survivors with Substance Abuse and/or Mental Health Issues.

Site	Intake Process if Survivor has Substance Abuse and/or Mental Health Issues	Additional Information
Alameda	Not different.	Intake staff would provide appropriate referrals for substance abuse and/or mental health services if the need emerged in the intake process.
Anaheim	Not different..	Intake staff would provide appropriate referrals for substance abuse and/or mental health services if the need emerged in the intake process.
San Diego	Not different.	Only in the event that the survivor was under the influence of drugs or alcohol would the intake be put off until the survivor was sober (as early as the next day). Appropriate referrals that consider substance abuse and/or mental health needs would be made. For survivors displaying severe mental health symptoms, a therapist would be brought into the intake process to conduct further assessment.
Sonoma	Not different.	Only in the event that the survivor was under the influence of drugs or alcohol would the intake be put off until the survivor was sober (as early as the next day). For survivors displaying mental health symptoms during intake, intake staff would work closely with a mental health counselor to conduct a screening and determine if the survivor is stable enough to receive Family Justice Services or if mental health services, including stabilization on medications, should occur first.

Table 5.5 Substance Abuse and Mental Health Indicators from Client Database.

Site	Client Database Item	Category	Yes	N/Total N
Alameda	Have you ever sought psychiatric services?	Mental Health	23%	62/266
	Have you ever been diagnosed with a mental illness? Or think you may have a mental illness?	Mental Health	21%	53/256
	Are you currently on medication?	Mental Health	15%	38/255

Table 5.5 Substance Abuse and Mental Health Indicators from Client Database.

Site	Client Database Item	Category	Yes	N/Total N
Anaheim	Would you like information on psychiatric services, including a screening?		13%	31/234
	Do you currently have or ever had a substance abuse problem?	Substance Abuse	9%	20/222
	Are you interested in receiving information on detox, recovery programs, or support groups?	Substance Abuse	8%	17/221
	"I would like to talk to someone about...medical needs and treatment for depression."	Mental Health	2%	20/831
	Are you currently taking medication?	Mental Health / Medical	11%	91/831
	A drug was listed for "What kind of drugs?" that survivors admitted to using in the past.	Substance Abuse	22%	184/831
San Diego	No substance use or mental health indicators tracked in client database system.	--	--	
Sonoma	No substance use or mental health indicators tracked in client database system.	--	--	

Who Is Not Coming to Family Justice Centers?

In the partner agency staff and survivor focus groups, and in the client self-recordings, respondents were asked who is *not* coming to Family Justice Centers. The responses from the 4 Pilot Family Justice Centers are presented below. These responses are presented as a general overview and not as a definitive list.

Who is not coming to Family Justice Centers? Survivors who...

- ...Don't have bus tokens
- ...Are geographically distant from or who live in a different city than the Family Justice Center
- ...Don't have transportation or the money to pay for transportation
- ...Don't have legal residence or are undocumented
- ...Are from minority ethnic groups
- ...Don't know about the Family Justice Center
- ...Are in denial or are not dedicated to change their lives
- ...Are in the military
- ...Don't trust the system

Challenges/Limitations of the Findings

- Definitively identifying whether any specific circumstances were barriers to access is not possible without examining situations in which survivors did *not* access Family Justice Centers and determining reasons for not accessing Family Justice Centers. That said, the data presented here from the perspectives of both partner agency staff and survivors who did access Family Justice Centers suggests that once survivors get in the door at Family Justice Centers, immigration status, criminal history, and substance abuse/mental health needs are not significant barriers to access to services.

Recommendations for Future Evaluations

- Better documentation of immigration status, criminal history information gathered during the intake process, and substance abuse/mental health needs in the client databases at intake could provide helpful evidence to support that survivors in these circumstances are (or are not) receiving services.
- Ongoing data collection from survivors and partner agency staff, including surveys and focus groups, is recommended to continue to monitor whether these or other important barriers to access emerge in Family Justice Centers. Use of both a list of potential barriers as well as open-ended responses is recommended due to the variety of potential barriers that emerged here.

Section 6. Compliance with Service Delivery¹

Evaluation Objective 3: *Identify any barriers or challenges to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center.*

Summary of Results: *There was compliance on: (1) items related to cooperation with law enforcement with clarification on written or verbal consent needed; (2) items related to victim criminal history with definitional clarification needed; (3) items related to informed client consent; (4) items related to privacy with use of check boxes suggested to improve clarity of the process.*

Key Findings

The following **compliance indicators related to cooperation with law enforcement** at the Family Justice Centers were found:

- No sites required victim involvement in the criminal justice system or cooperation with law enforcement in order to access to Family Justice Center services.
- None of the sites shared information with law enforcement about the victim's case without permission of the victim, either verbally or in writing. Victims that wished to share information with law enforcement could either speak directly to the onsite detective or appropriate law enforcement personnel. Victims that did not wish to file a police report did not have to speak to or share information with law enforcement.
- Sites did not have written acknowledgement *specific to when they would share information with law enforcement* as a separate document from their general consent documents. This was due to the fact that sites did not share information with law enforcement without first discussing it with the victim, and proceeding (or not) based on a conversation directly with the victim.
- If a specific consent to share particular types of information with law enforcement is the desired intention as a best practice for Family Justice Centers, this needs to be made clear and can likely be integrated into the intake process.

The following **compliance indicators related to victim criminal history** at the Family Justice Centers were found:

- It is important to differentiate running a "criminal history" from checking currently available law enforcement and/or court records for an active criminal investigation. No sites regularly checked victim criminal histories. Checks for active criminal investigations as part of the intake process were part of the regular intake procedures at 6 out of 8 of the Family Justice Centers. Written client consent to run these checks was also part of the intake procedure.

The following **compliance indicators related to informed client consent** at the Family Justice Centers were found:

- All Family Justice Center sites have an informed client consent policy in place. Most often this included an initial client consent that was explained and signed by clients during the intake process.

¹ In this section, we will use the term "victims" or "clients" rather than "survivors" because we are referencing the early stages of service delivery.

Individual partner agencies then addressed the pertinent confidentiality requirements for their services.

The following **compliance indicators related to having a designated privacy officer and following appropriate privacy procedures** at the Family Justice Centers were found:

- All sites identified a “designated privacy officer”, although this was not a familiar phrase at most sites. However, issues of client privacy and confidentiality were familiar to key staff at all sites and were clearly of importance.
- Victims were not required to sign a consent to share information in order to access services, although it was necessary for them to complete the intake paperwork that typically included a consent to share information in order to receive services.
- The more general “blanket” consents to share information with all partner agencies that did not contain checkboxes in which clients could indicate their choice to share information could potentially be interpreted as having to share information in order to access services. Consideration should be given to assuring that it is clear in the paperwork that clients do not have to consent to share information to receive services.

Data Sources

As shown in **Table 6.1**, compliance indicators were identified from two data sources from the 8 Family Justice Center sites including:

- ✓ 8 (out of 8) Director interviews (100%)
- ✓ 7 (out of 8) site visit walk through observations by the evaluator (88%)²

Directors were asked to describe the process of each area of compliance during the site visit. The evaluator also did a “walk through” at each site visit, going through the steps of the intake process with the Family Justice Center staff that did client intakes. During this walk through, intake paperwork was also reviewed.

Table 6.1 Data Sources for Compliance Indicators.

	Director Interviews	Walk Through Notes by Evaluator	TOTAL
Alameda	1	1	2
Anaheim	1	1	2
LA	1	--	1
San Diego	1	1	2
Shasta	1	1	2
Sonoma	1	1	2
Stanislaus	1	1	2
West CC	1	1	2
TOTAL	8	7	15

² A walk through was not done at the LA Valley Cares site due to their pending move to another location.

Cooperation with Law Enforcement

RESULTS

Table 6.2 presents an overview of the results from each site for the three compliance requirements related to cooperation with law enforcement.

Compliance Requirement: Victims of crime shall not be required to participate in the criminal justice system or cooperate with law enforcement in order to receive counseling, medical care, or other services at a Family Justice Center.

- No sites required victim involvement in the criminal justice system or cooperation with law enforcement in order to access to Family Justice Center services.
- Intakes proceeded in the same manner, with services and referrals for services provided immediately after the intake procedure, regardless of whether there was a police report or court case associated with the victim.

Compliance Requirement: Each Family Justice Center shall inform all clients that, under certain circumstances, information they provide may be shared with law enforcement professionals at the Center.

Information sharing with law enforcement was interpreted two ways by Family Justice Center Directors and staff: (1) one area was mandatory reporting by Family Justice Center staff and/or partner agencies for abuse, neglect, harmful acts, and unreported crime; (2) a second interpretation was speaking to law enforcement specifically about the victim's case. The following summarizes the approaches used at all sites:

- Mandatory reporting requirements were covered in the intake paperwork and/or at the partner level by each of the partner agencies. All sites clearly described when mandatory reporting would occur as part of the intake procedure with victims.
- None of the sites shared information with law enforcement about the victim's case without permission of the victim, either verbally or in writing. Victims that wished to share information with law enforcement could either speak directly to the onsite detective or appropriate law enforcement personnel. Victims that did not wish to file a police report did not have to speak to or share information with law enforcement.
- A "general consent" to share demographic information or case information with the partner agencies of the Family Justice Center was utilized at some of the sites. Typically this consent included a checklist of partner agencies that included the name of each partner agency and a brief one sentence description of the type of services provided at that agency. Victims could then check off the partner agencies with whom they would allow information to be shared. Law enforcement (the police or sheriff's department) was listed as a partner agency and could be checked off by victims or not.

Compliance Requirement: Each Family Justice Center shall maintain a written acknowledgement from the victim that they have been advised of this possibility.

- Sites did not have written acknowledgement *specific to when they would share information with law enforcement* as a separate document from their general consent documents. This was due to the fact that sites did not share information with law enforcement without first discussing it with the victim, and proceeding (or not) based on a conversation directly with the victim.
- Sites did have written acknowledgement to share of demographic or case information with Family Justice Center partner agencies. In cases in which a list of partner agencies was included on the intake form, law enforcement was included in the list of partners. At other sites, there was a general statement saying information would be shared with Family Justice Center partner agencies, without listing the partners.
- If a specific consent to share particular types of information with law enforcement is the desired intention as a best practice for Family Justice Centers, this needs to be made clear and can likely be integrated into the intake process.

Table 6.2 Cooperation with Law Enforcement Compliance Indicators.

Site	Victim Participation in Criminal Justice System Required	Victims Informed when Information Will be Shared with Law Enforcement	Written Acknowledgement from Victim of Advisement of Possibility of Sharing Information with Law Enforcement
Alameda	Not required	Yes	At partner agency level.
Anaheim	Not required	Yes	Through a general consent that the client signs that indicates which information is shared with partner agencies of the Family Justice Center.
LA Valley Cares	Not required	Yes	For purposes of mandatory reporting.
San Diego	Not required	Yes	Through a general consent that the client signs to give consent to share demographic information only with specific partner agencies; law enforcement is listed as one of the partners. Clients speak directly to detectives if they wish to do so.
Shasta	Not required	Yes	Yes, through a general consent that the client signs that indicates which information is shared with partner agencies of the Family Justice Center.
Sonoma	Not required	Yes	Information will not be shared with law enforcement so there is no written acknowledgement.
Stanislaus	Not required	Yes	Through the intake form.
West CC	Not required	Yes	For purposes of mandatory reporting.

Victim Criminal History

RESULTS

Table 6.3 presents an overview of the results from each site for the compliance requirement related to victim criminal histories.

Compliance Requirement: *Victims of crime shall not be denied services on the grounds of criminal history. No criminal history search shall be conducted on a victim at a Family Justice Center without the victim's written consent unless the criminal history search is pursuant to an active criminal investigation.*

- It is important to differentiate running a “criminal history” from checking currently available law enforcement and/or court records for an active criminal investigation. No sites regularly checked victim criminal histories. Checks for active criminal investigations as part of the intake process were part of the regular intake procedures at 6 out of 8 of the Family Justice Centers. Written client consent to run these checks was also part of the intake procedure at 7 out of 8 Family Justice Centers.
- In rare instances in which it was found that a victim had a current open domestic violence case in which the victim was a suspect, consideration of how best to provide services to the victim were made on a case-by-case basis. None of the Family Justice Centers provided services to perpetrators of domestic violence.

Table 6.3 Victim Criminal History Compliance Indicators.

Site	Criminal Justice History Conducted on Victims	Active Criminal Investigation Check	Victim Written Consent Procedure in Place	Further Explanation
Alameda	No	No	No	No checks are done by Family Justice Center staff; partner agencies have their own procedures.
Anaheim	No	Yes	Yes	The advocate checks the in-house computer to be sure that the victim being seen is not the suspect on a current crime.
LA Valley Cares	No	Yes	Yes	A screening is done by law enforcement at intake to assure that the client is not a perpetrator.
San Diego	No	Yes	Yes	Written consent from the client is required to run a civil and criminal background check. If it is learned that the victim has a restraining order or criminal charge, staff will talk to the client to get further information and determine on a case-by-case basis whether the client can receive services at the Family Justice Center. Appropriate referrals will be given if it's determined that the client is a perpetrator.

Table 6.3 Victim Criminal History Compliance Indicators.

Site	Criminal Justice History Conducted on Victims	Active Criminal Investigation Check	Victim Written Consent Procedure in Place	Further Explanation
Shasta	No	Yes	Yes	Criminal checks will be run on an as-needed basis if the intake person suspects the client might be a perpetrator. For clients that have an appointment, intake staff check to see if the client has any open warrants.
Sonoma	No	Yes	Yes	The client signs a waiver that allows a background check to be done. The intake staff person checks to see if the client has an active court case in which the client is the perpetrator.
Stanislaus	No	Yes	Yes	A search is done to determine if there is an active criminal case pending for the victim, but a criminal history is not run.
West CC	No	No	Yes	Active criminal cases are not regularly checked but can be on a case-by-case basis. Criminal history of the victim might emerge later on in the intake process if one of the criminal justice partner agencies runs a history.

Informed Client Consent Policy

RESULTS

Table 6.4 presents an overview of the results from each site for the compliance requirement related to victim criminal histories.

Compliance Requirement: *Each Family Justice Center shall maintain an informed client consent policy and shall be in compliance with all state and federal laws protecting the confidentiality of the types of information and documents that may be in a victim's file, including, but not limited to, medical and legal records.*

- All Family Justice Center sites have an informed client consent policy in place. Most often this included an initial client consent that was explained and signed by clients during the intake process. Individual partner agencies then addressed the pertinent confidentiality requirements for their services.

Table 6.4 Informed Client Consent Policy Compliance Indicators.

Site	Informed Client Consent Procedure in Place	Further Explanation
Alameda	At partner level.	Partner agencies maintain their own client consent procedures.
Anaheim	Yes. Written and verbal.	<p>“Authorization to Exchange Information” signed at intake to allow exchange of information between all partner agencies.</p> <p>Partner agencies also have their own written consents that victims sign.</p> <p>Medical and legal records are not maintained in the computerized database. Individual agencies maintain separate files.</p>
LA Valley Cares	Yes. Written and verbal.	<p>Disclosure and limits of confidentiality are provided at intake with all victims/clients. Agency’s role is identified, as are requirements of mandated reporting by staff for child abuse, elder abuse, and harm to self or others. This is presented in writing and reviewed verbally with all victims / clients.</p> <p>Partner agencies also have their own written consent forms that victims sign.</p> <p>HIPAA consent also required from clients to share medical information (forensic exam provided at this center).</p>
San Diego	Yes. Written and verbal.	<p>A confidentiality agreement and consent signed by victims to share demographic information with onsite partner agencies is part of the intake package.</p> <p>Each partner agency also has individual consents.</p>
Shasta	Yes. Written and verbal.	<p>All onsite and offsite partner agencies are listed on informed consent. Victims determine with which partner agency information can be shared by checking them off on the form.</p>
Sonoma	Yes. Written and verbal.	<p>Confidentiality agreement with a selected waiver process is a form that is included at intake.</p> <p>HIPAA requirements followed.</p> <p>VAWA requirements followed.</p>
Stanislaus	Yes	<p>Confidentiality agreement in place that has been developed in collaboration with all of the partner agencies.</p> <p>Each partner agency maintains their own client case files.</p> <p>There are no legal or medical records maintained in the client case files here because those kind of services are not provided here.</p>

Table 6.4 Informed Client Consent Policy Compliance Indicators.

Site	Informed Client Consent Procedure in Place	Further Explanation
West CC	Yes. Written and verbal.	Written informed consent policy is in place that all partner agencies have agreed to follow. Informed consent is signed by clients at intake that outlines specification information being shared and with whom. Partner agency staff all sign confidentiality agreements.

Designated Privacy Officer

RESULTS

Table 6.5 presents an overview of the results from each site for the compliance requirement related to designated privacy officer.

Compliance Requirement: Each Family Justice Center shall have a designated privacy officer to develop and oversee privacy policies and procedures consistent with state and federal privacy laws and the Fair Information Practice Principles. At no time shall a victim be required to sign a client consent form to share information in order to access services.

- All sites identified a “designated privacy officer”, although this was not a familiar phrase at most sites. However, issues of client privacy and confidentiality were familiar to key staff at all sites and were clearly of importance.
- Victims were not required to sign a consent to share information in order to access services, although it was necessary for them to complete the intake paperwork that typically included a consent to share information in order to receive services.
- The more general “blanket” consents to share information with all partner agencies that did not contain checkboxes in which clients could indicate their choice to share information could potentially be interpreted as having to share information in order to access services. Consideration should be given to assuring that it is clear in the paperwork that clients do not have to consent to share information to receive services.

Table 6.5 Designated Privacy Officer Compliance Indicators.

Site	Designated Privacy Officer Identified	Who is Designated Privacy Officer
Alameda	Yes	Director
Anaheim	Yes	Falls under normal operation of the police department
LA Valley Cares	Yes	Privacy officer is assigned at parent organization
San Diego	Yes	Legal advisor at police department

Table 6.5 Designated Privacy Officer Compliance Indicators.

Site	Designated Privacy Officer Identified	Who is Designated Privacy Officer
Shasta	Yes	Director
Sonoma	Yes	Director
Stanislaus	Yes	Family Justice Center Staff person
West CC	Yes	Director

Challenges/Limitations of the Findings

- Family Justice Centers continue to revise and update their policies and procedures on an ongoing basis, but particularly during their initial years of operation. The information presented in this section is based on site visits that occurred during the Spring of 2012. Staff turn-over for Directors [which has occurred at four out of eight of the Family Justice Center sites since Spring of 2012] and ongoing changes in practice may have resulted in additional procedures not reflected here. This is an area that lends itself to regular review (see the recommendation below).

Recommendations for Future Evaluations

- The compliance items in this section may be good candidates to be tracked using monitoring or auditing procedures or self-evaluation procedures by the Family Justice Center sites themselves. Having a regular “in-house” [and less expensive] strategy in place to monitor these compliance indicators could be an effective way to assure a high level of fidelity to these procedures; it would also be an efficient way to regularly document how Family Justice Centers are addressing these compliance indicators.

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SEPTEMBER 2012 KICK-OFF MEETING MATERIALS

One Page Overview of Evaluation

Checklist for Sites

(1 page short version & 2 page long version)

Recording Practice Exercise/Instructions

One Page Overview of Proposed Evaluation for the California Family Justice Initiative

EMT Associates, Inc. and Strategic Prevention Solutions, Ltd. are pleased to propose the following evaluation of the California Family Justice Initiative. The evaluation period is 14 months and the total budget is \$100,000. A final report will incorporate the findings and recommendations in the requested format.

Purpose of the Evaluation: There are two purposes to the evaluation, as identified in the Request for Proposal:

- **To assess the benefits of co-location of services and agency professionals** to better meet the needs of victims of domestic violence and sexual assault;
- **To identify any barriers or challenges** to the effectiveness of the multi-agency, multi-disciplinary service model known as the Family Justice Center (FJC).

Evaluation Approach: We propose using a **mixed methods evaluation**, incorporating both quantitative and qualitative data collection and analysis techniques. We see several advantages to this approach in the FJC setting, but most importantly, a mixed methods approach allows us to:

- (1) **Build rapport and trust with project staff**, as an essential step to gaining cooperation in data collection tasks as well as to enhance the quality of the data we collect;
- (2) **Triangulate data sources to enhance the quality of the evaluation data**;
- (3) Easily incorporate several requested strategies identified in the RFP.

Proposed Data Collection Strategies: We propose collecting data from survivors and project staff, collecting administrative data from sites, and conducting systematic observations in our site visits as follows:

Evaluation Objective 1: **To assess benefits of co-location of services at the individual level**, we propose the following:

- Family Justice Center staff focus groups (8 focus groups - 1 per site visit)
- Victim/survivor focus groups (8 focus groups - 1 per site visit)
- Victim/survivor tape-recorded brief anecdotes/interviews on an ongoing basis

Evaluation Objective 1a: **To identify if co-location of services better meets the needs of victims through increased access to and utilization of domestic violence services**, we propose the following data collection activities:

- Analyze administrative data from the FJC sites including available databases, exit interviews, and criminal justice data from the prosecutor's database. Specific indicators identified in the RFP that will be tracked include: *number of victims served and services utilized, number of children serviced, reasons for seeking services, number of returning clients, number of filings for misdemeanor and felony criminal cases, number of convictions, and number of dismissals.*

Evaluation Objective 2: **To identify any barriers or challenges to the effectiveness of the multi-agency, multi-disciplinary service model**, we propose the following data collection activities within this objective:

To identify **barriers related to access to services** based on immigration status, criminal history, or substance abuse/mental health issues and potential ways to mitigate barriers:

- Family Justice Center staff focus groups (8 focus groups - 1 per site visit)
- Victim/survivor tape-recorded brief anecdotes/interviews on an ongoing basis
- Site-level database data (to be determined)

To determine whether **privacy, immigration status, or other barriers prevented victims from utilizing** an FJC:

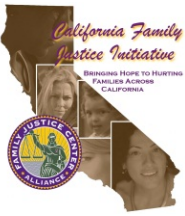
- Exit interview or site-level database data (to be determined)
- Family Justice Center staff focus groups (8 focus groups - 1 per site visit)

To determine **compliance by the Family Justice Centers** with service delivery standards and policies:

- Site visit systematic observations and semi-structured interviews with Family Justice Center staff

To identify **best practices and model protocols**, if determined to be feasible:

- Integrated mixed methods analysis of all available data
- Cross-site concept mapping activity to validate and prioritize best practices



California Family Justice Initiative
Statewide Evaluation
Checklist for Grantees
September 2011



We look forward to working with each of you over the next year in our task of evaluating selected components of Family Justice Center operations!

Our **evaluation team** consists of:

Carrie Petrucci (email: cpetrucci@emt.org; phone: 818.667.9167)
Wendi Siebold (email: wendi@strategicpreventionsolutions.com; phone: 206.962.0260)
Michelle Lin (email: mlin@emt.org; phone: 818.990.8301)

We've designed our evaluation activities to be collaborative but at the same time, with minimal burden to you. Still, in order for us understand the important services you provide, your participation is essential.

We have provided a **one-page outline** of the evaluation in a separate hand-out.

Here we present a **checklist** of the activities in which you will be asked to participate.

September/October 2011:

- ✓ **Assign 1-3 people at your site** to be main evaluation contact
- ✓ **Help us to become familiar with:**
 - your current **client and program services/outcome** information
 - your available **prosecutor/criminal justice data***(Please note that we will process all data without client names or personal identifiers)*

October/November 2011:

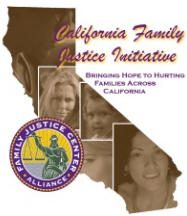
- ✓ Provide input on:
 - drafts of **data collection instruments** (approximately 7-10 pages)
 - final **list of administrative data elements** to be collected
 - **data collection procedures**
- ✓ Participate in up to 2 evaluation conference calls to provide the above input

December 2011 through August 2012:

- ✓ Participate in **conference calls or regular phone/email communication**
- ✓ Submit **administrative data** on a schedule to be determined
- ✓ Facilitate **victim/survivor recorded interviews** at your site on a schedule to be determined
- ✓ Assist in **setting up your one-day site visit**, anticipated to occur in **March or April**
- ✓ Participate in **concept mapping activities** anticipated to occur in July or August *[if this activity is pursued – this will be determined after the site visits]*
- ✓ **Review brief one-page write-ups of your administrative data** (optional)

September/October 2012:

- ✓ **Review preliminary drafts** of sections of the final report (optional)



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Statewide Evaluation
Checklist for Grantees
September 2011



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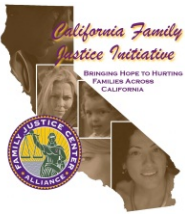
Here we present a **checklist** of the activities in which you will be asked to participate over the coming year:

September/October 2011:

- ✓ **Assign one person at your site** who will be responsible for all evaluation-related activities and who will be the main contact person for the evaluation team
- ✓ **Help us to become familiar with your current client and program services/outcome information** you have available at your site as we finalize the evaluation design. This may include the ETO database, your own database, client exit interviews, and any other information that you might regularly collect that describes your clients, your services, and your outcomes. *(Please note that we will process all data without client names or personal identifiers)*
- ✓ **Help us to become familiar with your available prosecutor/criminal justice data**

October/November 2011:

- ✓ Provide input on **drafts of data collection instruments** including victim/survivor brief interviews and focus groups (1 page each), project staff interviews and focus groups (1 page each), site visit protocol (approximately 5 pages)
- ✓ Provide input on **final list of administrative data elements** to be collected from all sites to include client demographic, services received, and outcome data; criminal justice case processing data; client exit interview data
- ✓ Provide input on **data collection procedures** for collection of administrative data, victim/survivor brief recordings, and site visit



California Family Justice Initiative
Statewide Evaluation
Checklist for Grantees
September 2011



December 2011 through August 2012:

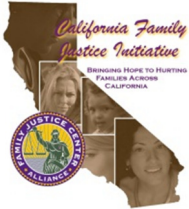
- ✓ Participate in **conference calls or regular phone/email communication** with Wendi, Carrie, and/or Michelle, on a schedule to be determined
- ✓ Submit **administrative data** to Michelle on a schedule to be determined (**probably once every 3 months**) (this is anticipated to include client demographic, services, and outcome data and criminal justice processing data)
- ✓ **Facilitate victim/survivor recorded interviews** at your site on a schedule to be determined (**on an ongoing basis or for specified periods during the year**), and send recordings to Michelle on a regular basis in pre-paid Fed Ex envelopes
- ✓ **Assist Wendi or Carrie in setting up your one-day site visit**, anticipated to occur in **March or April**. Activities that day will include: (1) coordinating up to 15 victims/survivors who are willing to participate in a 60 minute focus group; (2) coordinating all project staff and Family Justice Center partners to participate in a 60 minute focus group; (3) coordinating a schedule for one-on-one interviews with key staff familiar with service provision and adherence to service delivery standards; (4) facilitating a “walk-through” as if we were coming to your site for services so we can see first-hand how you provide services; (5) making available one copy of your standard operations manuals, brochures, and other program documentation in order for the evaluation team to review your standard protocols
- ✓ **Participate in concept mapping activities** anticipated to occur in July or August *[if this activity is pursued – this will be determined after the site visits]*, to include: (1) up to 30 minutes to review a series of best practices; (2) up to 30 minutes to rate each of the best practices on importance and frequency; (3) up to 30 minutes to sort each of the best practices into similar groups/areas
- ✓ **Review brief one-page write-ups of your administrative data**, provided on a schedule to be determined (optional; probably quarterly)

September/October 2012:

- ✓ **Review preliminary drafts** of sections of the final report (optional)

With your cooperation, we hope that these evaluation activities will be informative and useful to you while also achieving our task of documenting a thorough understanding of selected components of Family Justice Center operations.

Thank you in advance for your assistance in our efforts.



DRAFT Instructions for Client Self-Administered Recordings

A. Instructions for Family Justice Center Staff Person:

1. Load a **blank cassette** into the tape-recorder (“A” side up; full tape on left).
 2. Be sure the **VOLUME** wheel is up so that it is almost as high as it will go.
 3. Be sure the **SPEED switch is in the middle** (the line is pointing to the dot).
 4. **Demonstrate how to record** for the client by making a short recording, rewinding it, and playing it back.
 5. Provide the **shipping envelope, the questions, and the tape-recorder** to the client.
 6. Direct her to the pre-determined **private location** for recording.
-

B. Before Doing the Recording:

1. Once you are in a private location, review the questions.
2. Choose one question you’d like to answer.
3. You can talk for as short or long as you would like.

C. How to Record

1. **Place the tape-recorder on a table/desk in front of you.**
2. **Press the RECORD** button. Press it hard enough so the RECORD and PLAY buttons stay down after you let go.
3. **State the question** that you are going to answer.
4. **Take as short or as long as you would** like to answer the question.
5. If you’d like to answer a second question, state the question, and then answer it.
6. Once you are DONE RECORDING, **press STOP.**
7. **Lift the silver top of the cassette to open it. Remove the cassette and place it into the shipping envelope. Seal it.**
8. **Give the sealed envelope** to the Family Justice Center staff person.

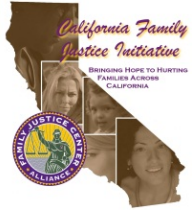


The actual questions have not yet been determined but we want to give you an idea of what the form might look like. These are just fun questions to help you practice recording.

- THANK YOU for your participation!

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DATA COLLECTION HANDBOOK
Provided to Sites Prior to Site Visit



California Family Justice Initiative Evaluation Data Collection Handbook

Wendi Siebold & Carrie Petrucci



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INTRODUCTION

INTRODUCTION

This handbook is intended to provide a more detailed description of the procedures that will be used to collect the data used in the California Family Justice Initiative (CFJI) evaluation project. Carrie and Wendi will discuss more details with each of the sites, and feel free to contact us if you have any questions about what is described below. Although Carrie or Wendi may contact any of the FJCs during the course of this project, sites are assigned to us as follows:

Carrie	Wendi
Anaheim LA Valley Cares San Diego	Alameda Shasta Sonoma Stanislaus West Contra Costa

Please contact Wendi or Carrie with any questions related to data collection for this evaluation:

Wendi Siebold
wendi@strategicpreventionsolutions.com
 1-877-791-4167 ext. 700

Carrie Petrucci
cpetrucci@emt.org
 1-818-667-9167

SITE VISIT

SITE VISIT

Much of the data for this evaluation will be collected during the Evaluator Site Visit, which will happen once at each FJC, probably during April-May 2012. Specifically, the following data will be collected during the Evaluator Site Visit:

- ✓ Evaluator Observation
- ✓ Partner/Staff Focus Group
- ✓ Survivor Focus Group (in English and Spanish)
- ✓ Director Interview

Each of these sources of data is described in more detail below. The site visit is expected to take a total of one business day. We may need to span the visit across two days, in the event that a focus group with survivors or staff needs to take place during the evening or after hours.

What are we asking of you?

- ✓ Please arrange a one-day visit with Wendi or Carrie (see table of site assignments above). We are flexible with the timing of the visit – i.e., if a focus group needs to be in the evening we can split the visit over two half days.

- ✓ See details below about the arrangements that need to be made for the Director interview and partner/staff and survivor focus groups.

Evaluator Observation

What is the purpose?

Observing the way the FJC operates will help us determine the compliance of the FJC with service standards and policies. With your permission, we will also take pictures and possibly brief video to document the visual experience of being at the FJC, which will be presented in a short digital story at the end of the evaluation project.

How will it happen?

Carrie or Wendi will ask to be walked through the FJC intake process as if she were a client/victim. This will likely happen during the first part of the Site Visit, and should only take about one to two hours. We will ask to be “walked through” the FJC intake and referral process as if we were a survivor with each of the following life situations:

“Access” Walk Throughs

- I’m undocumented
- I have a felony on my record (criminal history)
- I am dealing with substance dependency
- I have a mental health diagnosis

We will use an “observational measure” to keep track of our experience at the FJC. This measure also ensures that we track the same kind of information across all FJCs. We will complete this “measure” during “down time” while at the FJC, or after the visit is complete.

Wendi and Carrie will take pictures on a digital camera during the course of the day (if given permission). We would like to take pictures of staff, the building/facility, and anything else that exemplifies the work of the FJC. We will only use pictures in the digital story of people who have given written approval for their picture to be taken.

What are we asking of you?

- ✓ The observation itself should only take about 1-2 hours of the site visit. Please ask staff who do intake/assessments to be available during the walk through.

Partner/Staff Focus Group

What is the purpose?

During the site visit, Carrie or Wendi will conduct a group interview, also known as a focus group, with the staff and partners of your FJC. By interviewing the people who have worked closely with your FJC, we will be able to learn the following:

- Assess benefits of co-location of services
- Identify barriers to effectiveness of the multi-agency model
- Identify barriers related to access to services
- Determine whether privacy, immigration status, or other barriers prevented victims from utilizing FJC

How will it happen?

We realize that the make up of participants will vary at each FJC we visit. Therefore, we will work closely with the FJC Director (or our current contact person) to determine the appropriate people to participate. We would like to talk with partners who see the most clients and/or have the most exposure to FJC clients.

The focus group will last about one hour, although we will ask that participants reserve two hours, so that we have time to extend if necessary. Carrie or Wendi will facilitate, and bring a recorder to record the conversation. The recording will be kept confidential, and allow for an accurate transcription of the conversation that will be used in coding and data analysis.

The group should take place in a large conference room or a similar location that will allow a private space for all participants to sit in a circle or around a large table. There are no incentives

for participating in the focus group; however, we may be able to provide snacks and drinks. After the focus group ends, we will take the recording with us and have it transcribed. Names will be removed from the transcripts, although a list of participant names and organizations will be kept for later reference.

What are we asking of you?

Please help us by doing the following:

- ✓ Ask partners to participate, and find out a convenient time and place for the focus group to occur.
- ✓ Reserve a room that is centrally convenient for the majority of your partners at a 2-hour block of time that most partners can attend.
- ✓ Join the focus group and share your thoughts!

Survivor Focus Group

What is the purpose?

During the site visit, Carrie or Wendi will conduct a group interview, also known as a focus group, with survivors/clients who have received services at your FJC. By interviewing survivors/clients, we will be able to learn the following:

- Assess benefits of co-location of services
- Identify barriers related to access to services

How will it happen?

We will be conducting a focus group with survivors during the evaluation site visit. If you have requested a Spanish-speaking group, we will conduct two focus groups during the site visit. Due to the cost of interpretation services and logistics, we are asking that a minimum of 5 survivors be present for the Spanish-speaking group to occur. When recruiting survivors, please consider the following criteria:

- ✓ Survivors who have accessed services at the FJC within the past 6 months
- ✓ There is no limit on level of services accessed, or length of time accessed. However, a diverse sample is encouraged. Try to find 10-12 survivors who all have had some experience receiving services at your FJC.
- ✓ English-speaking focus groups: 10-12 maximum
- ✓ Spanish-speaking groups: 5 participants minimum, 10-12 maximum
- ✓ If you have requested a Spanish-speaking focus group, please recruit 10-12 survivors for both the Spanish-speaking group and the English-speaking group. We will conduct both focus groups during the site visit.
- ✓ Before the site visit, let Wendi or Carrie know what kind of gift card should be provided to survivors (e.g., Target, Safeway, Walmart).

What are we asking of you?

Please help us by doing the following:

- ✓ Recruit survivors/clients to participate in the focus group (see above criteria).
- ✓ Schedule a convenient time and place for each focus group to occur. We are able to facilitate groups after hours, if that is more convenient for survivors. Please make sure the location is convenient for accessing public transportation. If the group is held after hours, please make child care arrangements.
- ✓ Ask survivors to provide their name and phone number. Please call each survivor the day before the focus group is scheduled to remind them of the time and location of the group.

Director Interview

What is the purpose?

During the site visit, Carrie or Wendi will interview the Director of your FJC. By interviewing the Director, we will be able to learn the following:

- Determine compliance of FJC with service standards and policies
- Learn about the structure and operations of the FJC

How will it happen?

We will request to sit down in a quiet, private location to do the interview. Just Wendi/Carrie and the Director will participate.

What are we asking of you?

- ✓ Schedule 1 hour for your interview.
- ✓ Participate 😊
- ✓ If you have any questions about participating in this interview, please ask Wendi or Carrie

Survivor Self-Recorded Interviews

Survivor Self-Recorded Interviews

What is the purpose?

Between March and July 2012, survivors who have received services at your FJC will have the opportunity to participate in what are being called “self-recorded interviews.” By interviewing survivors in private over time, we will be able to learn the following in a confidential way:

- Assess benefits of co-location of services
- Identify barriers to effectiveness of the multi-agency model
- Identify barriers related to access to services

How will it happen?

In February and March 2012, each FJC will be sent a box of materials to use for the self-recordings. Instructive documents included in this package are:

- (1) Staff instructions
- (2) An example script to introduce the self-recordings to clients (in English and Spanish)
- (3) Client instructions (in English and Spanish)
- (4) A contact information hand-out for clients (in English and Spanish)
- (5) Tracking sheet

Materials include a tape recorder (provided at the September kick-off meeting) and tapes.

FAQs are below (this information was also provided to FJC sites on laminated cards):

- 1) How Many Self-Recorded Interviews Should We Do? Our goal is to gather **30 or more self-recorded interviews from 30 different clients** at each of the 8 Family Justice Center sites, for a total of 240 brief self-recorded interviews.
- 2) When Do We Start the Interviews and When Do We Stop Doing the Interviews? You may **start the interviews as soon as you are ready** and have received all of the necessary materials from EMT. You may stop the interviews when you have completed 30 interviews. You can do more than 30 interviews if you would like. **We will accept interviews until July**

30th, 2012. The envelopes we are providing you are numbered 1 to 30 so you will know when you have reached 30 clients.

- 3) Which Clients Can Participate in the Interviews? **Any client who has received Family Justice Center services for domestic violence or sexual assault** can record one Self-Recorded Interview. This includes **new or continuing clients (such as those coming to support groups or counseling) who are willing to do the interview.** For research purposes, it is important that clients record only one interview.
- 4) How Long Does It Take to Do One Interview? This will vary by client, but we anticipate that it will take your staff **about 5 minutes to explain how to do the interview.** It could then take the client anywhere from **5 to 10 minutes to record the interview.**
- 5) Where Will the Interviews Take Place? Please **determine a private location** that clients can carry out their self-recorded interviews and not be overheard by anyone while they are recording.
- 6) What Do We Need to Do To Prepare for the Interviews? Please **review the instructions on how to operate the tape-recorder** on the other side of this document, including putting the tape in the tape-recorder so it is at the beginning and not the end of the tape, and please review the one-page CLIENT INSTRUCTIONS so you can answer any questions clients might have.
- 7) How Will We Ship Recorded Interviews to EMT? Please have a **U.S. Postal Service Priority Mail box folded and ready.** We are asking that you use either of the two MEDIUM SIZED boxes. Both cost the same to ship. These boxes are available at no cost at the post office. Shipping instructions are on the other side of this page.
- 8) Where Will We Store Recorded Interviews Before Shipping them to EMT? Please **identify a secure location**, preferably a locked file cabinet or locked drawer, in which you can store the box prior to shipping it while you are collecting recorded interviews, as well as the tape-recorder and the audiotapes.
- 9) What Supplies Do We Need and How Do We Get More? We have sent you a supply of audiotapes, batteries, pencils, pre-labeled envelopes with a number assigned to your Family Justice Center, 2 copies of the laminated instructions for clients, and 2 copies of these laminated instructions. Please contact Michelle Lin (mlin@emt.org) or Carrie Petrucci (cpetrucci@emt.org) **when you need more supplies.**

What are we asking of you?

- ✓ Have staff identify potential survivors/clients who may participate in the interviews, and assist them in doing the interview.
- ✓ Protect recordings/tapes and return to EMT.
- ✓ See more detailed instructions above.

Staff/Partner Survey

Staff/Partner Survey

What is the purpose?

The purpose of gathering feedback from the partners and staff of each FJC, is to learn the following:

- Assess benefits of co-location of services
- Identify barriers to effectiveness of the multi-agency model
- Describe how the FJC operates

How will it happen?

Starting in March 2012, an online survey will be made available to the partners and staff at each FJC. The survey is anticipated to take 10 to 20 minutes, and is anonymous and confidential. The survey will be available for completion for approximately two months. Partners/staff should only complete the survey once (per person). Directors are not being asked to take the survey. They will be completing a separate interview during the spring evaluation site visit.

Directors who choose to email partners/staff directly:

For the Directors who have decided to contact partner staff themselves rather than providing their emails to the evaluation team, we will ask for your help notifying staff & partners about the online survey. To save you time, the week of March 20, you will be sent instructions and wording that you may cut and paste into an email to remind your staff & partners to complete the survey. We'll also send you an Outlook calendar appointment that will reoccur on 3/26, 4/9, 4/23, and 5/21 when you may send follow-up reminders to staff & partners to complete the survey.

Directors who choose to have Wendi and Carrie send emails to partners/staff:

Please forward the emails for all partners and FJC staff to both Wendi and Carrie and we will do all email notifications. If you do it this way, we ask that you

- a) Mention the online survey in any partner meetings and ask that partners consider participation, and
- b) Distribute and post the Partner Survey Flyer.

What are we asking of you?

- ✓ Distribute the flyers in staff/partner mailboxes, in person at your next partner meeting, and post in public spaces at the FJC.
- ✓ Send invitation emails and follow-up emails to partners and staff who should participate in the survey.
 - 1) First email (invitation): Send week of March 26
 - 2) Second email: Send week of April 9
 - 3) Third email: Send week of April 23
 - 4) Fourth/final email: Send week of May 21

More detailed instructions are included in the "Partner Survey Procedures" document that you will be emailed and that all FJC's received on a laminated card.

Administrative Data

Administrative Data

What is the purpose?

We will be collecting and analyzing existing administrative data from each FJC in order to identify if co-location of services better meets the needs of clients/survivors through increased access to and utilization of domestic violence services.

How will it happen?

Carrie will work with each site Director to understand what existing data systems are in place at each FJC, and determine the easiest way to transfer data to EMT for analysis. This will most likely include the ETO database for each FJC or the equivalent. Administrative data should be submitted to EMT in de-identified format for analysis.

Data that address the following areas will be requested of all FJCs:

- Number of victims served and services utilized (number receiving domestic violence, advocacy and legal services from FJC and each partner)
- Number of children served
- Client reasons for seeking services at the Center
- Number of returning clients
- Number of filings for misdemeanor and felony criminal cases at each FJC
- Number of convictions for misdemeanor and felony criminal cases at each FJC
- Number of dismissals for misdemeanor and criminal cases at each FJC

What are we asking of you?

- ✓ The Director should be in direct contact with Carrie about how to transfer the administrative data to EMT.
- ✓ We are also asking each site for help in identifying data that the Prosecutor's Office may only have. Please assist our team in connecting with the appropriate persons in your county.

	Partner/Staff Focus Group	Survivor Focus Group	Survivor Self-Recorded Interviews	Director Interview	Partner/Staff Survey	Evaluator Observation	Admin Data	Criminal Justice Data
When	<ul style="list-style-type: none"> During Evaluator site visit (April-May) 	<ul style="list-style-type: none"> During Evaluator site visit (April-May) Survivors who have accessed services at the FJC within the past 6 months No limit on level of services accessed, or length of time accessed. However, a diverse sample is encouraged. 	<ul style="list-style-type: none"> Start February 1 End July 30 	<ul style="list-style-type: none"> During Evaluator site visit (April-May) 	<ul style="list-style-type: none"> Online (Feb-March) 	<ul style="list-style-type: none"> During Evaluator site visit (April-May) 	<ul style="list-style-type: none"> Make available starting Feb 1 Data submission schedule TBD 	<ul style="list-style-type: none"> Make available starting Feb 1 Data submission schedule TBD
Who Participates	<ul style="list-style-type: none"> All staff employed by FJC 1-2 staff from each partner agency co-located at FJC. 		<ul style="list-style-type: none"> Survivors – both English and Spanish –speaking Any client who has received FJC services for DV or SA Do not ask survivors on a day when they are in crisis 	<ul style="list-style-type: none"> FJC Director 	<ul style="list-style-type: none"> All staff employed by FJC and as many staff as possible from co-located partner agencies 	<ul style="list-style-type: none"> We will be at your agency for 1 day and observe operations We will also ask to be given a mock walk through 	<ul style="list-style-type: none"> We will work with our lead contact at the FJC 	<ul style="list-style-type: none"> We will work with main contact for criminal justice data – determined by our lead contact at the FJC
How Many	<ul style="list-style-type: none"> 1 group per site 	<ul style="list-style-type: none"> 1 English group per site 1 Spanish group per site (if applicable) Up to 15 people per group 	<ul style="list-style-type: none"> 30 or more within time period Give every survivor the chance to participate, only 1 interview per survivor 	<ul style="list-style-type: none"> 1 Director 	<ul style="list-style-type: none"> At least 1-2 staff from each partner agency co-located at FJC 	<ul style="list-style-type: none"> Once during site visit 	<ul style="list-style-type: none"> Ongoing, starting in February Data submission schedule TBD 	<ul style="list-style-type: none"> Ongoing, starting in February Data submission schedule TBD
Which Sites	<ul style="list-style-type: none"> All sites 	<ul style="list-style-type: none"> All sites 	<ul style="list-style-type: none"> All sites 	<ul style="list-style-type: none"> All sites 	<ul style="list-style-type: none"> All sites 	<ul style="list-style-type: none"> All sites 	<ul style="list-style-type: none"> Sites 	<ul style="list-style-type: none"> Sites
Purpose	<ul style="list-style-type: none"> Assess benefits of co-location of services Identify barriers to effectiveness of the multi-agency model Identify barriers related to access to services Determine whether privacy, immigration status, or other barriers prevented victims from utilizing FJC 	<ul style="list-style-type: none"> Assess benefits of co-location of services 	<ul style="list-style-type: none"> Assess benefits of co-location of services Identify barriers to effectiveness of the multi-agency model Identify barriers related to access to services 	<ul style="list-style-type: none"> Determine compliance of FJC with service standards, policies 	<ul style="list-style-type: none"> Assess benefits of co-location of services Identify barriers to effectiveness of the multi-agency model 	<ul style="list-style-type: none"> Determine compliance of FJC with service standards, policies 	<ul style="list-style-type: none"> Identify if co-location of services better meets the needs of survivors Identify barriers to effectiveness of the multi-agency model To identify barriers related to access to services Determine whether privacy, immigration status, or other barriers prevented victims from utilizing FJC 	<ul style="list-style-type: none"> Identify if co-location of services better meets the needs of survivors

DATA COLLECTION INSTRUMENTS AND INSTRUCTIONS

Client Self-Recordings (in English and Spanish)

Visual Packing Slip for Client Self-Recordings

Criminal Justice Data

Director Interview

Partner and Survivor Focus Group Protocols

Survivor Focus Group Demographics in English and Spanish

Partner/Staff Survey Procedures

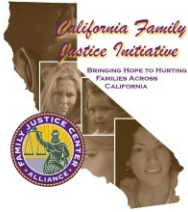
Partner Survey Flyer

Partner Survey Email Text

Partner/Staff Online Survey

Visual Packing Slip for Partner/Staff Online Survey

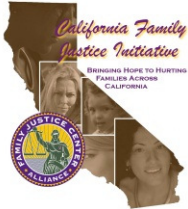
Walk-Through Protocol



Staff Instructions for Client Self-Administered Recordings

PREPARATION FOR SELF-RECORDED INTERVIEWS BY CLIENTS

- 1) **Thank you for your assistance** gathering victim/survivor feedback on Family Justice Center services. We are referring to these as “Self-Recorded Interviews for Clients”.
- 2) *How Many Self-Recorded Interviews Should We Do?* Our goal is to gather **30 or more self-recorded interviews from 30 different clients** at each of the 8 Family Justice Center sites, for a total of 240 brief self-recorded interviews.
- 3) *When Do We Start the Interviews and When Do We Stop Doing the Interviews?* You may **start the interviews as soon as you are ready** and have received all of the necessary materials from EMT. You may stop the interviews when you have completed 30 interviews. You can do more than 30 interviews if you would like. **We will accept interviews until July 30th, 2012.** The envelopes we are providing you are numbered 1 to 30 so you will know when you have reached 30 clients.
- 4) *Which Clients Can Participate in the Interviews?* **Any client who has received Family Justice Center services for domestic violence or sexual assault** can record one Self-Recorded Interview. This includes **new or continuing clients (such as those coming to support groups or counseling) who are willing to do the interview.** For research purposes, it is important that clients record only one interview.
- 5) *How Long Does It Take to Do One Interview?* This will vary by client, but we anticipate that it will take your staff **about 5 minutes to explain how to do the interview.** It could then take the client anywhere from **5 to 10 minutes to record the interview.**
- 6) *Where Will the Interviews Take Place?* Please **determine a private location** that clients can carry out their self-recorded interviews and not be overheard by anyone while they are recording.
- 7) *What Do We Need to Do To Prepare for the Interviews?* Please **review the instructions on how to operate the tape-recorder** on the other side of this document, including putting the tape in the tape-recorder so it is at the beginning and not the end of the tape, and please review the one-page CLIENT INSTRUCTIONS so you can answer any questions clients might have.
- 8) *How Will We Ship Recorded Interviews to EMT?* Please have a **U.S. Postal Service Priority Mail box folded and ready.** We are asking that you use either of the two MEDIUM SIZED boxes. Both cost the same to ship. These boxes are available at no cost at the post office. Shipping instructions are on the other side of this page.
- 9) *Where Will We Store Recorded Interviews Before Shipping them to EMT?* Please **identify a secure location**, preferably a locked file cabinet or locked drawer, in which you can store the box prior to shipping it while you are collecting recorded interviews, as well as the tape-recorder and the audiotapes.
- 10) *What Supplies Do We Need and How Do We Get More?* We have sent you a supply of audiotapes, batteries, pencils, pre-labeled envelopes with a number assigned to your Family Justice Center, 2 copies of the laminated instructions for clients (in English and Spanish), and 2 copies of these laminated instructions (in English and Spanish). Please contact Michelle Lin (mlin@emt.org) or Carrie Petrucci (cpetrucci@emt.org) **when you need more supplies.**



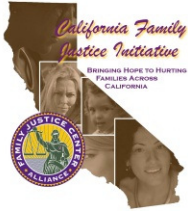
Staff Instructions for Client Self-Administered Recordings

A. BEFORE INTERVIEW INSTRUCTIONS for Family Justice Center Staff:

1. Load a **blank cassette** into the tape-recorder (“A” side up; full tape on left).
2. Be sure the **VOLUME** wheel is up so that it is almost as high as it will go.
3. Be sure the **SPEED switch is in the middle** (the line is pointing to the dot).
4. **Introduce the self-recordings to clients** in your own words or by using the **EXAMPLE SCRIPT**.
5. **Demonstrate how to record** for the client by making a short recording, rewinding it, and playing it back.
6. Provide a **copy of the contact information** for Wendi and Carrie, **empty numbered envelope** with a **pencil** in it, **the laminated Client Instructions**, and the **tape-recorder with a tape in it** to the client.
7. Direct the client to the pre-determined **private location** for recording.

B. AFTER INTERVIEW INSTRUCTIONS for Family Justice Center Staff:

- 1) Please **write today’s date** (the date of the interview) **on the outside of the envelope** with the tape in it.
- 2) Please **place the sealed envelope into the U.S. Postal Service Priority Mail box**.
- 3) Please **store the Priority Mail box** with recorded tapes in it in a **secure location**.
- 4) When the Priority Mail box is full, please email Michelle Lin (mlin@emt.org) and Carrie Petrucci (cpetrucci@emt.org) and request a prepaid mailing label.
- 5) Upon receipt of the prepaid mailing label via email, please print it and **adhere it to the Priority Mail box**.
- 6) Please **drop off the sealed, addressed, and prepaid Priority Mail box at your post office**. Because it will weigh more than 13 ounces, you will most likely have to bring it to the desk and hand it to a US postal employee rather than just dropping it into a mailbox.
- 7) **THANK YOU again** for your assistance with this.



Script for Family Justice Center Introduction of Client Self-Recordings:

For the next few months our center is participating in a statewide evaluation of our services that's being done by EMT, an evaluation team that's not part of our Family Justice Centers. Part of the information that's being collected is the direct experience of survivors like yourself. We highly value your opinions and experience accessing our services and we'd appreciate you taking a few minutes to answer some questions in private.

A tape-recorder, instructions, and a quiet private place to answer questions will be provided. Our staff will not be in the room with you so that you feel comfortable sharing your honest experiences with our services. The staff here will not listen to the tape that you're recording. It will be sent directly to the evaluators, Wendi and Carrie, who are conducting this project. Your name will not be used anywhere in the recording or in the write-up of the recording. We expect this recording will take you about 5 to 10 minutes.

We will be collecting these interviews from 30 or more survivors at this Family Justice Center. A write-up of your interview, without your name and together with all of the other interviews, will be shared with **this** Family Justice Center ONLY IF YOU SAY IT'S OKAY. There will be a place for you to check NOT OKAY TO SHARE on the cassette if you DON'T want to share it.

Do you have any questions before you get started?

If you have any questions about this evaluation, you can contact Carrie or Wendi directly using the contact sheet provided.

Script for Family Justice Center Introduction of Client Self-Recordings:

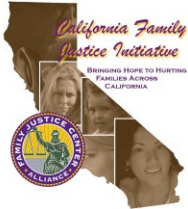
For the next few months our center is participating in a statewide evaluation of our services that's being done by EMT, an evaluation team that's not part of our Family Justice Centers. Part of the information that's being collected is the direct experience of survivors like yourself. We highly value your opinions and experience accessing our services and we'd appreciate you taking a few minutes to answer some questions in private.

A tape-recorder, instructions, and a quiet private place to answer questions will be provided. Our staff will not be in the room with you so that you feel comfortable sharing your honest experiences with our services. The staff here will not listen to the tape that you're recording. It will be sent directly to the evaluators, Wendi and Carrie, who are conducting this project. Your name will not be used anywhere in the recording or in the write-up of the recording. We expect this recording will take you about 5 to 10 minutes.

We will be collecting these interviews from 30 or more survivors at this Family Justice Center. A write-up of your interview, without your name and together with all of the other interviews, will be shared with **this** Family Justice Center ONLY IF YOU SAY IT'S OKAY. There will be a place for you to check NOT OKAY TO SHARE on the cassette if you DON'T want to share it.

Do you have any questions before you get started?

If you have any questions about this evaluation, you can contact Carrie or Wendi directly by using the contact sheet provided.



CLIENT INSTRUCTIONS: How to Record Your Self-Recorded Interview

PART 1

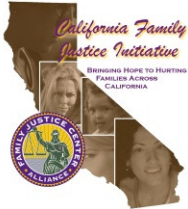
A message from statewide evaluators Wendi and Carrie:

Thank you for taking the time to do this recording for the statewide evaluation at EMT Associates, Inc. Your experience matters a lot to us and we value what you have to say. Your name and identity will not be recorded or documented anywhere. We are asking clients to record their opinions at 8 Family Justice Centers throughout California. We will listen and write up everyone's responses without using any names. In our reports, we may include short quotes of some people's recordings, identifying only the Family Justice Center from which it came.

How does this work?

- We would like to **record your opinions** about the Family Justice Center.
- On the other side of this page you will see questions and instructions for recording your answers. You can **choose to answer as many questions** as you would like.
- When recording, please **read the question out loud** so we will know which question you are answering.
- **Take as little or as much time as you like** to answer the questions.
- You **may skip any questions** you are uncomfortable answering.
- Please briefly **review the questions** you will see on the next page:
 - ❖ What **services have you participated in** at this Family Justice Center?
 - ❖ What would you say have been the **biggest benefits for you** coming to this Family Justice Center (and **for your children** if you have children)?
 - ❖ What do you think **makes it hard for others** to come to this Family Justice Center?
 - ❖ Did anything **make it hard for you** to come to this Family Justice Center or to receive services once you were here? Tell us about what made it difficult.
 - ❖ What **would you change** to make this Family Justice Center better at helping you and helping others?

Please turn the page over to get started. Thank you!



CLIENT INSTRUCTIONS: How to Record Your Self-Recorded Interview

PART 2

- Step 1. **Place the tape-recorder on a table/desk in front of you.**
- Step 2. **Press the RECORD button.** Press it hard enough so both the RECORD and PLAY buttons stay down.
- Step 3. First, **please tell us generally what services you have participated in** at this Family Justice Center. For example, did you receive services related to restraining orders, other legal services, counseling / support services, and/or shelter services?
- Step 4. Then, please **read and answer as many of the following questions OUT LOUD** as you **would** like.

Question 1

- a. **Read out loud:** What would you say have been **the biggest benefits for you** coming to this Family Justice Center (**and for your children** if you have children)?
- b. **Say your answer.**

Question 2

- a. **Read out loud:** What do you think **makes it hard for others** to come to this Family Justice Center?
- b. **Say your answer.**

Question 3

- a. **Read out loud:** Did anything **make it hard for you** to come to this Family Justice Center or to **receive services** once you were here? Tell us about what made it difficult.
- b. **Say your answer.**

Question 4

- a. **Read out loud:** What **would you change** to make this Family Justice Center better at helping you and helping others?
- b. **Say your answer.**

- Step 5. Once you are **DONE RECORDING**, press **STOP**.
- Step 6. **Lift the silver top of the cassette to open it. Remove the cassette. If it's OKAY TO SHARE** your interview without your name with this Family Justice Center, you don't have to do anything else. **GO TO STEP 7.**

If you DON'T want your comments shared, CIRCLE NO on the cassette.

- Step 7. **Place the cassette in the envelope. Seal it.**
- Step 8. **Give the sealed envelope** to the Family Justice Center staff person.

Thank you for your time – we really appreciate it!

If you have any questions, you can contact Carrie or Wendi directly at:

**Phone: Carrie 818.667.9167
Wendi 877.791.4167, ext. 700**

**Email: Carrie at cpetrucci@emt.org
Wendi at wendi@strategicpreventionsolutions.com**

Thank you again for your participation!

If you have any questions, you can contact Carrie or Wendi directly at:

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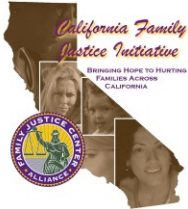
Thank you again for your participation!

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**Email: Carrie at cpetrucci@emt.org
Wendi at wendi@strategicpreventionsolutions.com**

Thank you again for your participation!



Script for Family Justice Center Introduction of Client Self-Recordings:

En los siguientes meses nuestro centro estará participando en un proyecto de evaluación estatal sobre nuestros servicios hechos por EMT, el grupo evaluador que no es parte de Family Justice Centers. Parte de la información que se colecta será las experiencias de los directamente de los sobrevivientes, como usted. Valoramos su opinión y experiencia usando nuestros servicios y apreciamos que tome unos minutos de su tiempo para contestar unas preguntas en privado.

Una grabadora, instrucciones y un cuarto silencio y privado para contestar preguntas serán proveídos. Nuestros empleados no estarán en el cuarto para que se sienta confortable de relatar sus experiencias honestamente sobre nuestros servicios. Los empleados no escucharán lo que se estará grabando, se mandará directamente a los evaluadores, Wendi y Carrie, quienes conducen el proyecto. Su nombre no se usará en ninguna parte en la grabación ni en la traducción de grabación a papel. Estimamos que la grabación le tomara aproximadamente 5 a 10 minutos.

Estaremos colocando las entrevistas de 30 o más sobrevivientes en este Centro de Family Justice. La traducción de su grabación a papel de su entrevista y sin usar su nombre junto con los demás que entrevistamos será compartida con este Centro de Family Justice SOLO SI USTED DIGA QUE ESTA BIEN. Habrá una parte donde usted podrá seleccionar NO ESTA BIEN PARA COMPARTIR en el casete de grabación si NO desea compartir.

Tiene alguna pregunta antes de empezar?

Si tiene alguna pregunta sobre este proyecto de evaluación, puede contactar a Carrie o Wendi directamente usando la hoja de contacto que se le ha proveído.

Script for Family Justice Center Introduction of Client Self-Recordings:

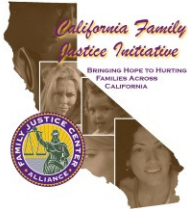
En los siguientes meses nuestro centro estará participando en un proyecto de evaluación estatal sobre nuestros servicios hechos por EMT, el grupo evaluador que no es parte de Family Justice Centers. Parte de la información que se colecta será las experiencias de los directamente de los sobrevivientes, como usted. Valoramos su opinión y experiencia usando nuestros servicios y apreciamos que tome unos minutos de su tiempo para contestar unas preguntas en privado.

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Tiene alguna pregunta antes de empezar?

Si tiene alguna pregunta sobre este proyecto de evaluación, puede contactar a Carrie o Wendi directamente usando la hoja de contacto que se le ha proveído.



Instrucciones al Cliente: Como grabar su misma-grabación de la entrevista

Parte 1

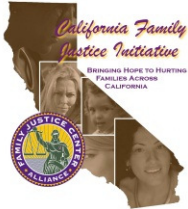
Un mensaje de parte de los evaluadores estatales de Wendi y Carrie:

Gracias por tomar el tiempo de grabar la entrevista para los evaluadores estatales hechos por EMT Associates, Inc. Su experiencia vale mucho para nosotros y valuamos lo que usted tiene que decir. Su nombre e identidad no será gravada o documentada en ninguna parte. Estamos pidiendo que graben las opiniones de clientes de los 8 centros de Family Justice por todo California. Escucharemos y escribiremos las respuestas sin usar sus nombres. En nuestros reportes, tal vez incluyéremos otras cotas de algunas grabaciones, identificando solo el Centro de Family Justice donde vino la grabación.

Cómo funciona?

- Nos gustaría **grabar su opinión** sobre el Centro de Family Justice.
- En el otro lado de esta página vera preguntas y instrucciones para grabar sus respuestas. **Puede seleccionar en cuantas preguntas guste.**
- Mientras grabando, por favor **lea las preguntas en voz alta** para que nosotros podamos saber cuáles preguntas esta contestando.
- **Tome en cuanto tiempo guste** para contestar las preguntas.
- Puede **pasar por alto las preguntas** que no se siente comfortable por contestar.
- Por favor brevemente **repase las preguntas** que verá en las siguientes páginas.
 - ❖ Cuales **servicios ha participado** en este Centro de Family Justice?
 - ❖ Que dirá que han sido los más grandes beneficios para usted viniendo a este Centro de Family Justice (y para sus hijos, si tiene hijos?)
 - ❖ Que piensa que **ha sido difícil para otros** venir a este Centro de Family Justice?
 - ❖ Hay algo en cual **se le hizo difícil a usted** por venir a este Centro de Family Justice o para recibir servicios en cuanto llego aquí? Díganos que fue lo que se le hizo difícil.
 - ❖ **Que cambiaria usted** de este Centro de Family Justice para mejorar ayudarle a usted y a otros?

Por favor de voltear la página para empezar. Gracias!



Instrucciones al Cliente: Como grabar su misma-grabación de esta entrevista

Parte 2

- Paso 1. **Ponga la grabadora en la mesa/escritorio en frente de usted.**
- Paso 2. **Oprima el botón RECORD.** Oprímalo suficiente fuerte para que los botones RECORD y PLAY se mantengan presionados.
- Paso 3. Primero, **por favor díganos generalmente cuales servicios ha participado** en este Centro de Family Justice. Por ejemplo, recibió servicios relacionados a órdenes restrictivas, otros servicios legales, consejería/servicios de soporte y/o servicios de refugio?
- Paso 4. Entonces, por favor **lea y conteste en cuantas más preguntas pueda de las siguientes, EN VOZ ALTA.**

Pregunta 1

- a. **Lea en voz alta:** Que diría que han sido los **más grandes beneficios para usted** viniendo a este Centro de Family Justice (y **para sus hijos** si tiene hijos)?
- b. **Diga su respuesta.**

Pregunta 2

- a. **Lea en voz alta:** Que piensa que **ha sido difícil para otros** venir a este Centro de Family Justice?
- b. **Diga su respuesta.**

Pregunta 3

- a. **Lea en voz alta:** Hay algo en cual **se le hizo difícil** a usted por venir a este Centro de Family Justice o **para recibir servicios** en cuanto llego aquí? Díganos que fue lo que se le hizo difícil.
- b. **Diga su respuesta.**

Pregunta 4

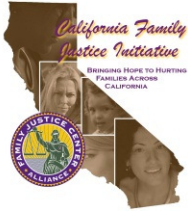
- a. **Lea en voz alta:** Que **cambiaría usted** de este Centro de Family Justice para mejorar y ayudarle a usted y a otros?
- b. **Diga su respuesta.**

- Paso 5. Cuando **TERMINE DE GRAVAR**, oprima **STOP** en la grabadora
- Paso 6. **Jale la puerta gris en la grabadora para abrir y sacar el casete. Remueva el casete. Si da SU PERMISO DE COMPARTIR** su entrevista sin su nombre con este Centro de Family Justice, no tiene que hacer nada más. **VALLA AL PASO 7.**

Si NO gusta que se comparta su entrevista, CIRCULE NO en el casete.

- Paso 7. **Ponga el casete en el sobre y séllelo.**
- Paso 8. **Entregue el sobre sellado** a la persona del Centro de Family Justice.

Gracias por su tiempo – lo apreciamos mucho!



Si tiene alguna pregunta, puede contactar a Carrie o Wendi directamente a:

**Teléfono: Carrie 818.667.9167
Wendi 877.791.4167, ext. 700**

**Correspondencia electrónica: Carrie: cpetrucci@emt.org
Wendi: wendi@strategicpreventionsolutions.com**

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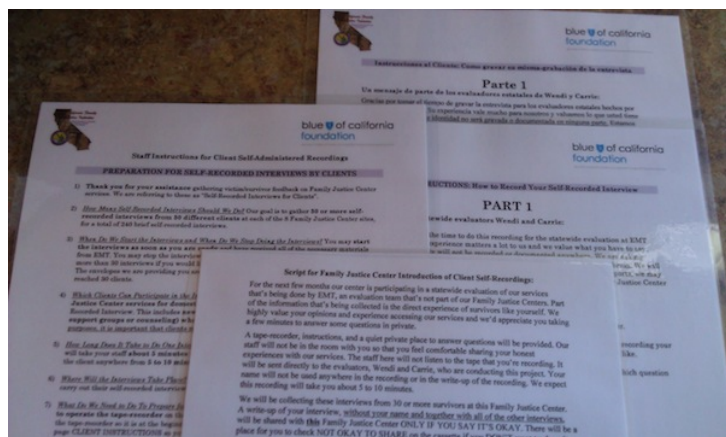
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**Correspondencia electrónica: Carrie: cpetrucci@emt.org
Wendi: wendi@strategicpreventionsolutions.com**

MATERIALS FOR CLIENT SELF-RECORDINGS



- These are the laminated instructions you'll receive in the mail (they didn't fit in the box). Included are:

- (1) Staff instructions
- (2) Client Instructions in English
- (3) Client Instructions in Spanish
- (4) A "script" for you to introduce the recordings to clients in English & Spanish



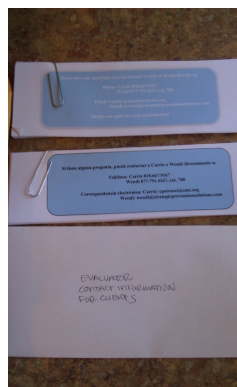
- The box contains:

- (1) 30 pre-labeled audio cassettes
- (2) 30 pre-labeled envelopes for completed interviews
- (3) evaluator contact information in English and Spanish (30 each)
- (4) about 30 "golf" pencils
- (5) a "thank you" incentive for you and your staff (Story Cubes)



- These are materials you'll use for the client self-recordings. You'll provide to each client who agrees to do a recording:

- (1) a pre-labeled cassette
- (2) one pencil
- (3) an empty envelope
- (4) the tape-recorder (not shown)
- (5) the client instructions (not shown)



- These slips of paper contain contact information for Wendi and I that you can give to clients who would like one. We have provided these to you in English and Spanish.

- FOR FURTHER INFORMATION:

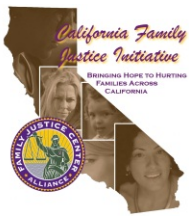
Please contact Carrie Petrucci at:
818.667.9167

cpetrucci@emt.org

Or Wendi Siebold at:

wendi@strategicpreventionsolutions.com

THANK YOU!



California Family Justice Initiative Statewide Evaluation

blue  of california
foundation

Blue Shield of California Foundation is an Independent Licensee of the Blue Shield Association

CRIMINAL JUSTICE DATA

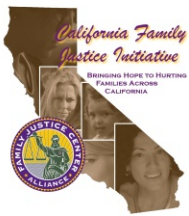
1. Thank you for your assistance with collecting this legislatively required criminal justice data. We are asking the four Family Justice Center sites identified in the legislation (Alameda, Anaheim, San Diego and Sonoma) to gather this information.
2. The legislatively required information is as follows:

Filing, conviction, and dismissal rates for misdemeanor and felony criminal cases handled at the center

3. Based on our conversations with sites, we have designed a small-scale approach to the above required data (30 cases per site). We acknowledge that this is still a time consuming task, but we've done our best to streamline it as much as possible. It is also important data to have and we also wish to remain in compliance with Senate Bill 557 or Penal Code Section 13750, so thank you again.

INSTRUCTIONS

1. First, we need an **“unbiased”** and preferably **“representative” sample** of cases across the four sites. To accomplish this, we will use a “calendar cohort” approach in which a set number of cases from a specific month will be chosen.
2. For sites that have available administrative data in **July 2010**, please **select the first 30 unduplicated cases** that received Family Justice Center services which **also had a police report filed**. Please see the SPECIAL INSTRUCTIONS for your site for further information.
3. Please **collect the information on the form provided on the third page of this document** for each of the 30 cases. (Carrie will mail each site 30 copies of the form.)
4. Please **mail or request a shipping label from Carrie** (cpetrucci@emt.org) to ship the 30 completed forms back for further analysis.
5. The **deadline for completing this task is Friday, October 5th, 2012**.
6. Please don't hesitate to contact Carrie if you have any questions or concerns (cpetrucci@emt.org, 818.667.9167).



California Family Justice Initiative Statewide Evaluation



SPECIAL INSTRUCTIONS FOR SELECTING 30 CASES FOR EACH SITE:

ALAMEDA:

Confirming that you have data from July 2010. Please let Carrie know if this is not the case.

Based on your administrative data, it appears that you will be selecting 30 cases from one of the following 2 items:

A-4: Police Report (Have you made?): Yes = 374

A-5: Report No.: 185 clients supplied the police report number

Please select the first 30 cases with a police report chronologically by date of service in the administrative database beginning in July 2010.

Background Question: Given your high number of clients served in the requested 2 year period (5,499), can you identify possible reasons that relatively few clients (374) report having a police report?

ANAHEIM:

Confirming that you have data from July 2010.

Carrie will provide a list of the first 30 cases in July 2010 in a separate spreadsheet from your submitted administrative data.

SONOMA:

Based on your opening date, please collect your sample from cases starting in September 2011 (unless you opened on August 1st, 2011, in which case, please begin choosing cases from August 2011).

Based on your administrative data, it appears that you will be selecting 30 cases from one of the following 2 items:

A-4: Police Report (Have you made?)

A-5: Report No.

It seems most likely that you will be selecting the first 30 cases that have provided a police report number in A-5.

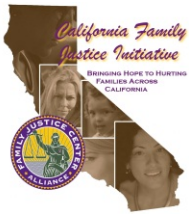
Please select the first 30 cases with a police report chronologically by date of service in the administrative database beginning in September 2011.

SAN DIEGO:

Confirming that you have data from July 2010. Please let Carrie know if this is not the case.

Based on your administrative data, it appears that you will be selecting 30 cases from the SERVICE PLAN/SUSPECT DETAILS tab, COURT CASE DETAILS/CASE NUMBER or CASE TYPE fields.

Hopefully you can run a report by date – starting July 2010 – and select one of the above fields to generate a list of cases that have an available police report number. Select the first 30 cases beginning in July 2010.



California Family Justice Initiative Statewide Evaluation

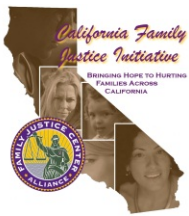


CRIMINAL JUSTICE DATA COLLECTION FORM

1. Police Report Number:	
2. Date of FJC Service (date in administrative database):	Month: _____ Day: _____ Year: 2010 2011 2012
3. Was the primary domestic violence related charge in the police report a misdemeanor or felony?	_____ MISDEMEANOR _____ FELONY
4. Was this case filed in court by the state attorney or prosecutor's office?	_____ YES; GO TO QUESTION 5 _____ NO; SKIP TO QUESTION ?? _____ UNKNOWN; SKIP TO QUESTION ??
5. Was the case filed in court a misdemeanor or felony?	_____ MISDEMEANOR _____ FELONY
6. What was the outcome of the case filed in court?	_____ DISMISSED (BY THE JUDGE) _____ RESULTED IN A CONVICTION _____ DEFENDANT PLED "NO CONTEST" _____ RESULTED IN AN ACQUITTAL (DEFENDANT FOUND NOT GUILTY) _____ RESULT IS STILL PENDING _____ OTHER RESULT; PLEASE EXPLAIN:
7. Is there any other information that you believe is important that we should know about this case?	

THANK YOU FOR PROVIDING THIS INFORMATION FOR 30 CASES!!

Please also complete the Site Data form one time for each site.



California Family Justice Initiative Statewide Evaluation



Blue Shield of California Foundation is an Independent Licensee of the Blue Shield Association

SITE INFORMATION FOR CRIMINAL JUSTICE DATA

We are asking each site to provide the following information so that we can understand your data and also present how it was collected in the final report. Thank you for your time.

1. Which staff person(s) identified the 30 cases to be reviewed?	STAFF PERSON POSITION (NOT THEIR NAME):
2. Approximately how long (in minutes or hours) did it take to produce a list of 30 cases?	_____ HOURS _____ MINUTES
3. What challenges, if any, did you encounter during this task of producing the list of 30 cases?	CHALLENGES:
4. How did you access the required criminal justice data? For example, was it in a hard case file, maintained by which office or department, or was it a computer database, maintained by which office or department or agency, or a combination of the two?	_____ PAPER CASE FILE MAINTAINED BY: _____ _____ COMPUTER DATABASE MAINTAINED BY: _____ OTHER INFORMATION:
5. How long did it take (in hours) to complete the 30 forms with the criminal justice data?	_____ HOURS _____ MINUTES
6. Would you like to share any other information that you think is important to our understanding of what it took to gather this data that you'd like us to include in the final report?	

Thank you!

EMT Associates, Inc., in collaboration with Strategic Prevention Solutions, has been contracted by the National Family Justice Center Alliance to conduct a statewide evaluation of the California Family Justice Initiative, funded by Blue Shield of California Foundation.

As part of the statewide evaluation, we are asking Directors at the 8 Family Justice Centers in the California Family Justice Initiative to participate in this interview during your site visit. The purpose of this interview is to get your perspective on how your Family Justice Center operates. We're going to ask you some questions about your professional experience at family justice centers, how your family justice center is organized or the governance structure, your screening and intake process, how you interact with local political leaders, how you involve survivors in your family justice center activities, how you protect victim/survivor privacy and confidentiality, and a little bit about involvement of your family justice center partners.

Completing this interview is voluntary and is anticipated to take about 30 minutes. You will not be penalized if you choose not to participate in this interview or if you choose not to answer any question. There is no compensation for completing this interview. We anticipate only minimal risks to your confidentiality, which we have protected by not asking for any information that would personally identify you. We will also not report data in a way that would directly reveal your identity. However, because we will be interviewing only 8 directors, and because the Family Justice Center sites are known and named, it is possible that those familiar with Family Justice Centers will be able to extrapolate your identity. In our reports, we will not include names of directors (or any staff) without their permission, but we are required to include names of Family Justice Centers. No other risks are anticipated. Benefits of completing this interview are that the information will contribute to our understanding of how Family Justice Centers operations among the 8 participating Family Justice Center sites. In addition, the results may be used to guide future Family Justice Center evaluations. Thank you very much for your time.

FIRST, WE'RE GOING TO ASK SOME BACKGROUND QUESTIONS ABOUT YOUR EXPERIENCE AT FAMILY JUSTICE CENTERS.

1. **FAMILY JUSTICE CENTER SITE NAME:** _____

2. **TODAY'S DATE:** _____

3. ARE YOU A **PAID EMPLOYEE**? _____ YES _____ NO

4. ARE YOU A **VOLUNTEER**? _____ YES _____ NO

5. **HOW LONG HAVE YOU WORKED/VOLUNTEERED AT THIS FAMILY JUSTICE CENTER AS THE DIRECTOR?**
(Please select one response.)

_____ Less than 6 months _____ 6 to 11 months _____ 1 year _____ 2 years _____ 3 or more years

5A. IF YOU HAVE WORKED/VOLUNTEERED AT ANY OTHER FAMILY JUSTICE CENTERS, **HOW MANY YEARS TOTAL, INCLUDING YOUR EXPERIENCE AT THE CURRENT FAMILY JUSTICE CENTER, HAVE YOU WORKED AT FAMILY JUSTICE CENTERS, IN ANY CAPACITY?**

_____ Less than 1 year _____ 1 year _____ 2 years _____ 3 years _____ 4 years _____ 5 or more years

6. **IN THE LAST YEAR, HAVE YOU RECEIVED TRAINING IN THE FOLLOWING AREAS:** *(RELATIONSHIP BUILDING)*

6A. DOMESTIC VIOLENCE/INTIMATE PARTNER VIOLENCE

_____ NO _____ YES **IF YES, HOW MANY HOURS WAS THE TRAINING?** _____ HOURS

6A1. What were the **training topics**?

6B. SEXUAL ASSAULT

____ NO ____ **YES** **IF YES, HOW MANY HOURS** WAS THE TRAINING? ____ HOURS

6B1. What were the **training topics**?

6C. CRIMINAL JUSTICE CASE PROCESSING

____ NO ____ **YES** **IF YES, HOW MANY HOURS** WAS THE TRAINING? ____ HOURS

6C1. What were the **training topics**?

6D. OTHER TOPICS: _____

____ NO ____ **YES** **IF YES, HOW MANY HOURS** WAS THE TRAINING? ____ HOURS

6D1. What were the **training topics**?

7. **IN THE LAST YEAR**, HAVE YOU CONDUCTED TRAINING IN THE FOLLOWING AREAS: (*RELATIONSHIP BUILDING*)

7A. DOMESTIC VIOLENCE/INTIMATE PARTNER VIOLENCE

____ NO ____ **YES** **IF YES, HOW MANY TIMES?** ____ TIMES TRAINING PROVIDED

7A1. What were the **training topics**?

7B. SEXUAL ASSAULT

____ NO ____ **YES** **IF YES, HOW MANY TIMES?** ____ TIMES TRAINING PROVIDED

7B1. What were the **training topics**?

7C. CRIMINAL JUSTICE CASE PROCESSING

____ NO ____ **YES** **IF YES, HOW MANY TIMES?** ____ TIMES TRAINING PROVIDED

7C1. What were the **training topics**?

7D. OTHER TOPICS: _____

____ NO ____ **YES** **IF YES, HOW MANY TIMES?** ____ TIMES TRAINING PROVIDED

7D1. What were the **training topics**?

NOW WE'RE GOING TO ASK YOU SOME QUESTIONS ABOUT HOW YOUR FAMILY JUSTICE CENTER IS ORGANIZED.

8. PLEASE DESCRIBE THE **GOVERNANCE STRUCTURE** AT YOUR FAMILY JUSTICE CENTER. (*STRUCTURE*)

9. WHO IS THE **LEAD AGENCY** OF YOUR FAMILY JUSTICE CENTER? (*STRUCTURE*)

9A. WHAT CATEGORY BEST DESCRIBES THE **LEAD AGENCY** OF YOUR FAMILY JUSTICE CENTER?

____ THE LOCAL POLICE OR SHERIFF'S DEPARTMENT (GOVERNMENT)

____ PROSECUTOR/STATE'S ATTORNEY OFFICE (GOVERNMENT)

____ A PROBATION DEPARTMENT (GOVERNMENT)

____ THE OFFICE ON VIOLENCE PREVENTION (GOVERNMENT)

____ AN EXISTING CITY OR COUNTY DEPARTMENT (GOVERNMENT)

____ A NEWLY FORMED CITY OR COUNTY DEPARTMENT (GOVERNMENT)

____ OTHER GOVERNMENT DEPARTMENT NOT NAMED ABOVE; (GOVERNMENT)

PLEASE DESCRIBE: _____

____ A NEW PRIVATE NON-PROFIT 501(c)3 ORGANIZATION (NON-PROFIT)

____ AN EXISTING PRIVATE NON-PROFIT 501(c)3 ORGANIZATION (NON-PROFIT)

____ OTHER; please describe: _____

NOW WE'RE GOING TO ASK YOU SOME QUESTIONS ABOUT YOUR INITIAL SCREENING AND INTAKE PROCESS.

10. PLEASE PROVIDE A COPY OF THE FAMILY JUSTICE CENTER'S **INITIAL SCREENING/INTAKE PROCESS PAPERWORK** THAT VICTIMS COMPLETE WHEN THEY FIRST ARRIVE AT THE FAMILY JUSTICE CENTER. (COMPLIANCE)

10A. PLEASE DESCRIBE THIS **INITIAL SCREENING PROCESS**.

10B. DO YOU CHECK PUBLIC INFORMATION WEBSITES, SUCH AS COURT WEBSITES, TO SEE IF THERE IS AN **ACTIVE CRIMINAL CASE PENDING** FOR THE VICTIM?

_____ **YES; IF YES**, HOW OFTEN? _____

IF YES, HOW DO YOU ENSURE THAT **VICTIMS ARE NOT DENIED SERVICES** ON THE GROUNDS OF CRIMINAL HISTORY?

_____ **NO**, WE DO NOT REGULARLY CHECK TO SEE IF THERE IS AN ACTIVE CRIMINAL CASE PENDING.

10C. DO VICTIMS PROVIDE **WRITTEN CONSENT** AT THIS INITIAL SCREENING/INTAKE PROCESS?

_____ **YES; IF YES**, PLEASE PROVIDE A COPY OF THE WRITTEN CONSENT.

_____ NO

11. HOW DO YOU ENSURE THAT **VICTIMS ARE NOT REQUIRED TO PARTICIPATE IN THE CRIMINAL JUSTICE SYSTEM** OR TO COOPERATE WITH LAW ENFORCEMENT IN ORDER TO RECEIVE COUNSELING, MEDICAL CARE, OR OTHER SERVICES AT A FAMILY JUSTICE CENTER? (COMPLIANCE)

NOW WE'D LIKE TO ASK A FEW QUESTIONS ABOUT HOW YOU COLLABORATE AND YOUR FAMILY JUSTICE CENTER'S INVOLVEMENT WITH POLITICAL LEADERS IN YOUR AREA.

12. Can you provide a detailed example of **how you have used your collaboration skills** in your role as the Director of a Family Justice Center? (*POLITICAL LEADERSHIP*)

(Use 10 Key Lessons of Successful Collaborators to code responses)

12a. Can you describe your **ongoing relationship with political leaders** in your community? (*POLITICAL LEADERSHIP*)

12b. Please describe specifically **how do you maintain these relationships.** (*POLITICAL LEADERSHIP*)

12c. Can you **describe information about the Family Justice Center that you share** with political leaders and how you share it? (*POLITICAL LEADERSHIP*)

12d. Can you describe any **survivor involvement on behalf of the Family Justice Center** with your political leadership? (*POLITICAL LEADERSHIP*)

13. Can you describe survivor involvement in any of the following activities? (*LISTENING TO SURVIVORS*)

_____ Regular quarterly focus groups; please describe:

_____ Exit interviews; please describe:

_____ Satisfaction survey; please describe:

_____ Phone interviews; please describe:

_____ VOICES committee; please describe:

_____ Anonymous drop box or "suggestions" box on-site or via website or social network; please describe:

_____ Facebook poll; please describe:

_____ Annual evaluation surveys; please describe:

_____ Post cards; please describe:

_____ Community meeting; please describe:

_____ Other survivor involvement; please describe:

IN THIS SECTION, WE'RE GOING TO ASK ABOUT YOUR FJC'S POLICIES AND PROCEDURES RELATED TO CONFIDENTIALITY AND CONSENT. PLEASE PROVIDE AS MUCH INFORMATION AS YOU CAN.

14. WHAT ARE YOUR PROCEDURES TO **MAINTAIN AN INFORMED CLIENT CONSENT** POLICY?
(*COMPLIANCE*)

14A. PLEASE PROVIDE COPIES OF PERTINENT FORMS/PAPERWORK THAT TRACK THIS PROCESS.

14B. HOW DO YOU **REMAIN IN COMPLIANCE WITH ALL STATE AND FEDERAL LAWS PROTECTING CONFIDENTIALITY OF VICTIMS INFORMATION**, SPECIFICALLY, MEDICAL AND LEGAL RECORDS?

14C. PLEASE PROVIDE COPIES OF PERTINENT FORMS/PAPERWORK THAT TRACK THIS PROCESS.

15. DO YOU HAVE A **DESIGNATED PRIVACY OFFICER** THAT HAS DEVELOPED AND OVERSEES PRIVACY POLICIES AND PROCEDURES CONSISTENT WITH STATE AND FEDERAL PRIVACY LAWS? IF SO, WHAT IS THIS PERSON'S ROLE AT THE FAMILY JUSTICE CENTER (Director, volunteer, etc.) *(COMPLIANCE)*

15A. PLEASE PROVIDE COPIES OF PERTINENT FORMS/PAPERWORK THAT TRACK THIS PROCESS.

16. HOW DO YOU INFORM CLIENTS THAT UNDER CERTAIN CIRCUMSTANCES, **INFORMATION THEY PROVIDE MAY BE SHARED** WITH LAW ENFORCEMENT? *(COMPLIANCE)*

16A. PLEASE PROVIDE COPIES OF PERTINENT FORMS/PAPERWORK THAT TRACK THIS PROCESS.

17. PLEASE PROVIDE A COPY OF THE FORM IN WHICH **WRITTEN ACKNOWLEDGEMENT** IS DOCUMENTED FROM VICTIMS THAT THEY HAVE BEEN ADVISED OF THE POSSIBILITY OF INFORMATION BEING SHARED WITH LAW ENFORCEMENT. *(COMPLIANCE)*

17A. CAN YOU DESCRIBE THE PROCESS IN WHICH THIS IS DESCRIBED TO VICTIMS?

WE'RE ALMOST DONE. WE'D LIKE TO ASK SOME QUESTIONS ABOUT THE PARTNER AGENCIES AT YOUR FAMILY JUSTICE CENTER.

TO WHAT EXTENT DO STAFF FROM THE PARTNER AGENCIES OF YOUR FAMILY JUSTICE CENTER...	NOT AT ALL	ONLY A LITTLE	SOMETIMES	MOST OF THE TIME	CONSISTENTLY / VERY MUCH SO
1. Regularly talk to one another? (<i>DIFFERENT CULTURES</i>)	1	2	3	4	5
2. Listen to each other? (<i>DIFFERENT CULTURES</i>)	1	2	3	4	5
3. Work to find common ground? (<i>DIFFERENT CULTURES</i>)	1	2	3	4	5
4. View your Family Justice Center as part of public safety? (<i>SAME DIRECTION</i>)	1	2	3	4	5
5. View your Family Justice Center as a social service program? (<i>SAME DIRECTION</i>)	1	2	3	4	5
6. Trust one another? (<i>RELATIONSHIP BUILDING</i>)	1	2	3	4	5
7. Treat each other with respect? (<i>RELATIONSHIP BUILDING</i>)	1	2	3	4	5

LAST, WE WOULD LIKE TO ASK SOME QUESTIONS ABOUT YOUR FAMILY JUSTICE CENTER IN GENERAL.

TO WHAT EXTENT DOES YOUR FAMILY JUSTICE CENTER...	NOT AT ALL	ONLY A LITTLE	SOMETIMES	MOST OF THE TIME	CONSISTENTLY / VERY MUCH SO
8. Have a strong relationship with local domestic violence shelters? (<i>STRUCTURE</i>)	1	2	3	4	5
9. Have a strong relationship with the domestic violence coordinating council? (<i>STRUCTURE</i>)	1	2	3	4	5
10. Have a strong relationship with the state coalition for domestic violence? (<i>STRUCTURE</i>)	1	2	3	4	5

That'S all of our questions. Is there anything else you'd like to share about your family justice center that you think is important for us to know?

THANK YOU VERY MUCH FOR YOUR TIME!

Focus Group Draft Questions

Partners

Introduction

Verbally explain each of the following points during your introduction.

- *Hi my name is _____ and I am part of the team that is evaluating how well the Family Justice Center way of providing services to domestic violence survivors is working in California. I work with [company] and live in _____. Here's my card. Please feel free to contact me if you remember something you want share after the group today, or if you have any questions about this project.*
- *As you may already know, we are holding groups like this at each of the eight Family Justice Centers that are part of this evaluation in California. We are gathering information from survivors and the staff at these Centers, so that we can get an honest understanding of how well the model of co-located services is working to meet the needs of survivors and their children, as well as the directives of the agencies that are partnered at this FJC.*
- *We are going to record our conversation using this tape recorder (show them recorder on table). This is to help us document the actual quotes that are said, because you will no doubt have a much better way of describing your experiences than we will 😊.*
- *We may identify your agency when providing quotes to explain a main theme or point that is made in this conversation. If you do NOT want your agency name shared, please say so verbally when making your point. We will gladly keep your identity confidential, if you prefer.*
- *Do you have any questions for me before we get started?*

Partner Questions (Key)

START RECORDER

OK, let's get started!

1. Let's start with *[person on side of you]*. **Please introduce yourself** with your name, organization, your position (main role at this Family Justice Center), and how long you have been working with your organization and/or this Family Justice Center (if not from beginning). *[Keep this short – mainly for recording purposes]*
2. How has this Family Justice Center **made it easier for you to provide services** to clients/survivors?
(identify benefits of co-location of services)
3. What would you say has been the **biggest benefit to partner agencies** of having this family justice center in this community?
(identify benefits of co-location of services)
4. What would you say has been the **biggest benefit to survivors and their children** of having this Family Justice Center in this community?
(identify benefits of co-location of services)
5. Who do you **NOT see accessing** this Family Justice Center for help? What do you think **contributes to someone not accessing services** here?
(barriers related to access to services)
 - a. Does **immigration status** create a barrier to services at your Family Justice Center? **If so, how? If not, why not?**
 - b. Does **criminal history** create a barrier to services? **If so, how? If not, why not?**
 - c. Do **substance abuse or mental health issues** create a barrier to services? **If so, how? If not, why not?**
 - d. Does a **concern for privacy** create a barrier to services? **If so, how? If not, why not?***(barriers related to immigration status, criminal history, substance abuse/mental health, privacy)*
6. What can Family Justice Centers do to **eliminate these barriers? What would you change** to make this Family Justice Center **better at meeting the needs** of survivors and their children?
(potential ways to mitigate barriers)
7. Is there any other feedback you would like to give about your experience with this family justice center?

Survivors

Introduction

Verbally explain each of the following points during your introduction. Do not turn the recorder on until after people have introduced themselves.

- *Hi my name is _____ and I am part of the team that is evaluating how well the Family Justice Center way of providing services to domestic violence and sexual assault survivors is working in California. I work with [company] and live in _____. Here's my card. Please feel free to contact me if you remember something you want share after the group today, or if you have any questions about this project.*
- *We are holding groups like this at each of the eight Family Justice Centers that are part of this evaluation in California. We are gathering information from survivors and the staff at these Centers, so that we can get an honest understanding of how things have worked, or not worked, as you have tried to access services.*
- *We are also going to record our conversation using this tape recorder (show them recorder on table). This is to help us document the actual quotes that are said, because you will no doubt have a much better way of describing your experiences than we will 😊. We will not start the recorder until after everyone has introduced themselves.*
- *Please remember that what you and others say here is confidential – meaning that we are asking you to not discuss what anyone said in this group outside of this room after you leave. We will not connect your name with anything you say, and will not use many details in our report, so that your situation and/or experiences will be as confidential as possible.*
- *We will be giving out gift cards at the end of our conversation. You can decide NOT to answer one or more questions and still get a gift card at the end. If you need to leave early, please let me know so that I can get you your gift card.*
- *Do you have any questions for us before we begin?*

Client / Survivor Questions (Key)

OK, let's get started!

■

Note card info (Demographic information)

Hand out note cards with pre-typed questions – ask participants to fill out the card and hand it back to you/facilitator. Put cards away, do not read in front of group.

- a. How long you have been accessing services at this Family Justice Center?
 - i. Less than a month
 - ii. Within the past six months
 - iii. More than six months
- b. Which services have you accessed?
 - i. Protection order or restraining order
 - ii. Legal help with custody of your children
 - iii. Other legal help for yourself (such as divorce, immigration, etc.)
 - iv. Meeting with child protective services social worker
 - v. Meeting with the detective about your case
 - vi. Assistance with housing or emergency shelter
 - vii. Assistance with food
 - viii. Attending a support group for you or your children
 - ix. Getting a medical exam or other medical services
 - x. VOICES committee/Survivor committee
 - xi. Working with the Navigator
 - xii. Services related to job preparation or a job interview
 - xiii. Getting something to wear for court or a job interview
 - xiv. Other: tell us what it was: _____

Let's start with *[person on side of you]*. **Please introduce yourself** - you can use your real name or make one up, whatever you feel comfortable with.

START RECORDER

1. What is your opinion about **having multiple services/agencies located under one roof** at this Family Justice Center? How does it **help you**? Does it create **challenges for you**?
(identify benefits & barriers of co-location of services)

2. How, if at all, has this Family Justice Center **made a difference** in...

- a. Your **safety**?
- b. Helping you **feel more capable**, or more empowered, handling things in your life?
- c. Helping you **feel better overall**, emotionally and mentally? For example, would you describe yourself now as more happy, sad, angry, depressed, hopeful, or calm?

d. **How your children are doing?**

(identify benefits of co-location of services)

3. Who do you **NOT see accessing** this Family Justice Center for help? Do you think the Family Justice Center is **welcoming and provides services to EVERYONE**? Can you think of anyone that **might NOT come** to the Family Justice Center for help? **Why/Why not?**

(identify barriers to access to services based on immigration status, criminal history, substance abuse/mental health issues, and/or privacy issues)

4. **Did you have any hesitations** about coming here for services? If so, **what were they?**

(identify barriers to access to services based on immigration status, criminal history, substance abuse/mental health issues, and/or privacy issues)

5. What can Family Justice Centers do to **eliminate these barriers**? **What would you change** to make this Family Justice Center **better at meeting the needs** of survivors and their children?

(potential ways to mitigate barriers)

6. What would you say has been the biggest **benefit** of having this Family Justice Center available **to you and your children**?

(identify benefits of co-location of services)

7. Is there **any other feedback** you would like to give about your experience with this Family Justice Center?

■

Información Demográfica

- a. Por cuanto tiempo hay estado recibiendo servicios en este Centro de Family Justice?
 - i. Menos e un mes
 - ii. Por los pasados seis mesas
 - iii. Mas de seis mesas

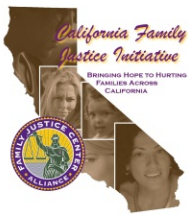
 - b. Cuando servicios a recibió? *(escoja todo que aplica – choose all that apply)*
 - iv. Orden de protección or restricción?
 - v. Servicio legales para custodia de sus hijos
 - vi. Otra servicios legales para usted como divorcio o inmigración
Junta con trabajador social sobre protección de sus hijos
 - vii. Junta el detective en cuanto su caso
 - viii. Ayuda con casa de emergencia “shelter”
 - ix. Ayuda con comida
 - x. Atendiendo grupo de suporta para usted o sus hijos
 - xi. Reviviendo examen medico o otros servicios médicos
 - xii. VOICES comité o comité de sobreviviente
 - xiii. Trabajando con la “Navigator”
 - xiv. Servicios relativos para la preparación de trabajó o entrevistas
 - xv. Recibiendo ropa para usar cuando atiende corte o entrevista de trabajo
 - xvi. Otra servicios diga para que fue:
-

■

Demographic Information

- a. How long you have been accessing services at this Family Justice Center?
 - i. Less than a month
 - ii. Within the past six months
 - iii. More than six months

- b. Which services have you accessed? (*circle all that apply*)
 - i. Protection order or restraining order
 - ii. Legal help with custody of your children
 - iii. Other legal help for yourself (such as divorce, immigration, etc.)
 - iv. Meeting with child protective services social worker
 - v. Meeting with the detective about your case
 - vi. Assistance with housing or emergency shelter
 - vii. Assistance with food
 - viii. Attending a support group for you or your children
 - ix. Getting a medical exam or other medical services
 - x. VOICES committee/Survivor committee
 - xi. Working with the Navigator
 - xii. Services related to job preparation or a job interview
 - xiii. Getting something to wear for court or a job interview
 - xiv. Other: tell us what it was: _____



PROCEDURES FOR ONLINE PARTNER/STAFF SURVEY

Thank you for your assistance notifying your staff and partners about the Online Partner/Staff Survey. The **purpose** of the online survey is to identify how Family Justice Centers operate from the perspective of partner agency staff and Family Justice Center staff. We are interested in **Family Justice Center staff and partners** (both co-located and not co-located if they work closely with Family Justice Center services) completing the online survey one time over the **two-month period** it will be available. More than one staff person per partner agency is welcome to complete the survey.

Directors of Family Justice Centers are not being asked to complete this online survey. This is because the vast majority of questions involve things that Directors do, so you would be rating yourself. The evaluation team will be interviewing Directors during the one-day site visits, so there will be an opportunity to get lots of feedback from Directors during that interview.

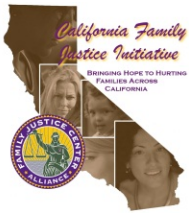
What are we asking Directors to do? We need Directors' help in notifying partners and Family Justice Center staff about the survey. You can do this one of two ways:

- 1) You do the notifications:** When you receive your flyers, please notify all partners and Family Justice Center staff about the availability of the survey via email, and with a flyer. We expect the online survey to be available online for about 2 months.
 - a) We are providing you with **50 copies of a one-page flyer** to put in partner mailboxes, to post, and/or to circulate in the most appropriate way in your setting. Please email Carrie if you would like more flyers. We have also emailed it to you (**PartnerSurveyFlyer_3-16-12.pdf**).
 - b) We have also provided an **example email and a requested schedule for you to email** your staff 4 times over the two month period that the survey will be available. The suggested text for the email has been provided in **PartnerSurveyEmailText_3-16-12.doc**. We will also send you Outlook reminders for these emails, for those that use Outlook.
 - c) **Please provide the total number of individuals you are contacting** to Wendi and Carrie. This is so we can provide some sense of a "response rate", or how many people in your setting might complete the online survey. In some sites, this will be a reasonably easy number to count, based on the number of people you are emailing or the number of staff with mailboxes. In other sites, it might be more difficult. If a count is more difficult in your setting because you are notifying partner agencies rather than (or in addition to) individuals, then please give us a count of the total number of partner agencies you are notifying, and if also applicable, the total number of individuals that you notify (please try not to double-count anyone if you count individuals and agencies).
- 2) Or, Wendi and I will do the notifications:** We are happy to do it this way. Please forward the emails for all partners and Family Justice Center staff to both of us and we will do all email notifications. If you do it this way, all we would ask is that you a) mention the online survey in any partner meetings and ask that partners consider participation, and b) distribute and post the Partner Survey Flyer.

You will also receive a brief report on the data from your site as soon as we can produce this for you.

Wendi Siebold: sps@strategicpreventionsolutions.com and **Carrie Petrucci:** cpetrucci@emt.org

Thank you so much for your time!



Please participate in an online partner / staff survey!!

Your feedback is essential to the evaluation of this Family Justice Center's services

Staff from all **co-located Family Justice Center partners** are invited to complete the survey. More than one staff person per partner agency may complete the survey.

The **purpose of the survey** is to identify how Family Justice Centers operate from the perspective of partner staff.

Participation is **confidential and anonymous**. Only the evaluation team will have access to your responses. All responses will be merged at your site when reported.

The online survey is expected to take **10-20 minutes**.



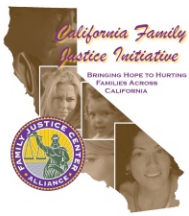
To complete the survey, please go to:

<http://www.surveymonkey.com/s/FamJustice>

If you have any questions on the survey or the evaluation, our **evaluation team** includes:

Carrie Petrucci (email: cpetrucci@emt.org; phone: 818.667.9167)

Wendi Siebold (email: wendi@strategicpreventionsolutions.com; phone: 877.791.4167, ext. 700)



California Family Justice Initiative Statewide Evaluation

blue  of california
foundation

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PARTNER/STAFF SURVEY – SAMPLE EMAIL TEXT FOR DIRECTOR USE

For the Directors who have decided to contact partner staff themselves rather than providing their emails to the evaluation team, **thank you** for your help notifying staff & partners of the online survey. To save you some time, you may **cut and paste the following text into an email** to remind your staff & partners to complete the survey.

We'll also send you an Outlook calendar appointment that will reoccur on **3/26, 4/9, 4/23, and 5/21** when you may send follow-up reminders to staff & partners to complete the survey. Thank you!

First Email: Week of 3/26/12:

Dear FJC Staff and Partner Agency Staff,

EMT Associates, Inc., in collaboration with Strategic Prevention Solutions, has been contracted by the National Family Justice Center Alliance to conduct a **statewide evaluation** of the California Family Justice Initiative, funded by Blue Shield of California Foundation.

As part of the statewide evaluation, **all FJC staff and partner agency staff are requested to complete an online survey**. The purpose of the survey is to gather your perspective on how the Family Justice Center operates.

Completing this survey is anticipated to take 10 to 20 minutes. The survey is anonymous and confidential. Thank you very much for your time.

Click Here to Take the Survey: <http://www.surveymonkey.com/s/FamJustice>

Thank you,

FJC Director

Second Email: 2 weeks later – Week of 4/9/12:

Dear FJC Staff and Partner Agency Staff,

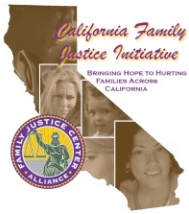
EMT Associates, Inc., in collaboration with Strategic Prevention Solutions is conducting a **statewide evaluation** of the California Family Justice Initiative, funded by Blue Shield of California Foundation. Thank you to those that have already completed the FJC staff and partner online survey. For those that have not yet completed the survey, **there's still time!**

Click Here to Take the Survey: <http://www.surveymonkey.com/s/FamJustice>

The purpose of the survey is to gather your perspective on how the Family Justice Center operates. Completing this survey is anticipated to take 10 to 20 minutes. The survey is anonymous and confidential.

Thank you,

FJC Director



California Family Justice Initiative Statewide Evaluation



Third email: Two weeks after 2nd email – Week of 4/23/12:

Dear FJC Staff and Partner Agency Staff,

This is another friendly reminder to please complete the online survey for FJC Staff and Partner Agencies. Please contribute your opinions to the statewide evaluation of the California Family Justice Initiative.

Click Here to Take the Survey: <http://www.surveymonkey.com/s/FamJustice>

The purpose of the survey is to gather your perspective on how the Family Justice Center operates. Completing this survey is anticipated to take 10 to 20 minutes. The survey is anonymous and confidential.

Many thanks to those that have already completed the survey!
Thank you,

FJC Director

Fourth and Final Email: 3 weeks after 3rd email - Week of 5/21/12:

Dear FJC Staff and Partner Agency Staff,

Last chance to offer your opinions for the statewide evaluation of the California Family Justice Initiative!

Click Here to Take the Survey: <http://www.surveymonkey.com/s/FamJustice>

The purpose of the survey is to gather your perspective on how the Family Justice Center operates. Completing this survey is anticipated to take 10 to 20 minutes. The survey is anonymous and confidential.

Many thanks to those that have already completed the survey!
Thank you,

FJC Director

FILENAME FOR THIS DOCUMENT (we have also emailed it to you):

PartnerSurveyEmailText_3-16-12.doc



CALIFORNIA FAMILY JUSTICE CENTER STATEWIDE EVALUATION STAFF SURVEY (Key)

(Please note: this is intended to be administered as a web-based survey. Items in parentheses after each question appear in the "key" version only and will not appear in the final version for administration.)

EMT Associates, Inc., in collaboration with Strategic Prevention Solutions, has been contracted by the National Family Justice Center Alliance to conduct a statewide evaluation of the California Family Justice Initiative, funded by Blue Shield of California Foundation.

As part of the statewide evaluation, we are asking all partner staff to complete this survey one time. The purpose of the survey is to gather your perspective on how your Family Justice Center operates, including the professional style of the Family Justice Center Director. The questions are based on the current perspective that emphasizes the importance of the interaction of Family Justice Center Directors and partners within a collaborative environment.

Your honest responses are very much appreciated. We are not asking for your name, and please do not write your name anywhere on this survey. We are asking for your *role* at the Family Justice Center in a way that is intended to group you with other partners so that your identity cannot be revealed. Knowing your general professional role will help us to better understand the collaborative environment at Family Justice Centers.

Completing this survey is voluntary and is anticipated to take 15 to 30 minutes. The survey needs to be completed in one sitting because once you exit from the survey, it is not possible to return to it. You will not be penalized if you choose not to complete it. There is no compensation for completing the survey. The survey is anonymous and confidential. We are not asking for any information that would personally identify you. In our report, we will not include responses from groups of less than 6 people. Benefits of completing this survey are that the information will contribute to our understanding of the collaborative environment in Family Justice Centers among the 8 participating Family Justice Center sites. In addition, the results may be used to guide future Family Justice Center evaluations. Thank you very much for your time.

1. FAMILY JUSTICE CENTER SITE NAME:

1-Alameda 2-Anaheim 3-LA Valley Cares 4-San Diego 5-Shasta 6-Sonoma 7-Stanislaus 8-West Contra Costa County

2. TODAY'S DATE: _____

3. ARE YOU A PAID EMPLOYEE at this Family Justice Center? _____ YES _____ NO

IF YES, SKIP TO QUESTION 5.

4. IF NO, ARE YOU A VOLUNTEER? _____ YES _____ NO

5. WITH WHAT TYPE OF ORGANIZATION/AGENCY/SERVICE ARE YOU ASSOCIATED AT THE FAMILY JUSTICE CENTER?

_____ Domestic violence shelter

_____ Domestic violence counseling/therapeutic services and/or support

_____ Other Community Based Organization/Non-profit

_____ Prosecutor/State's Attorney/City Attorney's Office

_____ Victim Witness Consultant

_____ Civil Legal Service Provider

_____ Child welfare/child protection/Adult protective services

_____ Forensic medical unit/medical services



CALIFORNIA FAMILY JUSTICE CENTER STATEWIDE EVALUATIONSTAFF SURVEY (Key)

_____ Police/Sheriff's Department

_____ Probation Department

_____ Foundation associated with Family Justice Center

_____ Family Justice Center-specific staff (including paid and volunteer staff)

_____ Other organization/service provider; please describe: _____

6. HOW LONG HAVE YOU WORKED/VOLUNTEERED AT THIS FAMILY JUSTICE CENTER? (Please select one response.)

_____ Less than 6 months

_____ 6 to 11 months

_____ 1 year

_____ 2 years

_____ 3 or more years

7. HAVE YOU RECEIVED ANY CROSS-TRAINING IN THE **LAST 12 MONTHS** IN ANY OF THE FOLLOWING AREAS:
(RELATIONSHIP BUILDING)

A. DOMESTIC VIOLENCE/INTIMATE PARTNER VIOLENCE

_____ NO _____ **YES**

B. SEXUAL ASSAULT

_____ NO _____ **YES**

C. CRIMINAL JUSTICE SYSTEM (For example, how an arrest is processed, what to expect at court)

_____ NO _____ **YES**

D. SPECIAL POPULATIONS (For example, working with victims with immigration issues, or who speak English as a second language)

_____ NO _____ **YES**

E. CROSS-TRAINING BETWEEN LAW ENFORCEMENT AND ADVOCATES

_____ NO _____ **YES**

F. OTHER: Please describe briefly: _____

THE DIRECTOR/LEADER OF A FAMILY JUSTICE CENTER HAS A VERY IMPORTANT ROLE. THE FOLLOWING QUESTIONS ASK ABOUT WHAT YOU THINK ABOUT YOUR CURRENT FAMILY JUSTICE CENTER DIRECTOR.

Please note that your responses will be grouped by site and across sites so that all individual responses will remain confidential. Your honest answers will be very helpful and are very much appreciated.

TO WHAT EXTENT DOES THE DIRECTOR OF YOUR FAMILY JUSTICE CENTER...	NOT AT ALL	ONLY A LITTLE	SOMETIMES	MOST OF THE TIME	CONSISTENTLY / VERY MUCH	I DON'T KNOW
1. Win the hearts of Family Justice Center staff? (LEADERSHIP MATTERS)	1	2	3	4	5	
2. Contribute to staff wanting to follow his/her vision/goals? (LEADERSHIP)	1	2	3	4	5	



CALIFORNIA FAMILY JUSTICE CENTER STATEWIDE EVALUATIONSTAFF SURVEY (Key)

TO WHAT EXTENT DOES THE DIRECTOR OF YOUR FAMILY JUSTICE CENTER...	NOT AT ALL	ONLY A LITTLE	SOMETIMES	MOST OF THE TIME	CONSISTENTLY / VERY MUCH	I DON'T KNOW
<i>MATTERS)</i>						
3. Understand the issues? (<i>LEADERSHIP MATTERS)</i>	1	2	3	4	5	
4. Listen to the concerns of staff, volunteers, and clients? (<i>LEADERSHIP MATTERS)</i>	1	2	3	4	5	
5. Speak in a language that is understandable? (<i>LEADERSHIP MATTERS)</i>	1	2	3	4	5	
6. Have a good plan for who will be the next Director? (<i>LEADERSHIP MATTERS)</i>	1	2	3	4	5	
7. Show commitment to the success of each partner agency? (<i>LEADERSHIP MATTERS)</i>	1	2	3	4	5	
8. Willing to take risks? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
9. Willing to try new approaches? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
10. Trust staff/volunteers to do their work? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
11. Constantly improve how things are being done? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
12. Listen to others? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
13. Willing to accept criticism? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
14. Willing to apply criticism to constructive solutions? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
15. Responsive to the needs of victims/survivors? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
16. Have passion for the cause of the Family Justice Center? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
17. Familiar with issues related to domestic violence? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
18. Optimistic about the future of the Family Justice Center? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
19. Allow partner agencies to share in decision-making? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
20. Brag about partner agencies? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
21. Share credit with partner agencies? (<i>COLLABORATIVE LEADERSHIP)</i>	1	2	3	4	5	
22. Make sure everyone gets recognized for their work? (<i>HUMILITY)</i>	1	2	3	4	5	
23. Make sure the work of the Family Justice Center is first about victims/survivors and their children and not about the Director? (<i>HUMILITY)</i>	1	2	3	4	5	
24. Address the needs and concerns of key partner agencies? (<i>HUMILITY)</i>	1	2	3	4	5	
25. Laugh at himself/herself? (<i>SENSE OF HUMOR)</i>	1	2	3	4	5	
26. Have a sense of humor? (<i>SENSE OF HUMOR)</i>	1	2	3	4	5	



CALIFORNIA FAMILY JUSTICE CENTER STATEWIDE EVALUATIONSTAFF SURVEY (Key)

TO WHAT EXTENT DOES THE DIRECTOR OF YOUR FAMILY JUSTICE CENTER...	NOT AT ALL	ONLY A LITTLE	SOMETIMES	MOST OF THE TIME	CONSISTENTLY / VERY MUCH SO	I DON'T KNOW
27. Deal with conflict in a constructive way? (<i>ABILITY TO FORGIVE</i>)	1	2	3	4	5	
28. Maintain positive relationships with others even he/she (the Director) is treated poorly by a partner? (<i>ABILITY TO FORGIVE</i>)	1	2	3	4	5	
29. Take responsibility for mistakes that have occurred due to his/her (the Director's) decisions? (<i>ABILITY TO FORGIVE</i>)	1	2	3	4	5	
30. Overcome violence and abuse in his/her (the Director's) own life? (<i>DOMESTIC VIOLENCE PREVENTION PASSION</i>)	1	2	3	4	5	
31. Have a strong working relationship with community-based domestic violence professionals? (<i>DOMESTIC VIOLENCE PREVENTION PASSION</i>)	1	2	3	4	5	
32. Familiar with domestic violence dynamics? (<i>DOMESTIC VIOLENCE PREVENTION PASSION</i>)	1	2	3	4	5	
33. Have a thorough understanding of the history of the domestic violence movement? (<i>DOMESTIC VIOLENCE PREVENTION PASSION</i>)	1	2	3	4	5	
34. Spent a significant amount of time with survivors of domestic violence? (<i>DOMESTIC VIOLENCE PREVENTION PASSION</i>)	1	2	3	4	5	
35. Have a professional background in domestic violence? (<i>WRONG LEADER</i>)	1	2	3	4	5	
36. Have a professional background in sexual assault? (<i>WRONG LEADER</i>)	1	2	3	4	5	
37. Have a clear focus on accountability to survivors? (<i>WRONG LEADER</i>)	1	2	3	4	5	

WE HOPE IT NEVER HAPPENS, BUT IF YOU WERE DISSATISFIED WITH THE JOB PERFORMANCE OF THE DIRECTOR OF THIS FAMILY JUSTICE CENTER, PLEASE DESCRIBE WHAT YOU WOULD DO TO MAINTAIN THE VISION OF THE FAMILY JUSTICE CENTER. (*WRONG LEADER*)

NOW WE WOULD LIKE TO ASK SOME QUESTIONS ABOUT HOW YOU INTERACT WITH THE PARTNER AGENCIES AT YOUR FAMILY JUSTICE CENTER. Again, your responses will remain confidential and will not be linked back to you, so your honest answers are appreciated.

TO WHAT EXTENT DO YOU DO THE FOLLOWING AT YOUR FAMILY JUSTICE CENTER...	NOT AT ALL	ONLY A LITTLE	SOMETIMES	MOST OF THE TIME	CONSISTENTLY / VERY MUCH SO
38. Regularly talk to other partners? (<i>DIFFERENT CULTURES</i>)	1	2	3	4	5
39. Listen to other partners? (<i>DIFFERENT CULTURES</i>)	1	2	3	4	5
40. Work to find common ground with other partners? (<i>DIFFERENT CULTURES</i>)	1	2	3	4	5



CALIFORNIA FAMILY JUSTICE CENTER STATEWIDE EVALUATIONSTAFF SURVEY (Key)

TO WHAT EXTENT DO YOU DO THE FOLLOWING AT YOUR FAMILY JUSTICE CENTER...	NOT AT ALL	ONLY A LITTLE	SOMETIMES	MOST OF THE TIME	CONSISTENTLY / VERY MUCH SO
41. View your Family Justice Center as part of public safety? <i>(SAME DIRECTION)</i>	1	2	3	4	5
42. View your Family Justice Center as a social service program? <i>(SAME DIRECTION)</i>	1	2	3	4	5
43. Trust other partners? <i>(RELATIONSHIP BUILDING)</i>	1	2	3	4	5
44. Treat other partners with respect? <i>(RELATIONSHIP BUILDING)</i>	1	2	3	4	5

NOW WE WOULD LIKE TO ASK SOME QUESTIONS ABOUT YOUR FAMILY JUSTICE CENTER IN GENERAL. Once again, your individual responses will not be shared.

TO WHAT EXTENT DOES YOUR FAMILY JUSTICE CENTER...	NOT AT ALL	ONLY A LITTLE	SOMETIMES	MOST OF THE TIME	CONSISTENTLY / VERY MUCH SO	I DON'T KNOW
45. Have a strong relationship with local domestic violence shelters? <i>(STRUCTURE)</i>	1	2	3	4	5	
46. Have a strong relationship with the domestic violence coordinating council? <i>(STRUCTURE)</i>	1	2	3	4	5	
47. Have a strong relationship with the state coalition for domestic violence? <i>(STRUCTURE)</i>	1	2	3	4	5	

PLEASE CONSIDER ALL OF THE PARTNER AGENCIES, STAFF, AND VOLUNTEERS AT YOUR FAMILY JUSTICE CENTER WHEN RESPONDING TO THE FOLLOWING QUESTIONS. Please note different responses in this last set of questions.

<i>Please CHECK one response for each item. NOTE DIFFERENT RESPONSES from previous questions.</i>	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
48. I am a member of this Family Justice Center community. <i>(KNOWLEDGE)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49. If someone asked, I could define this Family Justice Center community. <i>(KNOWLEDGE)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50. This Family Justice Center is made up of people with different backgrounds, values, and opinions. <i>(KNOWLEDGE)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51. All partners, regardless of their differences, are members of this Family Justice Center. <i>(CONCEPTUALIZATION)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52. The bonds that connect partners of this Family Justice Center are more important than issues that divide us. <i>(CONCEPTUALIZATION)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53. All partners of this Family Justice Center face similar challenges. <i>(CONCEPTUALIZATION)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54. I feel a sense of attachment and belonging to this Family Justice Center. <i>(CONNECTIONS)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55. I feel strong ties to this Family Justice Center. <i>(CONNECTIONS)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56. If a partner I did not know at this Family Justice Center had an emergency, I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

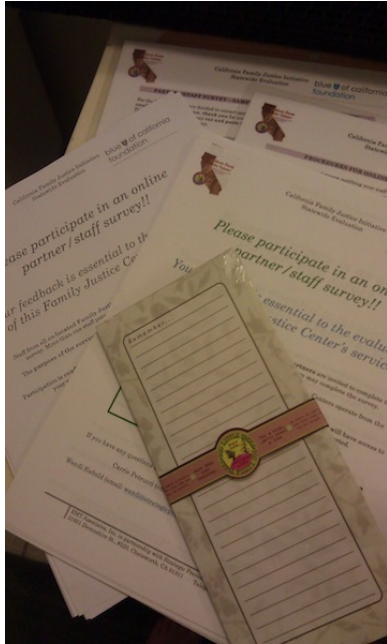


CALIFORNIA FAMILY JUSTICE CENTER STATEWIDE EVALUATION STAFF SURVEY (Key)

Please CHECK one response for each item. NOTE DIFFERENT RESPONSES from previous questions.	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
would be willing to help. (<i>CONNECTIONS</i>)							
57. I identify with this Family Justice Center. (<i>IDENTIFICATION</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
58. I feel a sense of community with this Family Justice Center. (<i>IDENTIFICATION</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
59. I am similar to other partners of this Family Justice Center. (<i>IDENTIFICATION</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60. This Family Justice Center becomes stronger when partners share their knowledge of resources with one another. (<i>SUCCESS</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
61. Partners of this Family Justice Center have an obligation to work together to help other partners. (<i>SUCCESS</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62. The success of this Family Justice Center depends on partners working together. (<i>SUCCESS</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
63. Partners of this Family Justice Center can have a positive effect on the future. (<i>LEGACY</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
64. Partners of this Family Justice Center should work to create a better future for the community. (<i>LEGACY</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
65. The actions of this Family Justice Center today will have an impact on the future. (<i>LEGACY</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing this survey!

CALIFORNIA FAMILY JUSTICE INITIATIVE STATEWIDE EVALUATION VISUAL PACKING SLIP #2



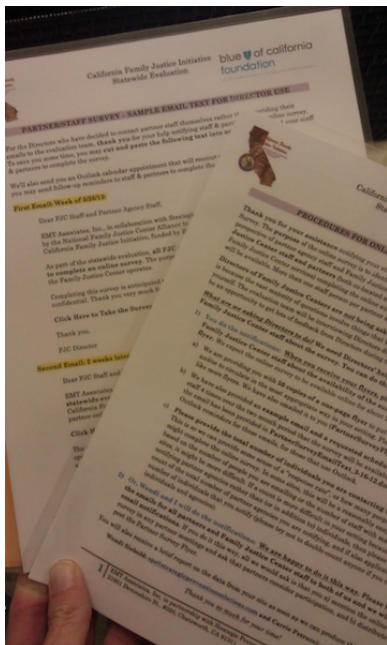
THANK YOU once again for your help with the CFJI evaluation!

We're asking Directors for your assistance in circulating the availability of the online partner/staff survey.

Here are the 5 items coming in this package, mailed to you on 3/19/12. These items include:

- (1) 20 color copies of the flyer
- (2) 30 black and white copies of the flyer
- (3) 1 laminated procedures card
- (4) 1 laminated card with example emails on it
- (5) just a little something to say thank you that would fit in the package (magnetic notepad on the top of the pile in the picture)

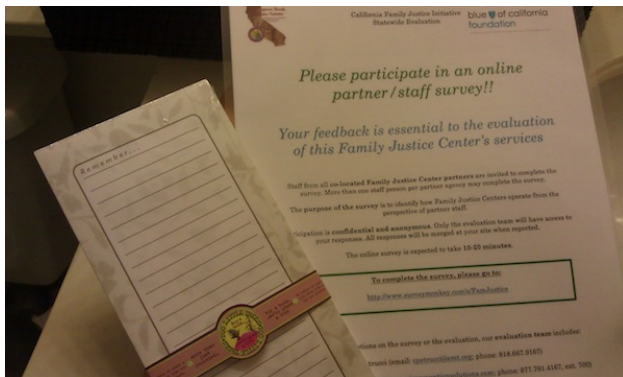
As a bigger thank you - for all data you collect on this survey & the self-recorded interviews - we will provide brief reports of your data, in a way that no personal identities will be revealed.



The top laminated card in the picture to the left provides instructions to Family Justice Center Directors on how to assist with implementing the online partner/staff survey. We are asking your assistance in contacting partners/staff. Directors have the option of emailing partner/staff themselves, or providing emails to the evaluation team and we'll take care of it.

If you choose to email partner/staff yourself, then you'll need the second laminated card - which are example emails to send out (we've also sent this to you as an attachment to an email; the filename is on the laminated card so you can always find that file easily on your computer). We're asking you to email your partners/staff 4 times over a 2 month period, so we've included text for these 4 emails.

Directors are not being asked to complete the survey - only to help us contact partner/staff to complete it.



On the back of the laminated procedures for Directors is a color copy of the partner survey flyer so you always have easy access to the website information.

THANK YOU and please contact Carrie or Wendi with any questions.

Carrie Petrucci: cpetrucci@emt.org; Telephone: 818.667.9167

Wendi Siebold: sps@strategicpreventionsolutions.com; Telephone: 877.791.4167, ext. 700

CFJI Evaluation Site Visit – Observation Sheet

During the evaluation site visit, in addition to collecting focus group data and interviewing the FJC Director, we will be conducting a “walk through” of the FJC intake process and making observations of the FJC operations. Use this sheet for the walk-through protocol and for writing down observations while on the site visit.

“Access” Walk Through

Ask to be “walked through” the intake process as if you are a client with each of the following life situations:

- I’m undocumented
- I have a felony on my record (criminal history)
- I am dealing with substance dependency
- I have a mental health diagnosis

You may be able to work with the same FJC person for each of the four walk throughs, but this will depend on the intake process of each site. Prompt the walk-through with each of the following topics:

Legislated Mandate	In place?	Not in place?	Not sure, need more info
a. Law enforcement involvement not required to receive FJC services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Criminal history check not required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. View a written client consent policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Is there a designated privacy officer at the FJC?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Client consent form not required to receive FJC services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Written acknowledgement from client that she knows her information may be shared with law enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. If **law enforcement** is not discussed, prompt with the following question:

“I do not want to file a police report/or have police involvement, how can you help me?”

Legislation: “Not required to cooperate with law enforcement or legal/court system in order to receive counseling, medical, other FJC services.”

2. If **criminal history** is not discussed, ask the following:

“How is a criminal background check handled (if done at all)?”

Legislation: No criminal history search without client written consent – unless pursuant to an active investigation.

3. Client consent policy

Legislation: Each FJC maintains an informed client consent policy and be in compliance with all state and federal laws protecting the confidentiality of the information and documents that may be in a victim's file, including medical and legal records.

4. Designated privacy officer

Legislation: Each FJC has a designated privacy officer to oversee privacy procedures. Victims not required to sign a client consent form to access services. (e.g., if we are asked to sign a consent form, ask what the purpose of the consent form is / i.e., find out if it has to be signed in order to receive services)

5. **Legislation:** FJC shall inform clients that information they provide may be shared with law enforcement at the FJC.

If not stated ask,

“will any of my information be shared with law enforcement?”

Is there a written acknowledgement from the victim that they have been advised of this possibility?

Written Observations

1. In general, how did staff respond to each “walk through?”
2. Noticeable differences in staff response across the 4 walk throughs?
3. What were similarities?
4. Who were you referred to? (were you refused services? partner agency of FJC? Separate agency/not a partner?)

DATA ANALYSIS MATERIALS

Transcription Instructions

Qualitative Data Coding Structure

Procedures for Transcriptions

These procedures are necessary because we will be bringing these files into qualitative software, so formatting in a particular way is extremely important in streamlining that process. Thank you for your help with this.

FOCUS GROUPS

During site visits, Wendi and I did focus groups with survivors and with partners. Survivor focus groups may be in English or Spanish.

FG = Focus Group

INT = Interview

SP = originally conducted in Spanish

1. Please rename all files with the FJC name and what type of data collection strategy it was (focus group or interview), whether it was done in Spanish, and the date the activity took place as follows:

Alameda_PartnerFG__SP_4-25-12.doc

WestContraCosta_SurvivorFG_4-28-12.doc

2. Please NUMBER all pages in the BOTTOM RIGHT.

3. In the FOOTER, FLUSH LEFT, please indicate who transcribed the document and the date as follows:

Transcribed by ML (or LB)

4. In the FOOTER, also please indicate who checked the transcription and the date as follows:

Transcribed by ML 5/25/12

Reviewed by LB 5/31/12

5. The formatting for transcriptions is minimal. Please avoid numbers, bullets, and indents because these do not translate well into the qualitative software.

6. Please use 12 point Times New Roman, 1" margins, flush left for all documents.

7. Please indicate individual speakers by separate paragraphs. What one speaker says should be in one paragraph, separated by a space before the next paragraph, as follows:

#1: I don't think that's what happened at all.

#2: I agree. It was different.

Procedures for Transcriptions

8. Please put what the facilitator says in bold and in a separate paragraph, as follows (facilitator makes one statement, followed by two participants making one statement each):

What were the barriers you encountered coming to the Family Justice Center? What made it difficult for you?

Transportation was really tough. The bus is really expensive and I have to bring my kids with me, so that makes it even more expensive.

Yeah, I was lucky I was able to drive in.

Did you have to pay for parking?

Not if I got here early enough.

9. If you recognize voices and can consistently assign numbers to specific participants in the focus group transcriptions, do so, otherwise, don't. If there are points at which it is clear that Speaker #1 made two or three statements, then indicate that in those places in which you are certain that this took place (because you could recognize the voices). For example, I'm giving you the example above with numbers to indicate the same speaker said two statements, followed by a third speaker:

What were the barriers you encountered coming to the Family Justice Center? What made it difficult for you?

#1: Transportation was really tough. The bus is really expensive and I have to bring my kids with me, so that makes it even more expensive.

#2: Yeah, I was lucky I was able to drive in.

Did you have to pay for parking?

#2: Not if I got here early enough.

#3: I drove and I always had to pay.

10. Please transcribe what is said verbatim, exactly as the person says it. You can use colloquialisms like "cuz" or "gonna" if that's clearly how the person stated it. Exceptions to this are it is not necessary to include things like "uh" or "um". If you think it's important to include non-verbal things like (she paused), you can, but this is not required.

Procedures for Transcriptions

CLIENT SELF-RECORDINGS:

The client self-recordings are brief, usually 5 minutes or less recordings that survivors are doing on their own, after being instructed by a Family Justice Center staff person. Survivors can choose to answer one to four set questions that are provided to them on a laminated sheet. Follow the same transcription instructions for formatting as stated above.

There is an additional logging in process for the tapes that I'll explain here.

STEP 1: LOG IN TAPES FIRST, ONE AT A TIME, ALWAYS PUTTING THE TAPE BACK INTO IT'S CORRESPONDING ENVELOPE BEFORE TAKING ANOTHER TAPE OUT:

1. The individual tapes do not have any identifying information, so it is essential NOT to separate the tape from the ENVELOPE because the envelope has the identifying information on it. Identifying information includes:

a. **The Site Number** (sites have been assigned numbers 1-8 alphabetically)

- 1 – Alameda
- 2 – Anaheim
- 3 – LA Valley CARES
- 4 – San Diego
- 5 – Shasta
- 6 – Sonoma
- 7 – Stanislaus
- 8 – West Contra Costa County

b. The **client interview ID number** (sites have been asked to do 30 interviews and have been given envelopes that are numbered from 1 to 30)

c. The **date the interview** was done (this is sometimes missing)

2. Log in each tape, one at a time (only remove one tape from an envelope at a time, then return it to the envelope, before logging in a second tape) in the following file:

DROPBOX / Family Justice Centers / ClientSelfRecordings / ClientRecordingsLog_5-22-12.doc

- a. Make a row for each tape in numerical order within each site by "INTERVIEW ID".
- b. Type in the INTERVIEW DATE if there is one. If there isn't, then use the date that the package was received.
- c. Look on the tape and if the YES is circled or marked, then say YES under OKAY TO SHARE. If it is not marked at all, type in NEITHER CIRCLED. If the NO is circled, type in NO. Note that sometimes the NO will be crossed off, which indicates YES.
- d. Type in whether the person responded in ENGLISH or SPANISH under LANGUAGE.

Procedures for Transcriptions

- e. After you transcribe the tape, indicate which questions were answered of the 4 possible questions.
- f. After you transcribe the tape, type in YES.
- g. At the end of each day that you work on the log file, change the date to the current date. Keep the file available on dropbox.

STEP 2: TRANSCRIBE EACH INTERVIEW, VERBATIM.

- a. Please keep one file for each site, so that all of their transcriptions are in one file. Files have already been begun for three sites and they are named as follows:

Transcriptions_Anaheim_5-8-12.doc

- b. Follow the format in the file in which each transcription starts on a new page. Copy and paste the table with the site id, interview ID, interview date, okay to share, question, and language and fill it in for each transcription.

- c. Put the numbered questions in bold (but it is not necessary to use the NUMBER function, meaning it doesn't need to be indented). Skip a space and type in the person's response, verbatim.

- d. Include only the questions that the survivor answers.

- e. For each Microsoft Word file that you work on, change the date to the most recent date that you worked on it, as follows:

Transcription_Sonoma_6-25-12.docx

- f. Keep all files available on Dropbox in the same location at:

DROPBOX / Family Justice Centers / ClientSelfRecordings /

- g. For sites that don't have a file started yet, rename one of the existing files so you have the proper formatting in the header and delete all the previous transcriptions.

Thanks very much!

Name	Sources	References	Created On
Access Improvements	15	108	10/1/2012 4:42 PM
Additional services	6	12	10/15/2012 7:20 AM
Cell phones	1	1	10/15/2012 7:28 AM
Childcare during court	2	2	10/15/2012 6:53 AM
Communication between partners	2	4	10/15/2012 6:53 AM
Coordinate services	3	6	10/15/2012 7:05 AM
Create survivor community	1	1	10/15/2012 7:23 AM
Danger assessment	1	1	10/15/2012 7:04 AM
Do culturally appropriate outreach	4	11	10/15/2012 7:00 AM
Establish service contacts	1	1	10/15/2012 7:02 AM
Exterior or building	1	1	10/15/2012 7:27 AM
Food	1	3	10/15/2012 6:45 AM
Full-time coverage on phones	1	1	10/15/2012 6:57 AM
Get more information-resources	1	1	10/15/2012 6:41 AM
Have case conferences	1	1	10/15/2012 6:55 AM
Hours of services	2	2	10/15/2012 7:42 AM
Materials about all services	3	10	10/15/2012 7:34 AM
More staff	3	3	10/15/2012 7:13 AM
Onsite Child welfare staff	3	4	10/15/2012 6:50 AM
Onsite handling of sexual assault cases	1	1	10/15/2012 6:52 AM
Onsite Legal assistance	4	9	10/15/2012 6:49 AM
Onsite mental health staff	1	1	10/15/2012 6:56 AM
Plain clothes police	1	1	10/15/2012 7:50 AM
Satellite FJC llocations	4	4	10/15/2012 6:43 AM
Sensitive handling of benefits	1	1	10/15/2012 6:48 AM
Staff training	3	7	10/15/2012 7:10 AM
Streamline paperwork	1	3	10/15/2012 6:57 AM
Therapy services	1	1	10/15/2012 7:19 AM
Translation	2	2	10/15/2012 7:03 AM
Transportation	2	4	10/15/2012 6:44 AM
Access supports	12	31	10/4/2012 11:09 AM
Barriers to access	17	106	10/1/2012 4:01 PM
Abuser in control	3	3	10/14/2012 3:35 PM
Admit a problem	8	8	10/13/2012 6:36 PM
Afraid to come	37	41	10/13/2012 6:34 PM
Bureaucratic barriers	4	4	10/14/2012 7:54 PM
Didn't how how to talk to detective	1	1	10/13/2012 7:25 PM
Difficult to talk	9	9	10/14/2012 2:19 PM
Embarrassed	6	7	10/13/2012 7:54 PM
Felt like I was being punished	1	3	10/14/2012 8:11 PM
Getting lost	5	6	10/14/2012 2:33 PM
Hard to make first step	3	3	10/13/2012 6:37 PM
Have to want to get help	9	10	10/13/2012 7:23 PM
Immigration	4	6	10/14/2012 7:31 PM
Incorrect information	2	2	10/13/2012 7:44 PM
Isolation-Feel belittled	3	3	10/13/2012 7:21 PM
Knowing its safe	1	1	10/13/2012 8:09 PM
Left on my own	2	3	10/14/2012 3:44 PM
Make decision	6	7	10/13/2012 8:24 PM
Need child care	3	3	10/13/2012 6:44 PM
Need legal services	1	1	10/14/2012 7:50 PM
Need staff training	1	4	10/14/2012 7:43 PM
Needed Advocacy referral	3	6	10/14/2012 7:29 PM
No staff follow-up	2	2	10/14/2012 7:27 PM
None-Access supports	76	89	10/13/2012 6:34 PM
Not Knowing-Not Aware	48	63	10/13/2012 6:33 PM
Overwhelming	1	1	10/13/2012 6:37 PM
Paperwork	2	2	10/14/2012 3:37 PM
Personal	2	3	10/13/2012 7:48 PM
Police	9	17	10/13/2012 8:19 PM
Resources	5	5	10/13/2012 7:56 PM
Restricted funding access for services	2	3	10/14/2012 7:40 PM
Schedules	10	17	10/13/2012 6:43 PM
Services not available	3	3	10/14/2012 3:54 PM
Translation	3	3	10/14/2012 7:34 PM

Name	Sources	References	Created On
Transportation	27	32	10/13/2012 6:52 PM
Unfriendly-unhelpful-busy staff	3	5	10/13/2012 8:19 PM
Who Is Coming	5	12	10/1/2012 4:40 PM
Who Is Not Coming	12	54	10/1/2012 4:37 PM
Child benefits	18	53	10/6/2012 8:32 PM
Client-survivor benefits	16	286	10/1/2012 4:00 PM
Access law enforcement	3	3	10/13/2012 4:02 PM
Accountability	1	3	10/14/2012 9:23 PM
Address child welfare and DV issues together	2	3	10/14/2012 8:44 PM
All in one location	10	18	10/13/2012 3:00 PM
Being informed-get information	17	17	10/13/2012 3:08 PM
Better my situation-self	8	8	10/13/2012 2:59 PM
Care for child	12	14	10/13/2012 3:21 PM
Child care	7	10	10/1/2012 4:23 PM
Client involvement in activities	1	1	10/14/2012 9:01 PM
Clients want to come back	2	2	10/14/2012 8:57 PM
Community resource	2	2	10/13/2012 3:29 PM
Continuity of services	4	9	10/14/2012 8:50 PM
Convenient	7	15	10/13/2012 3:29 PM
Crisis management	1	1	10/14/2012 8:51 PM
Different things-needs-referrals	38	47	10/13/2012 2:38 PM
Emotional-physical well-being	21	28	10/13/2012 3:14 PM
Get help we need	29	33	10/13/2012 3:02 PM
Get life together	3	3	10/13/2012 4:30 PM
Knowing we are not alone	9	9	10/13/2012 2:56 PM
Learn about abuse	4	4	10/13/2012 4:05 PM
Legal services	15	17	10/13/2012 4:14 PM
Meeting different people	2	2	10/13/2012 4:27 PM
Non-threatening environment	9	11	10/13/2012 3:10 PM
Protective order-Restraining order	32	37	10/13/2012 3:06 PM
Quality of services better	2	2	10/14/2012 8:55 PM
Safety	24	38	10/4/2012 11:27 AM
Speak Spanish	4	4	10/13/2012 6:02 PM
Support	36	41	10/13/2012 3:04 PM
Take fear away	7	7	10/13/2012 4:19 PM
Therapy-Counseling Onsite	30	35	10/13/2012 2:40 PM
Undocumented	1	1	10/14/2012 9:00 PM
Value ourselves	7	8	10/13/2012 3:12 PM
Word-of-mouth	1	1	10/14/2012 8:58 PM
Co-location	2	4	10/1/2012 4:00 PM
Agency benefits	7	79	10/1/2012 4:00 PM
Co-location disadvantages	9	50	10/1/2012 4:02 PM
Structure	11	37	10/1/2012 4:34 PM
Compliance	0	0	10/11/2012 11:22 AM
Cooperation with law enforcement	10	26	10/11/2012 11:24 AM
Informed consent-privacy	9	29	10/11/2012 11:26 AM
Procedures for ongoing feedback	0	0	10/11/2012 11:25 AM
Victim criminal history	11	13	10/11/2012 11:24 AM
Director Skills	0	0	10/11/2012 12:16 PM
Collaboration Skills	8	19	10/11/2012 12:14 PM
Political relationships	8	12	10/11/2012 12:15 PM
Survivor Involvement	8	15	10/11/2012 12:17 PM
FJC Improvements	0	0	10/14/2012 4:20 PM
Advocacy	1	1	10/14/2012 5:10 PM
Afternoon classes	2	2	10/14/2012 4:34 PM
Cell phones	1	1	10/14/2012 5:15 PM
Change phone screening process	1	1	10/14/2012 5:12 PM
Child care	4	4	10/14/2012 4:22 PM
Communicate resources	4	4	10/14/2012 4:24 PM
Educate police	1	1	10/14/2012 5:11 PM
Get more services on board	2	2	10/14/2012 5:06 PM
Help with child over 18	1	1	10/14/2012 5:03 PM
Housing	2	2	10/14/2012 4:23 PM
How to get along with family	1	1	10/14/2012 4:24 PM
Knowing centers exist	16	17	10/14/2012 4:25 PM

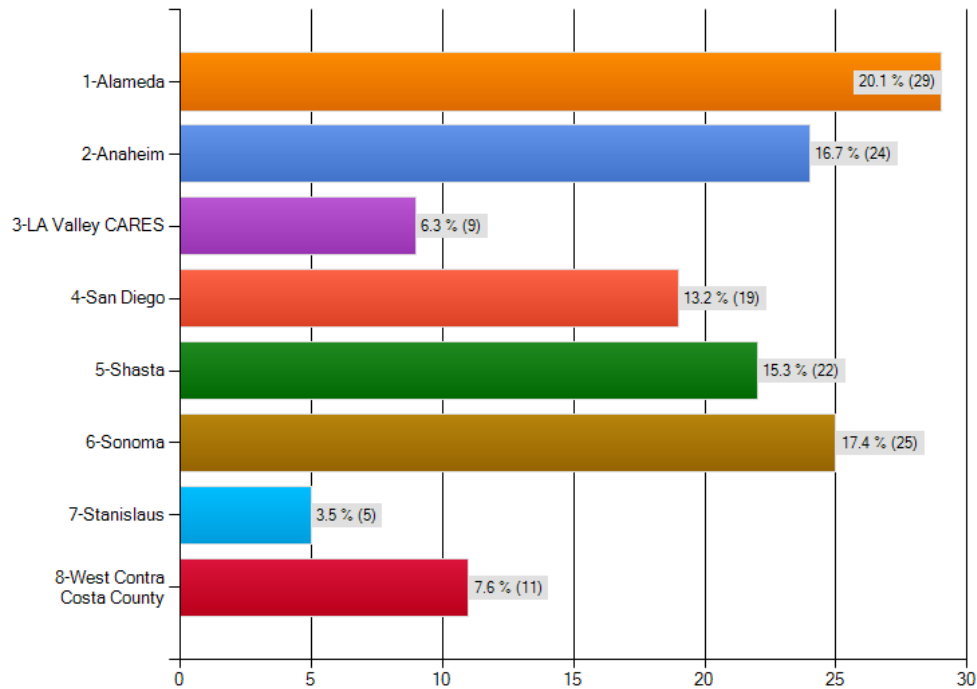
Name	Sources	References	Created On
Legal services	6	6	10/14/2012 4:22 PM
Limited services due to not filing charges	1	1	10/14/2012 4:59 PM
More informed staff	4	5	10/14/2012 4:48 PM
More services in Spanish	1	1	10/14/2012 4:53 PM
More staff	1	1	10/14/2012 4:32 PM
No changes	71	71	10/14/2012 4:27 PM
Onsite psychological services	2	2	10/14/2012 5:13 PM
Parking-Transportation	3	4	10/14/2012 4:49 PM
Staff more willing to help	1	1	10/14/2012 5:25 PM
To grow	2	2	10/14/2012 4:28 PM
Weekend classes	1	1	10/14/2012 4:45 PM
Governance structure of FJC	8	13	10/11/2012 12:06 PM
Fundraising Role	3	3	10/11/2012 12:07 PM
Immigration	15	29	10/10/2012 11:37 AM
Mental Health	3	3	10/11/2012 11:29 AM
Quotes	8	8	10/13/2012 5:07 PM
Service Gaps	12	22	10/1/2012 4:53 PM
Substance Abuse	2	2	10/11/2012 11:28 AM
Unrelated material	6	58	10/4/2012 11:21 AM
Walk Through-Intake Process	7	7	10/11/2012 11:56 AM

PARTNER/STAFF ONLINE SURVEY RESULTS

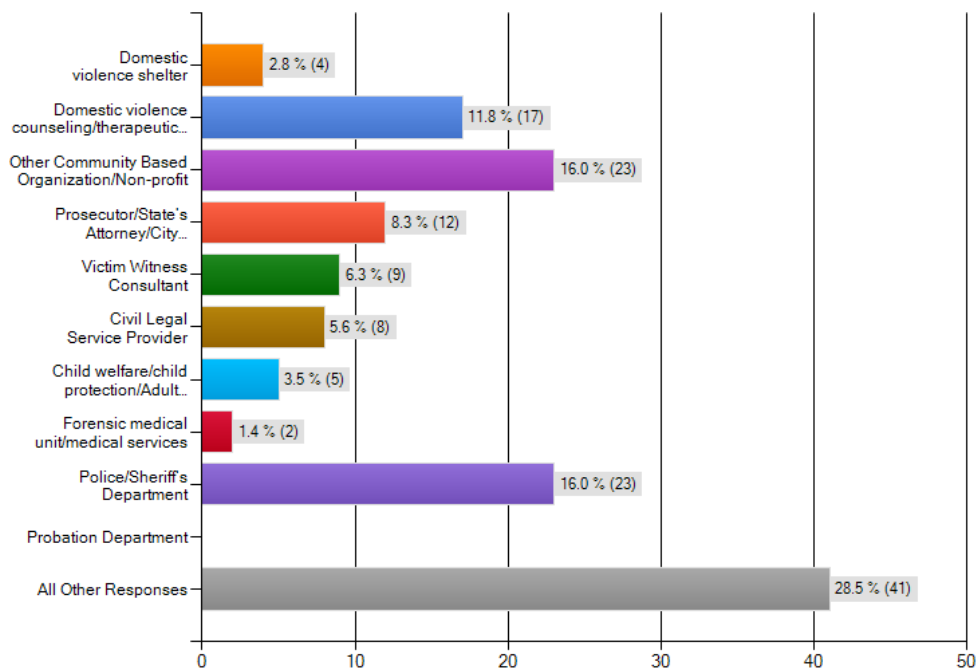
Question-by-Question Descriptive Results

Online Partner Survey Results

1. FAMILY JUSTICE CENTER SITE NAME:

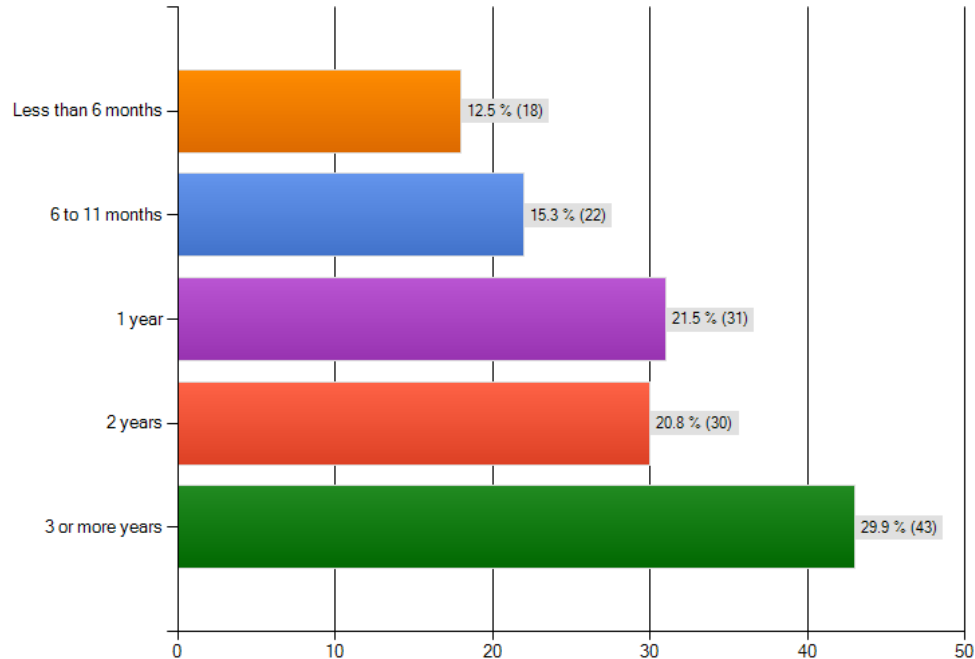


5. WITH WHAT TYPE OF ORGANIZATION/AGENCY/SERVICE ARE YOU ASSOCIATED AT THE FAMILY JUSTICE CENTER? (Please select one response.)

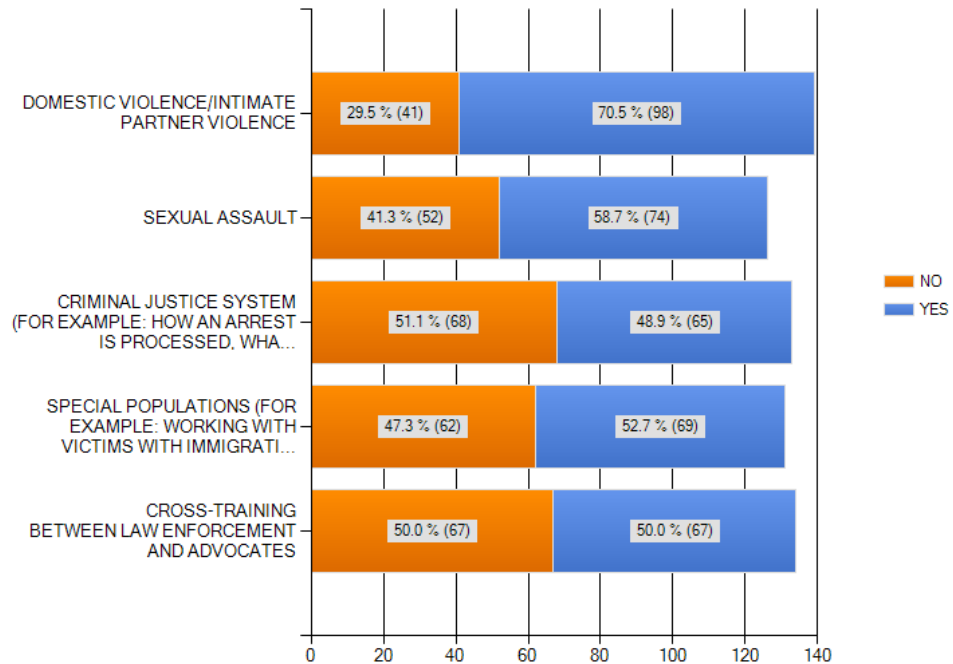


Online Partner Survey Results

6. HOW LONG HAVE YOU WORKED/VOLUNTEERED AT THIS FAMILY JUSTICE CENTER? (Please select one response.)

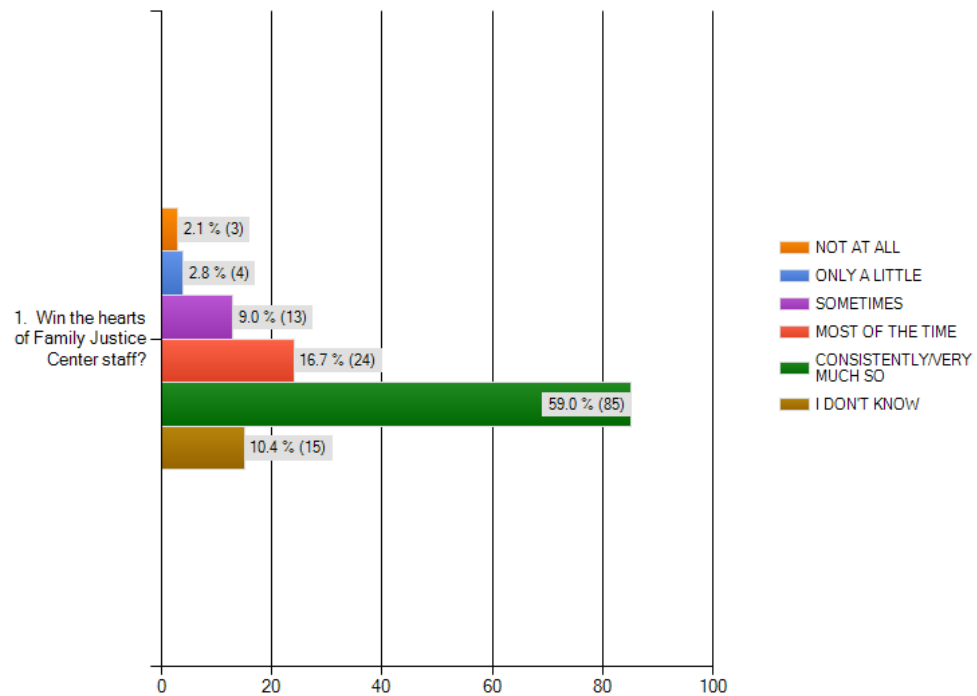


7. Have you received any cross-training in the last 12 months in any of the following areas:

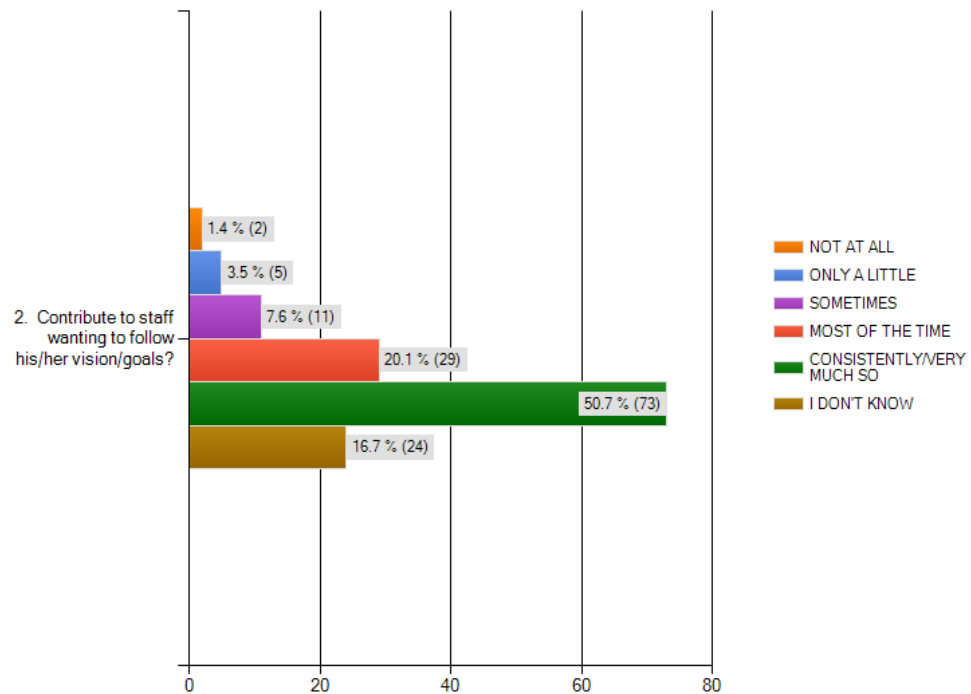


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

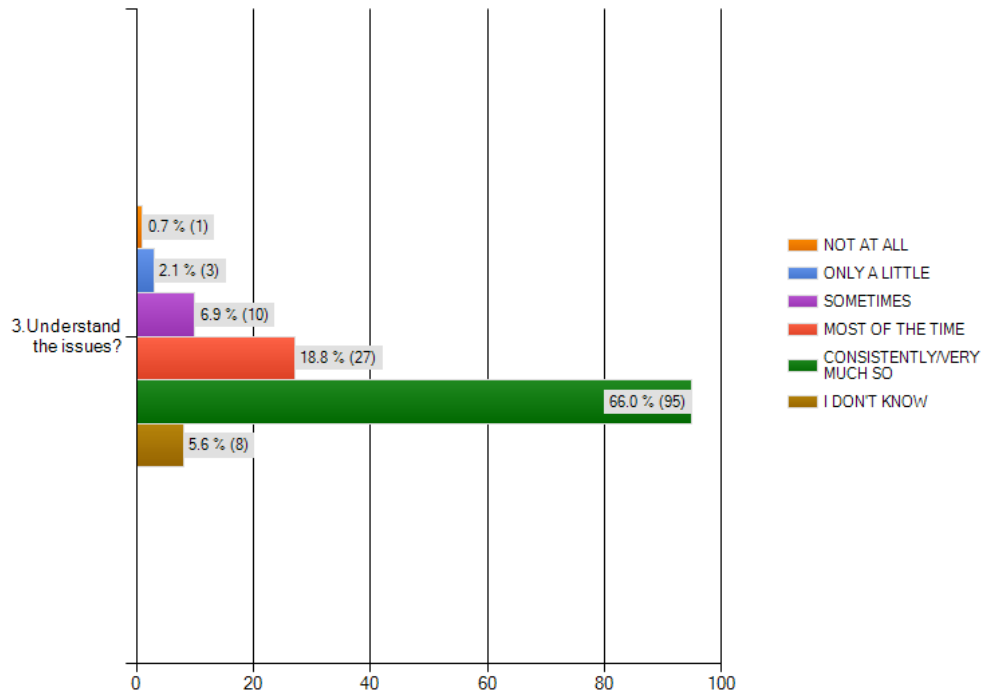


To what extent does the Director of your Family Justice Center...

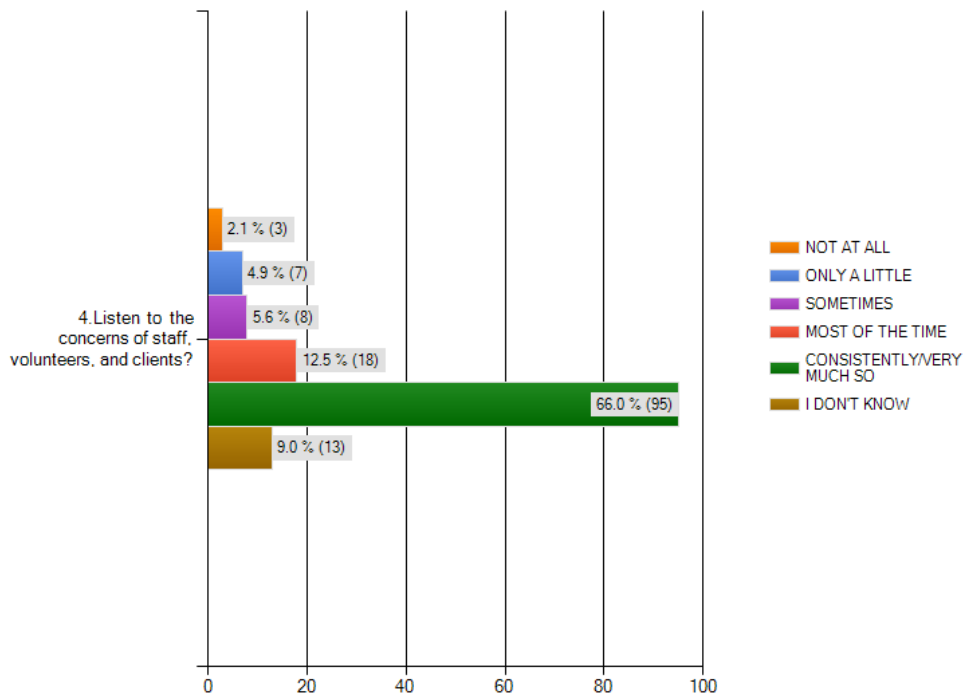


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

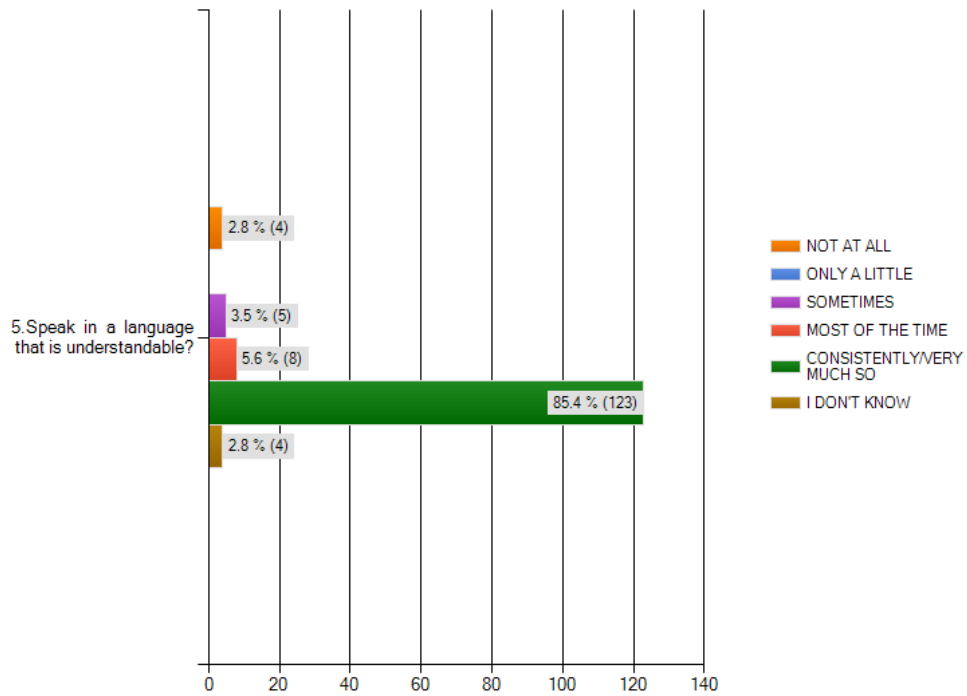


To what extent does the Director of your Family Justice Center...

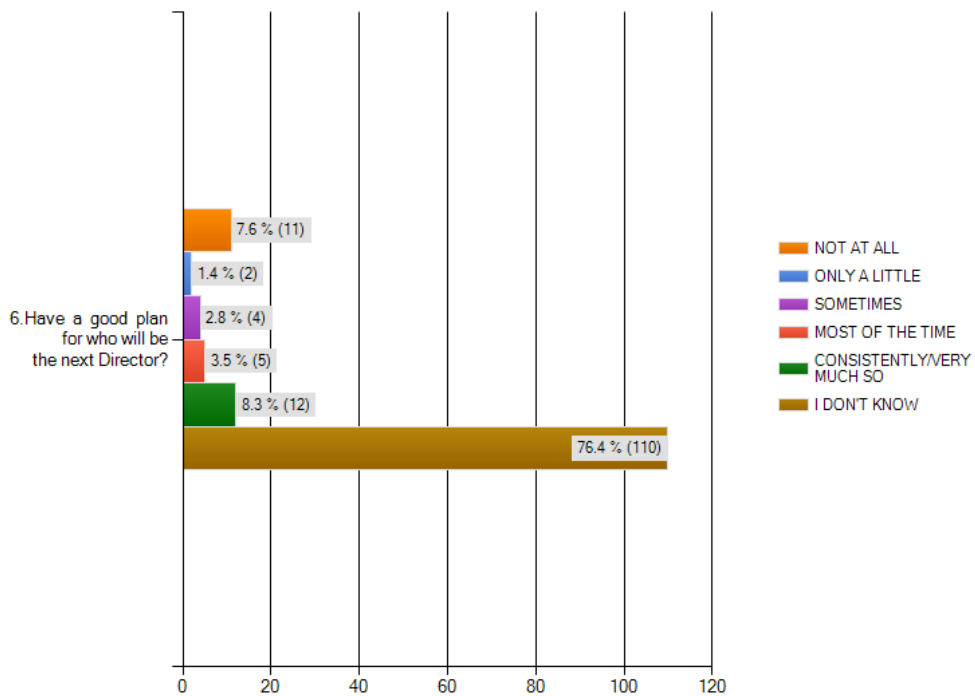


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

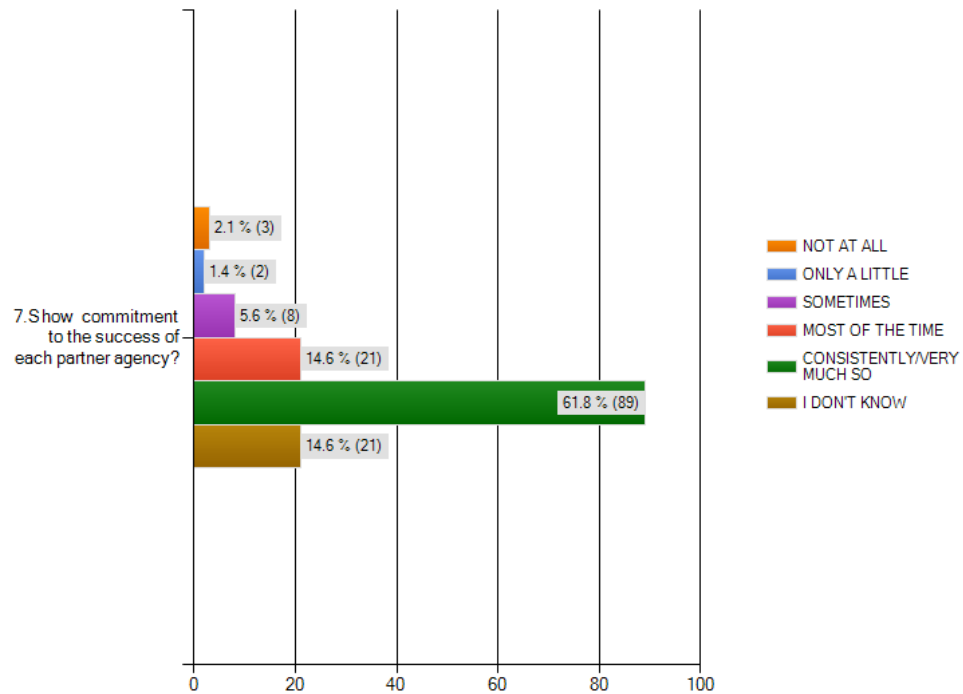


To what extent does the Director of your Family Justice Center...

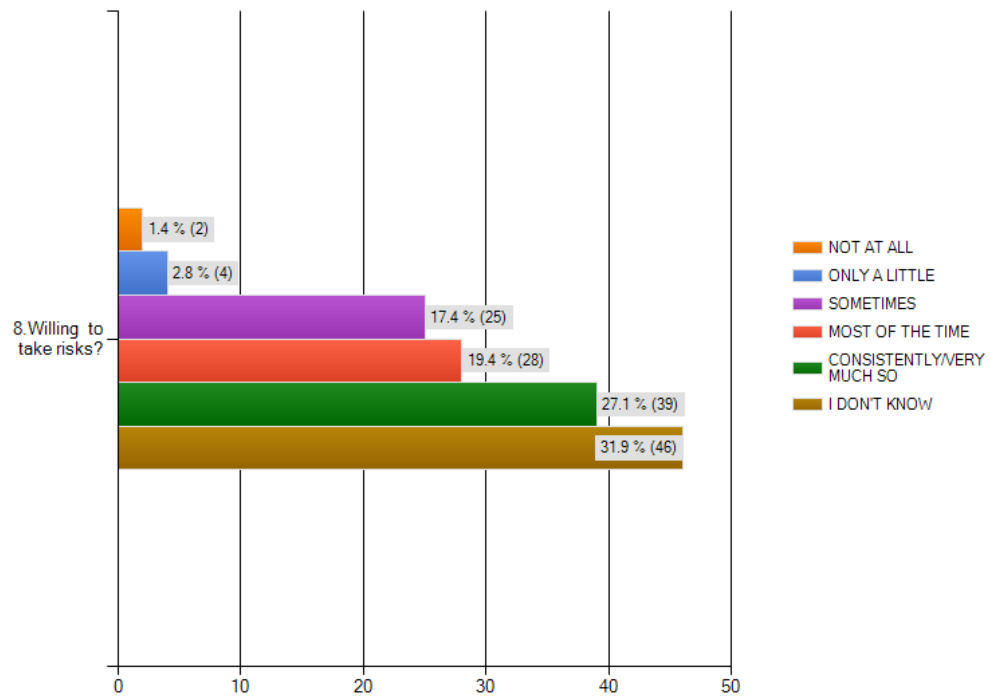


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

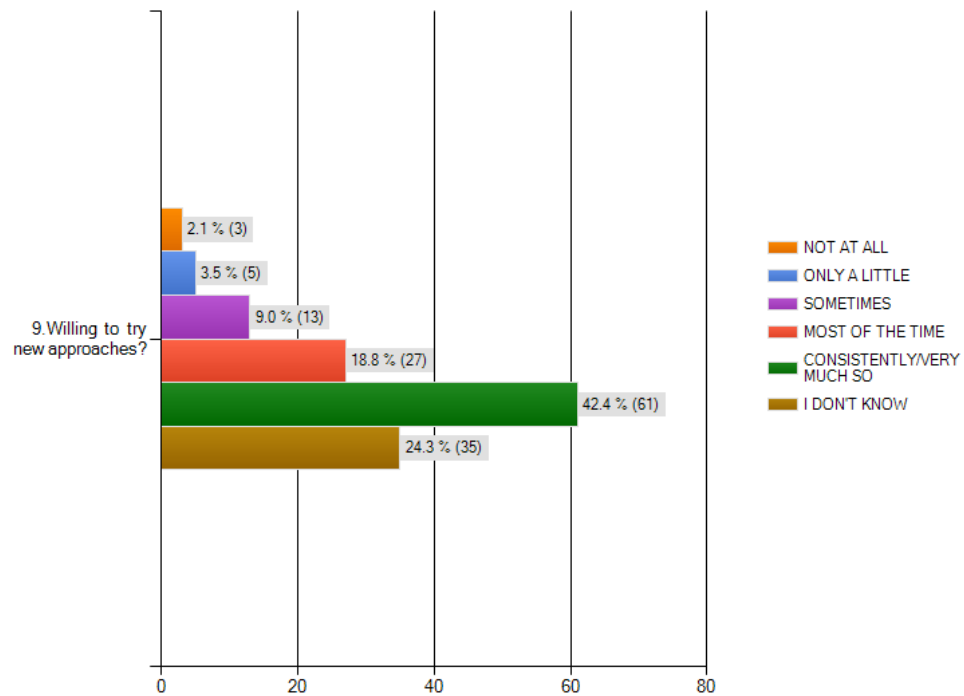


To what extent does the Director of your Family Justice Center...

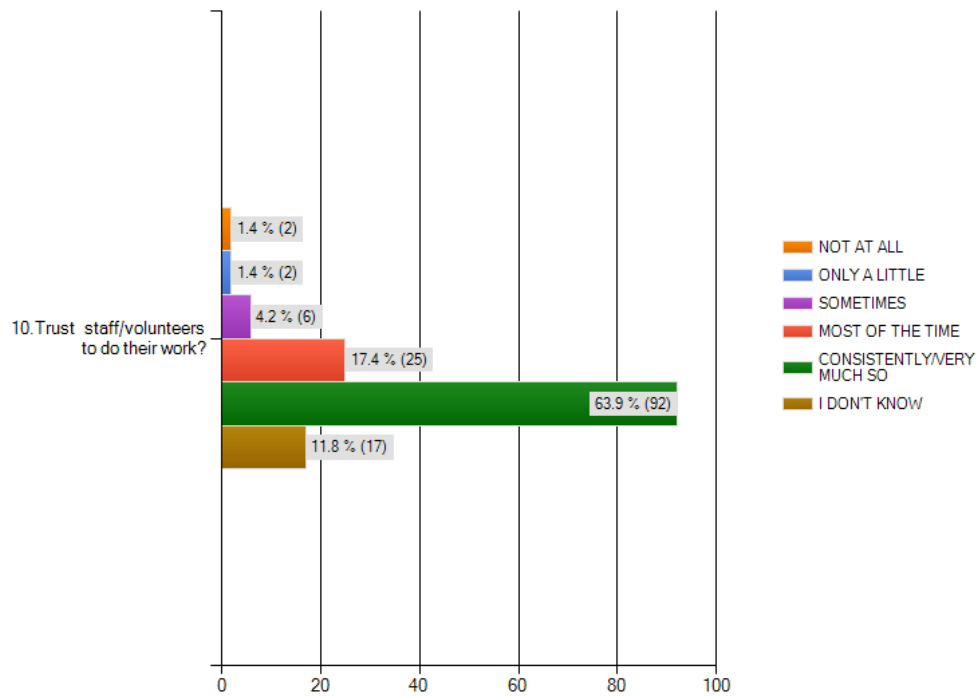


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

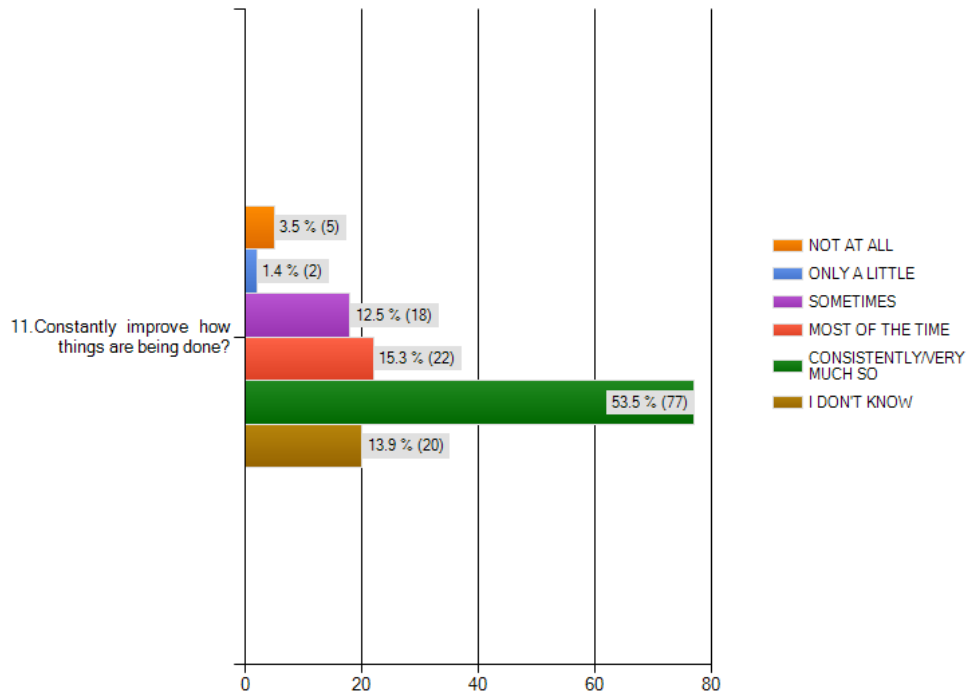


To what extent does the Director of your Family Justice Center...

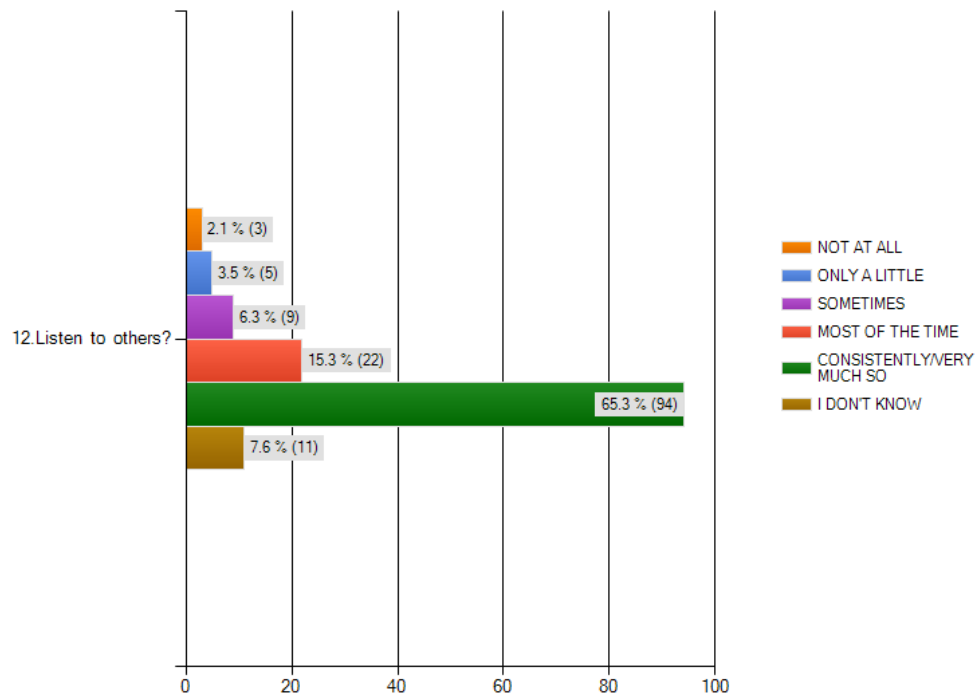


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

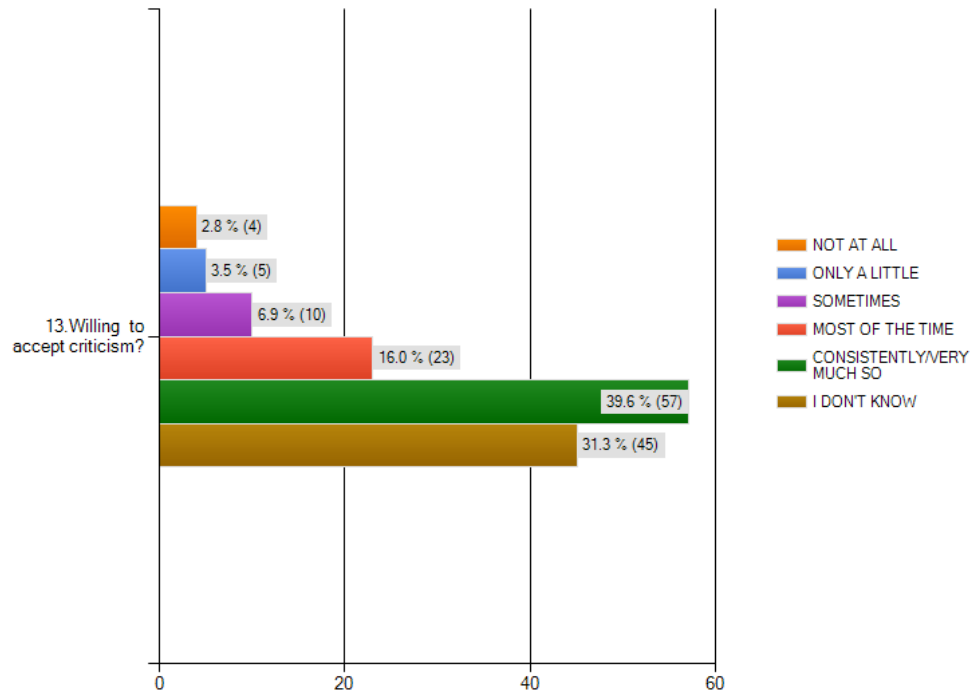


To what extent does the Director of your Family Justice Center...

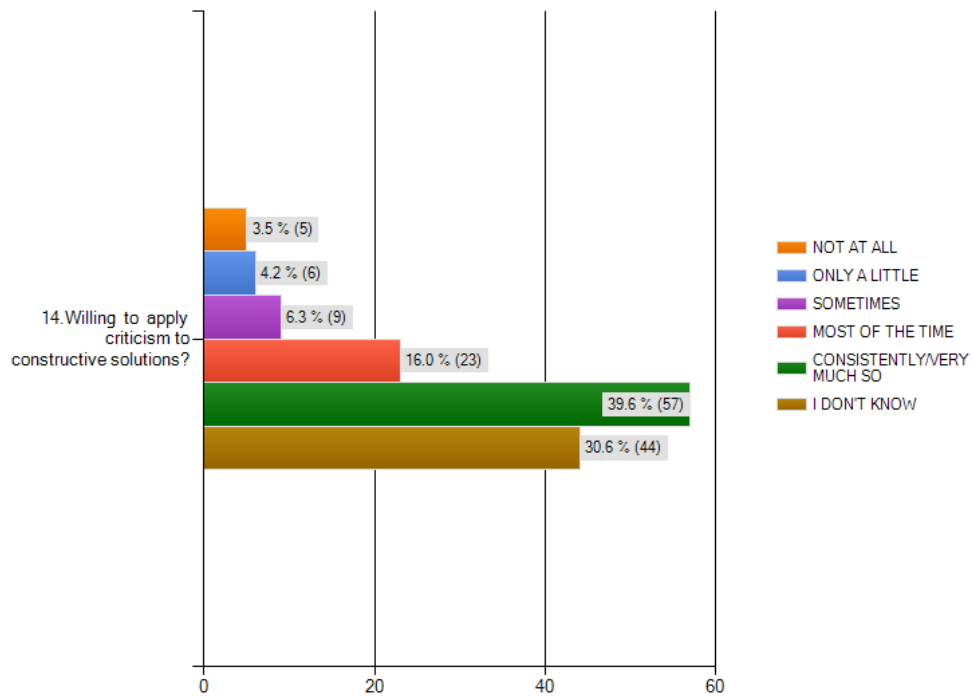


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

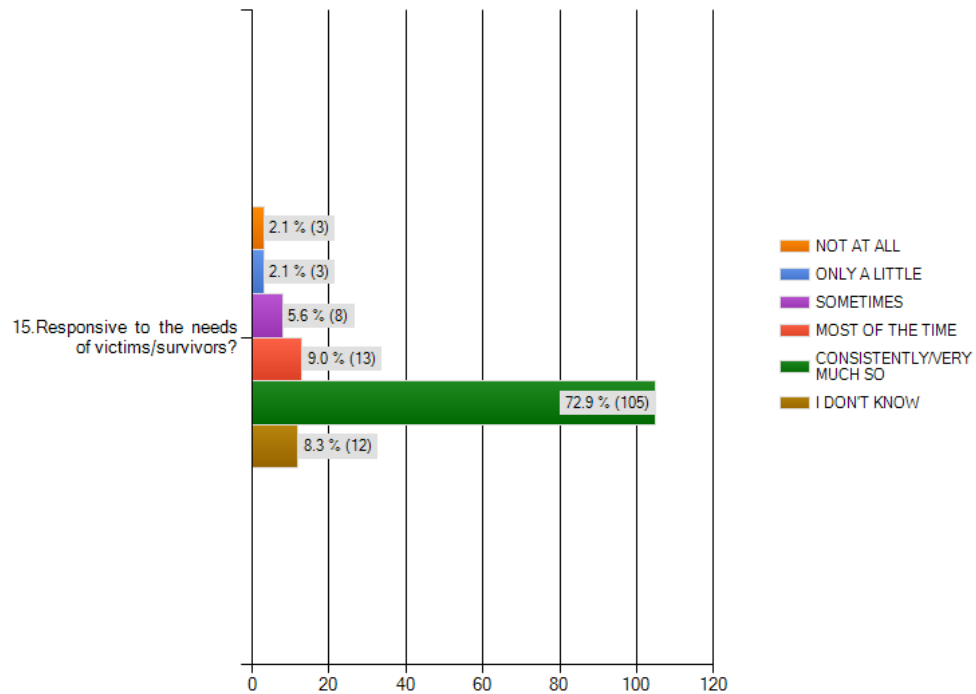


To what extent does the Director of your Family Justice Center...

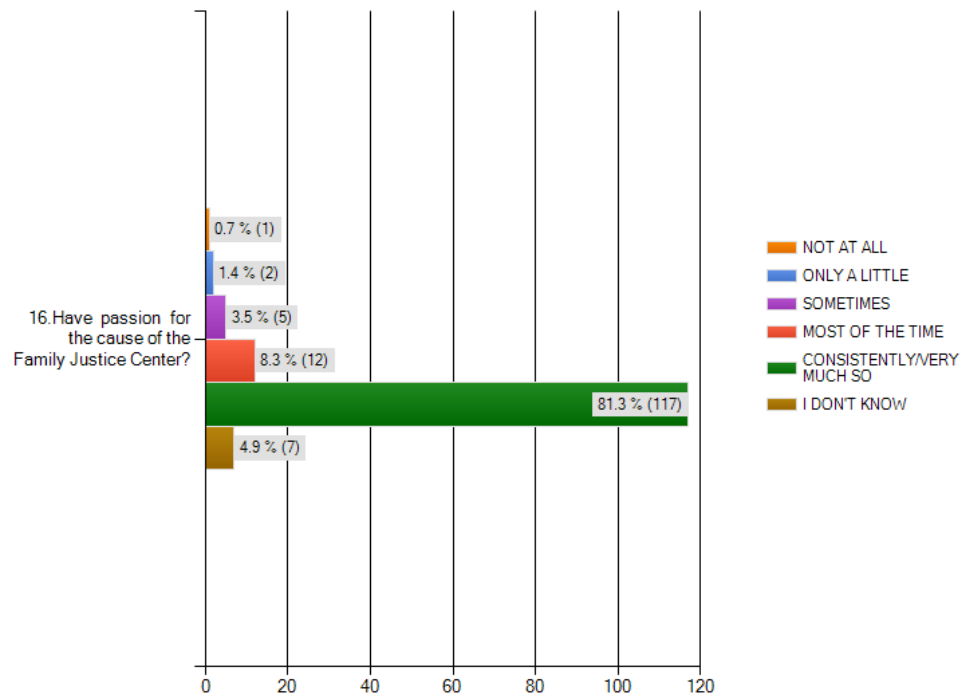


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

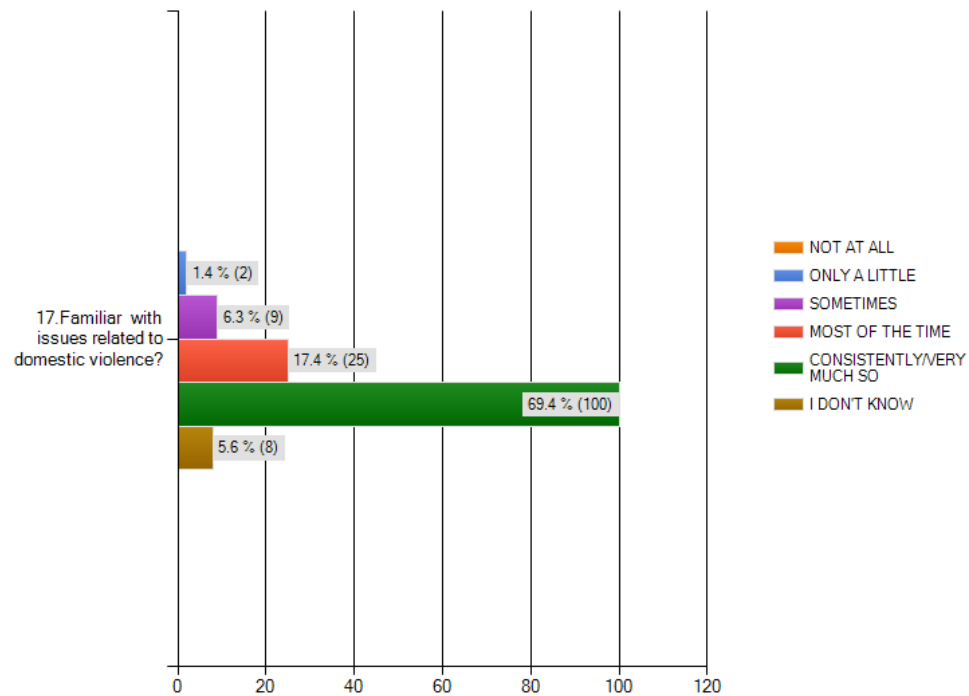


To what extent does the Director of your Family Justice Center...

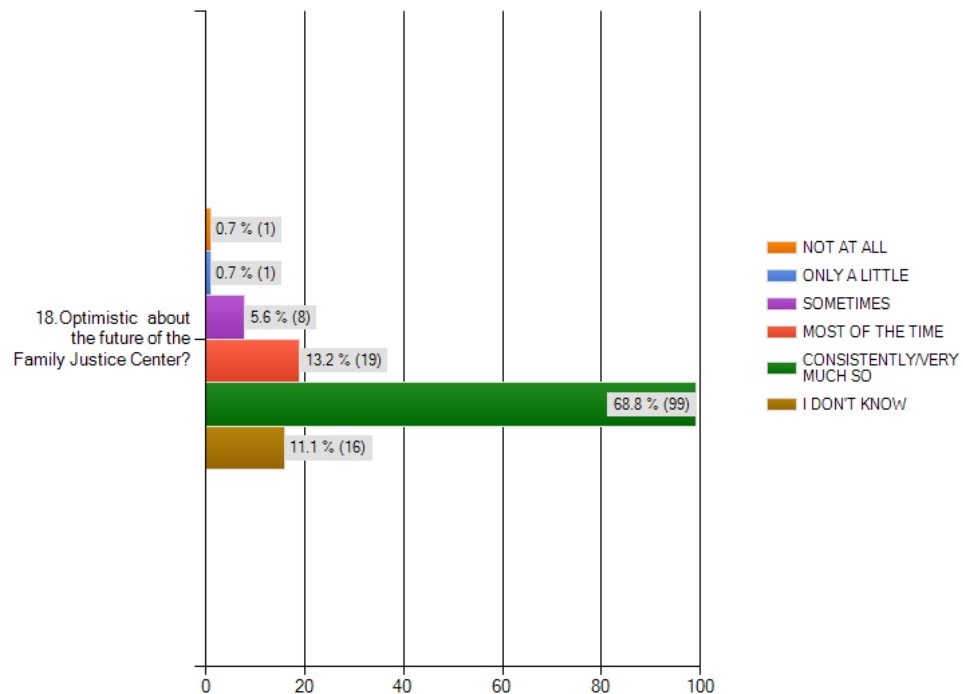


Online Partner Survey Results

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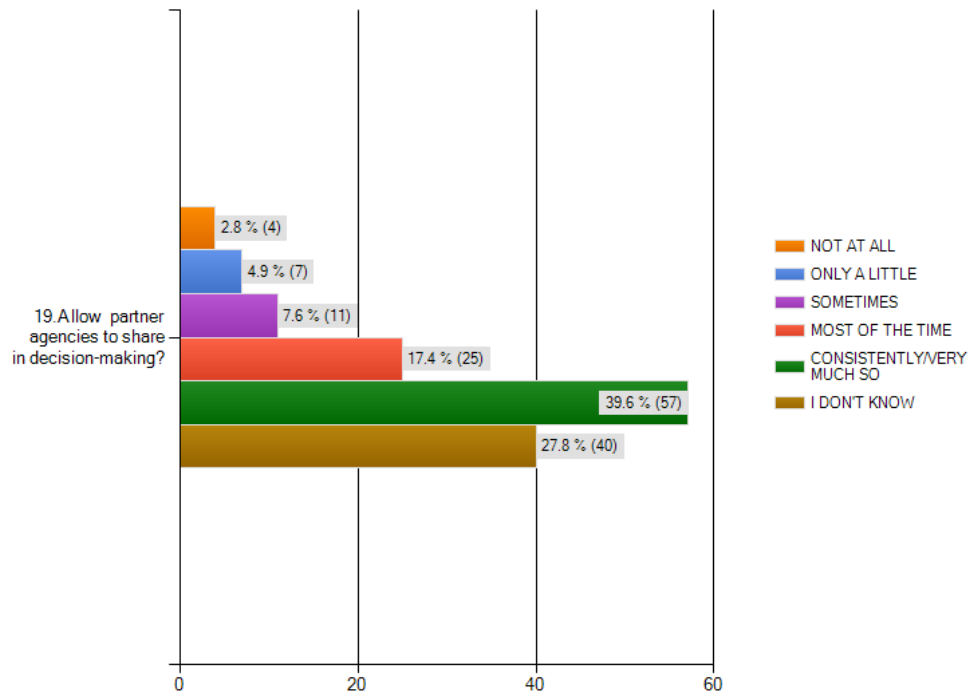


To what extent does the Director of your Family Justice Center...

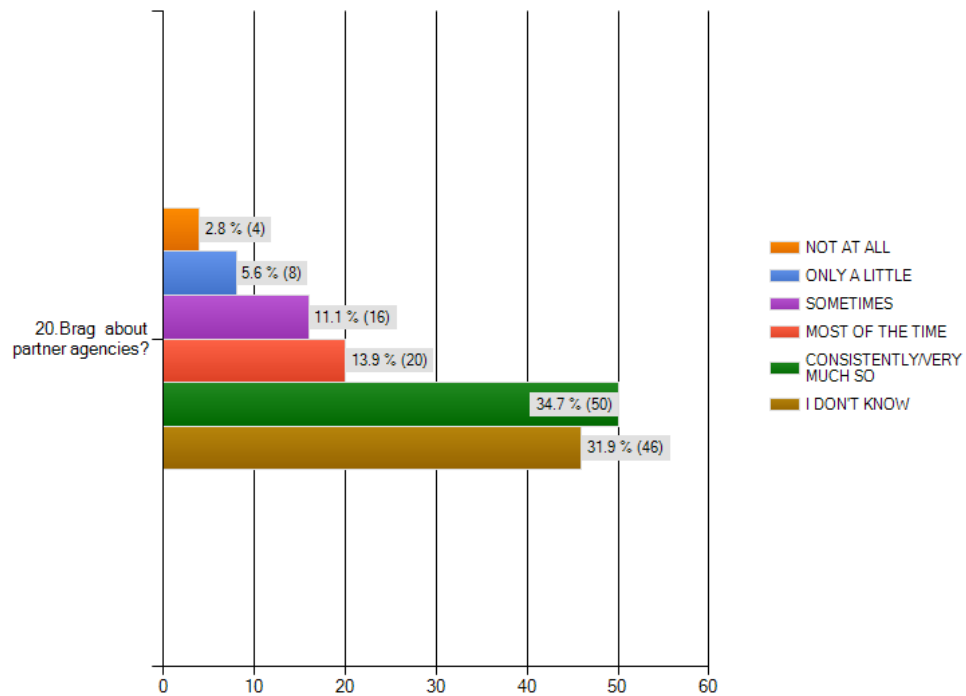


Online Partner Survey Results

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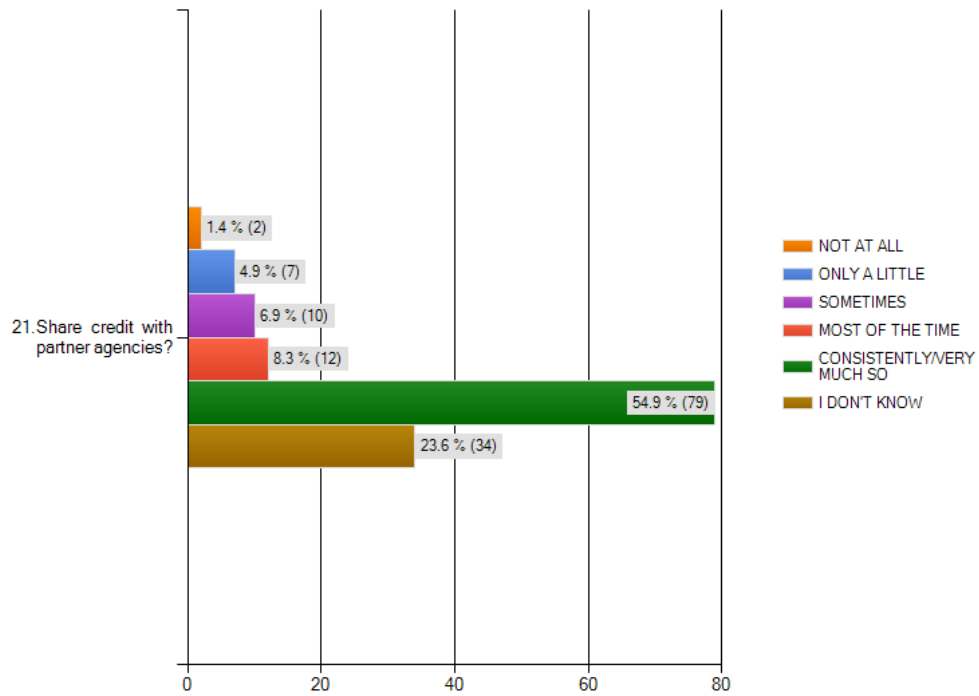


To what extent does the Director of your Family Justice Center...

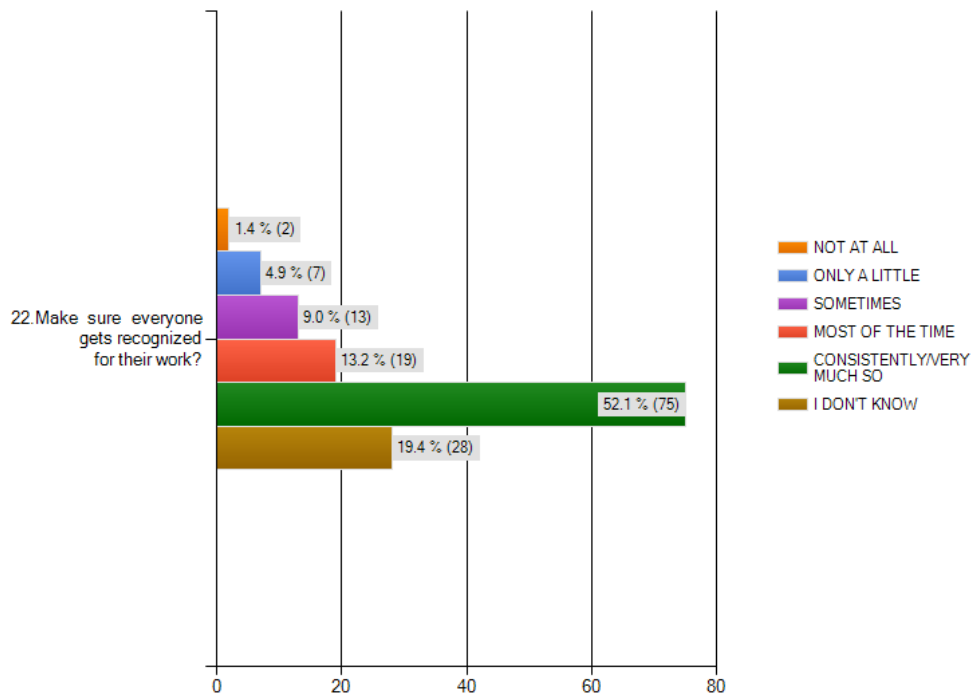


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

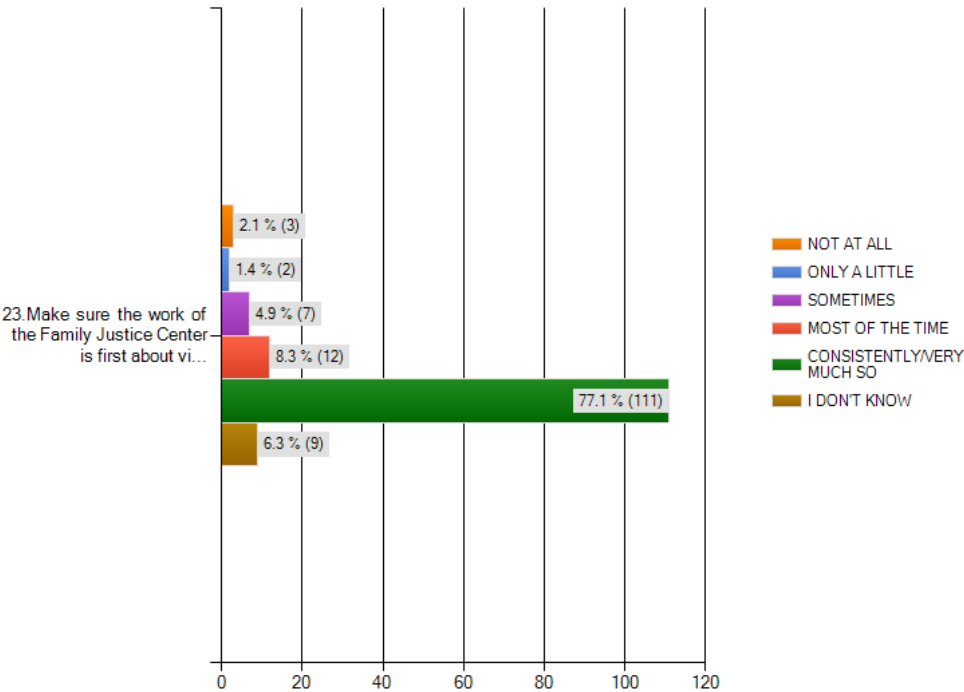


To what extent does the Director of your Family Justice Center...

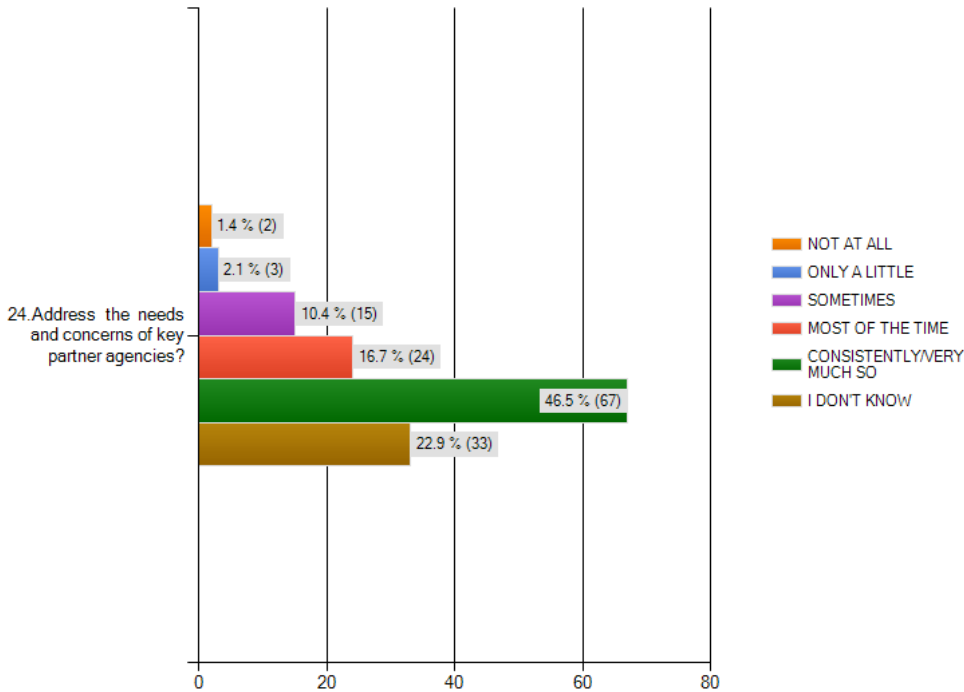


Online Partner Survey Results

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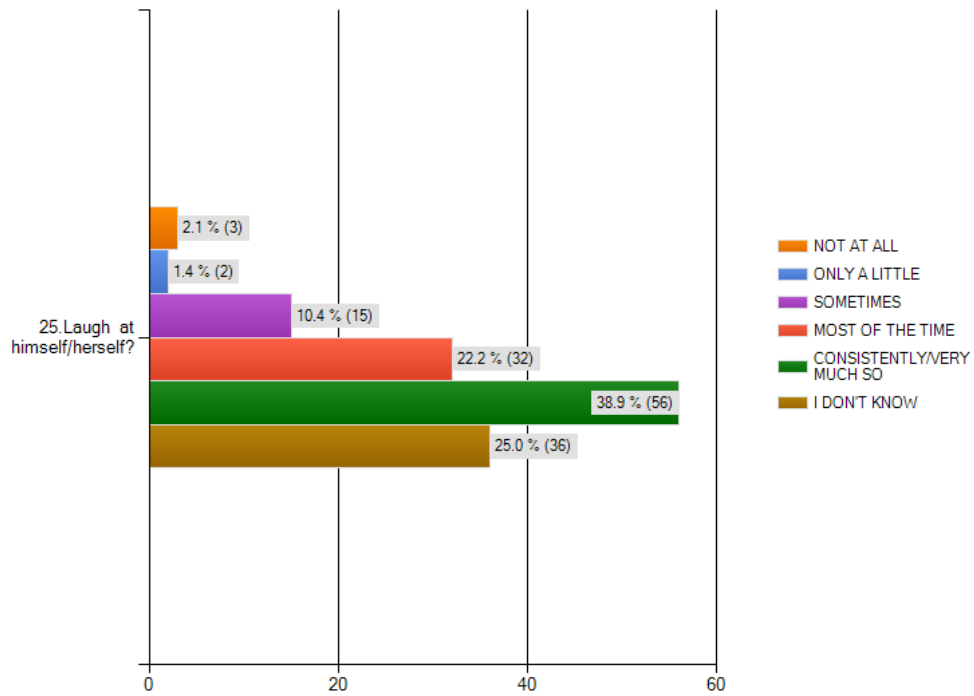


To what extent does the Director of your Family Justice Center...

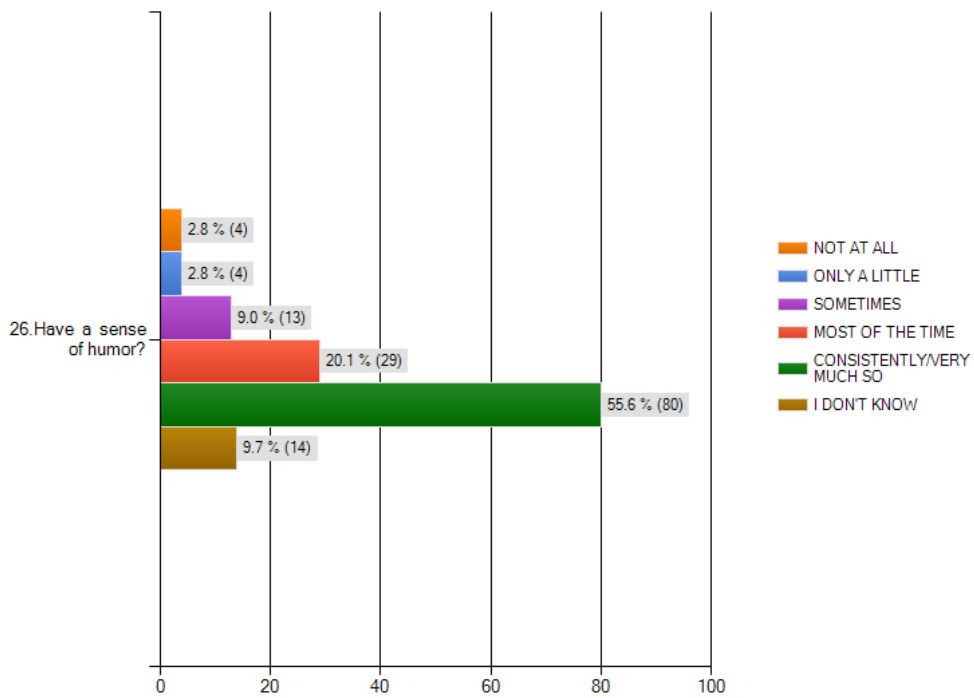


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

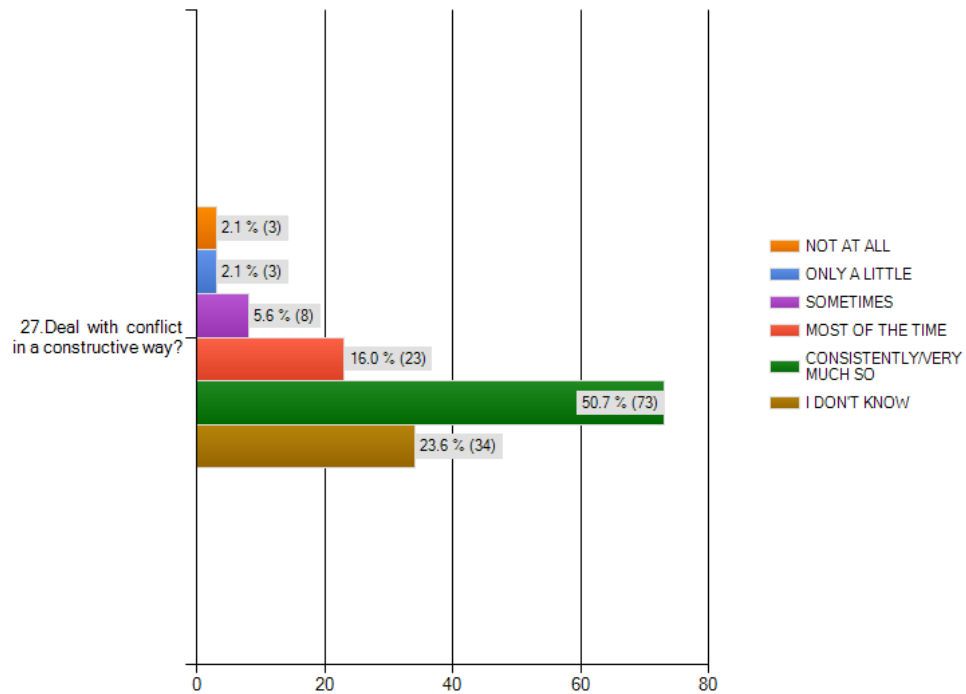


To what extent does the Director of your Family Justice Center...

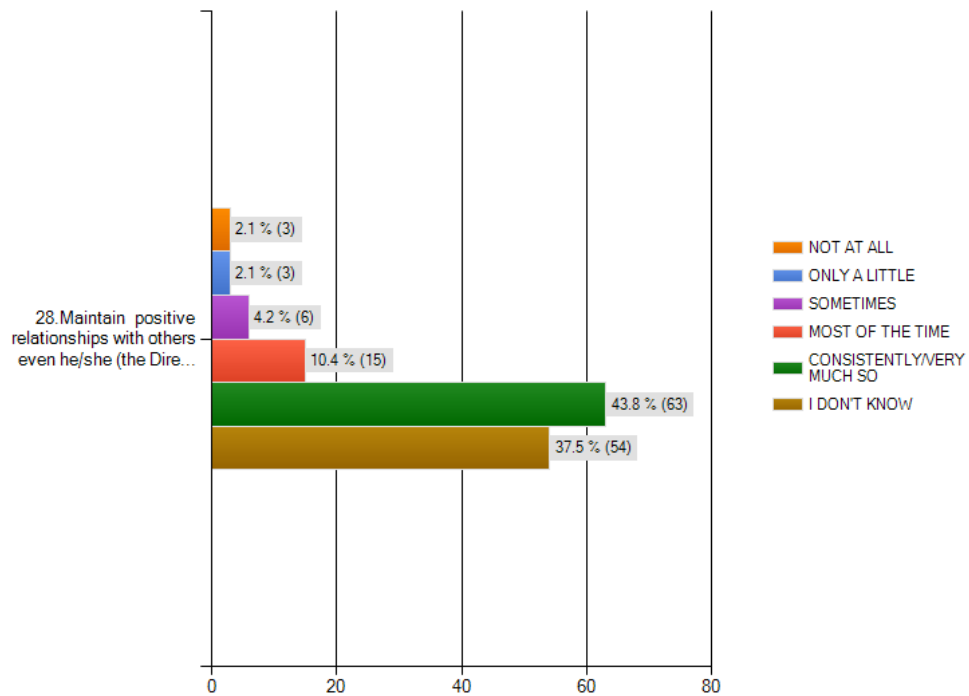


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

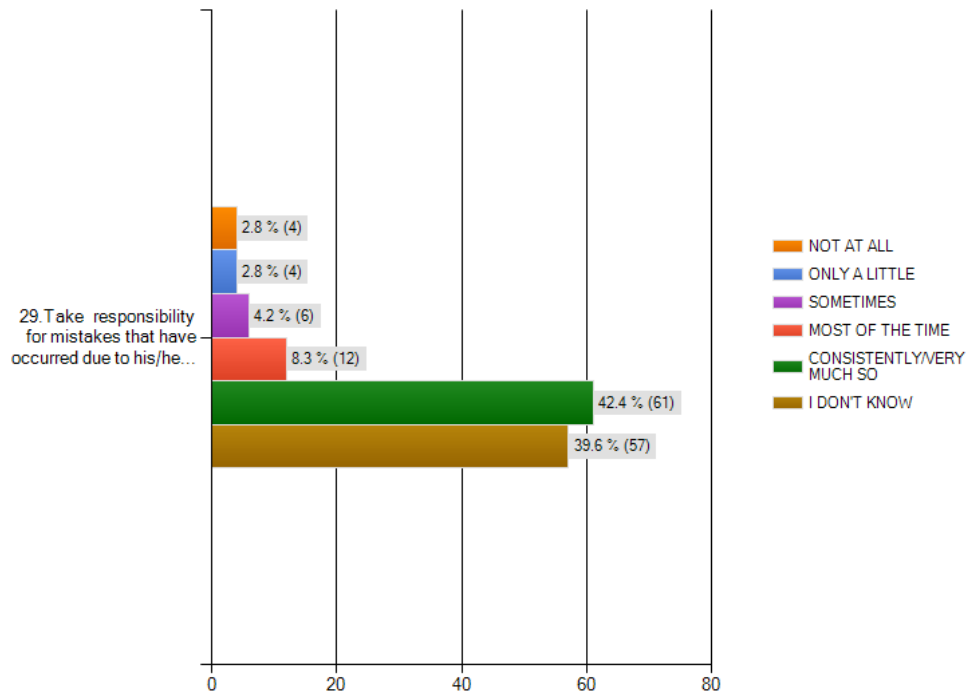


To what extent does the Director of your Family Justice Center...

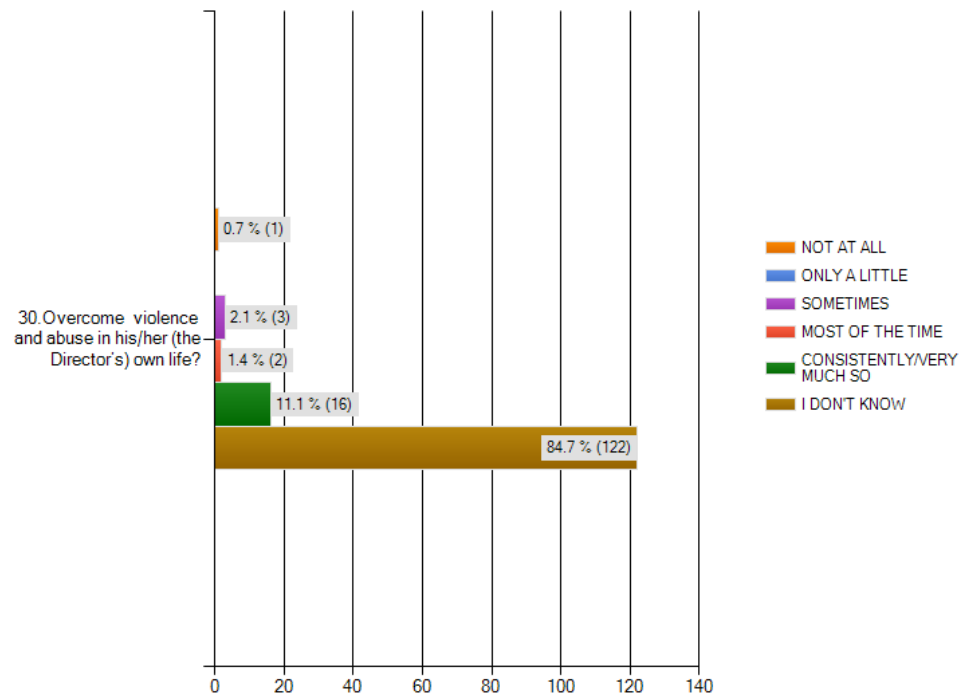


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

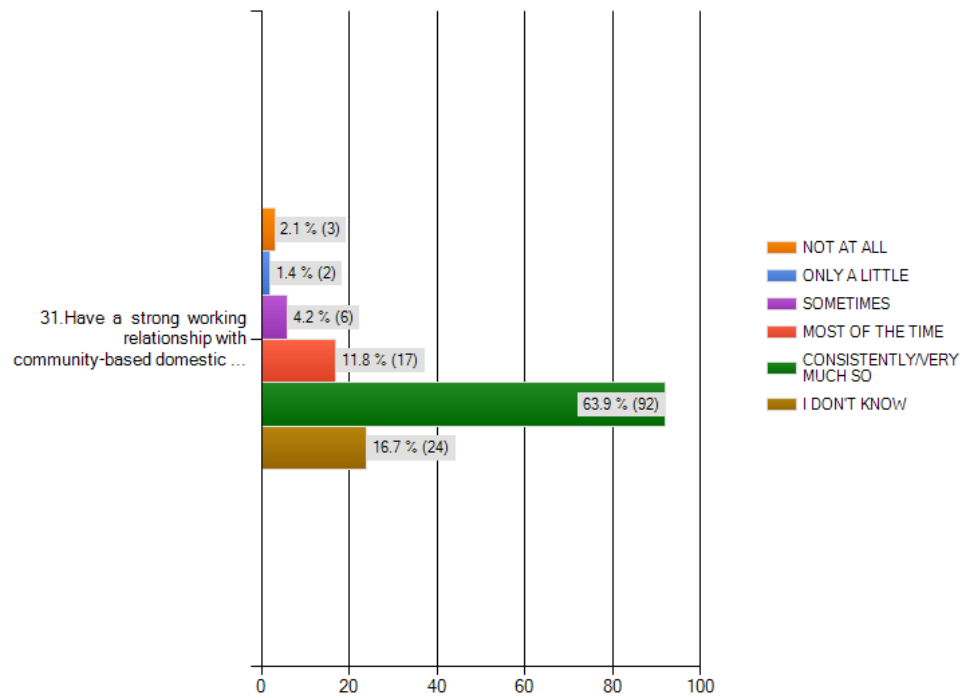


To what extent does the Director of your Family Justice Center...

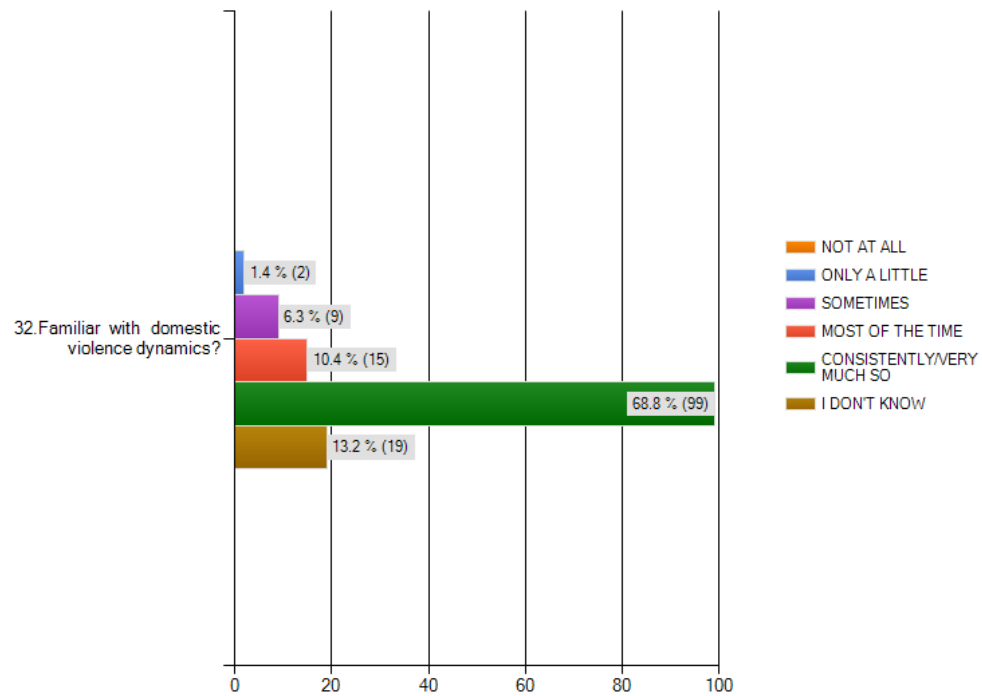


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

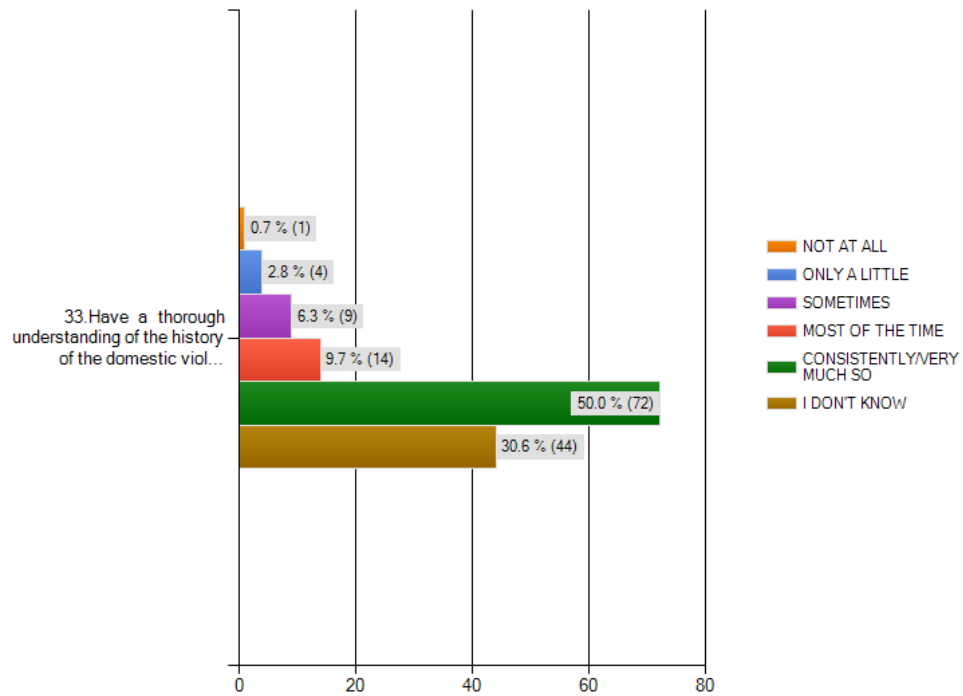


To what extent does the Director of your Family Justice Center...

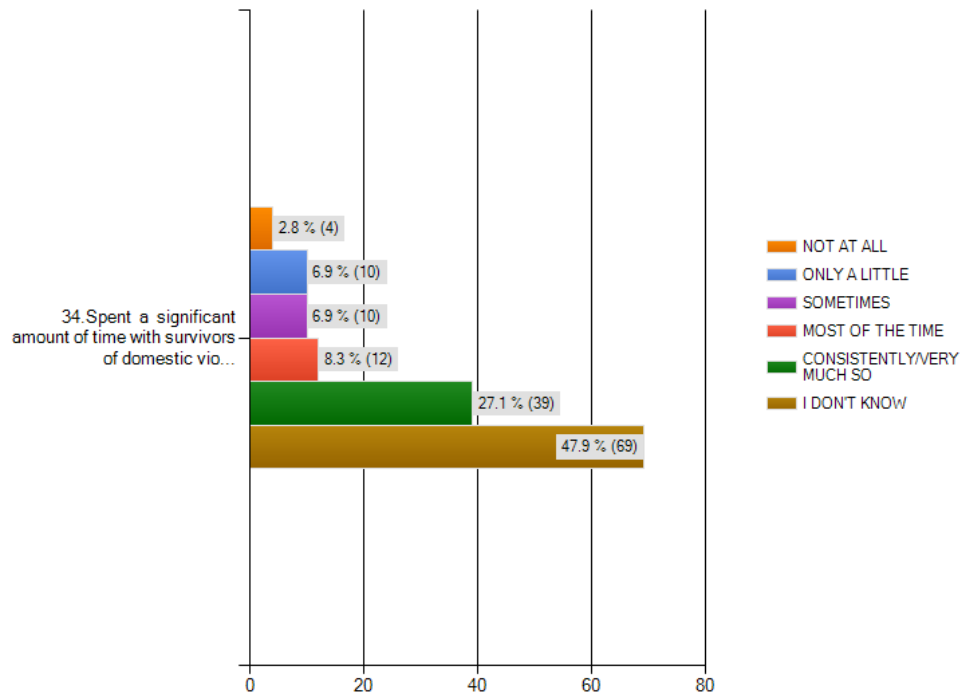


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

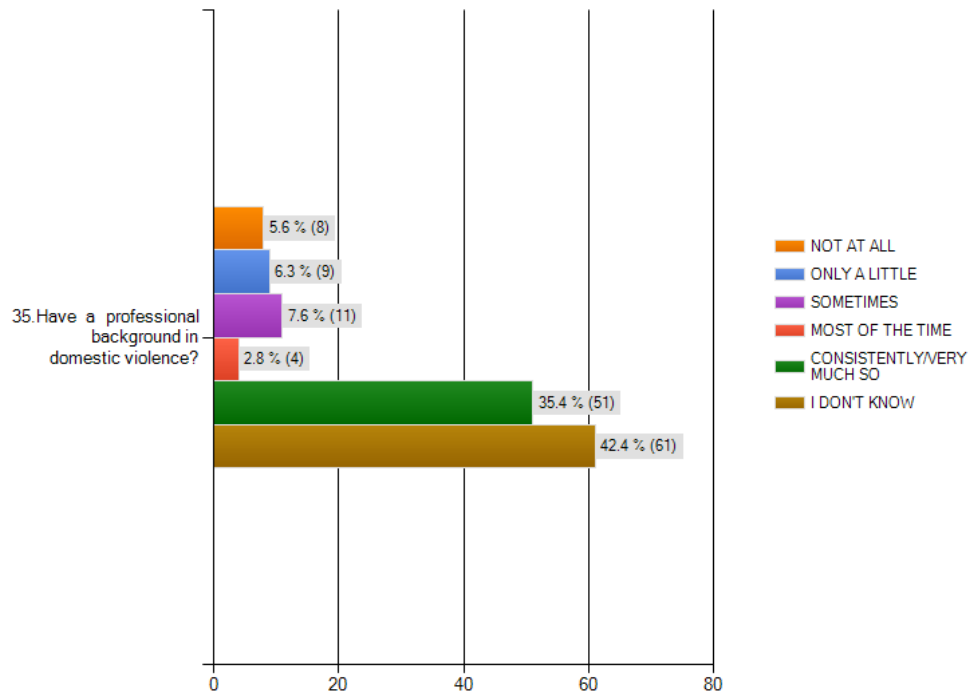


To what extent does the Director of your Family Justice Center...

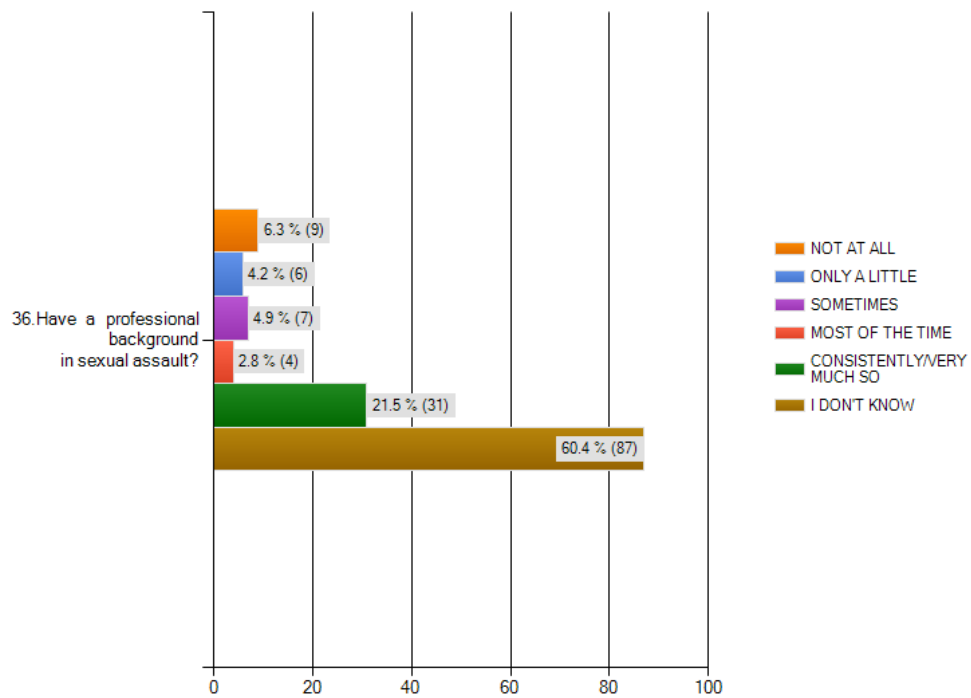


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

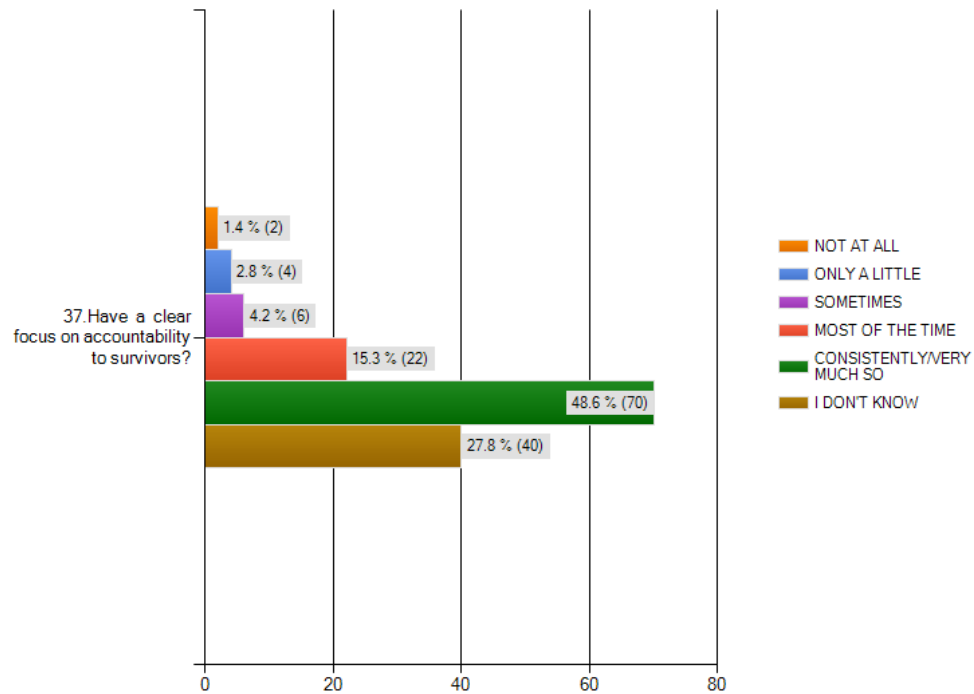


To what extent does the Director of your Family Justice Center...

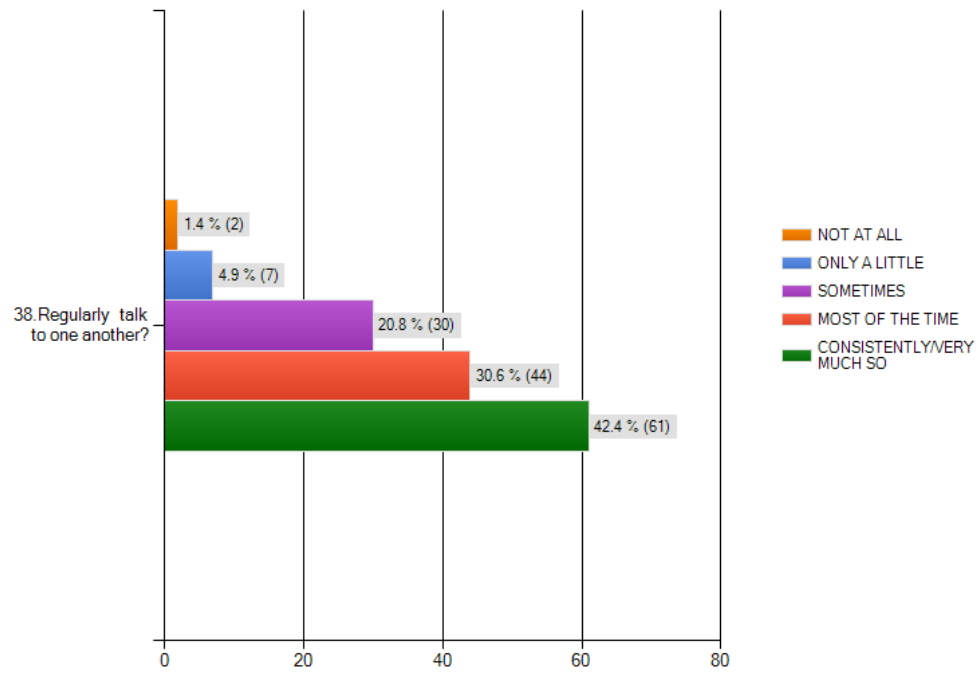


Online Partner Survey Results

To what extent does the Director of your Family Justice Center...

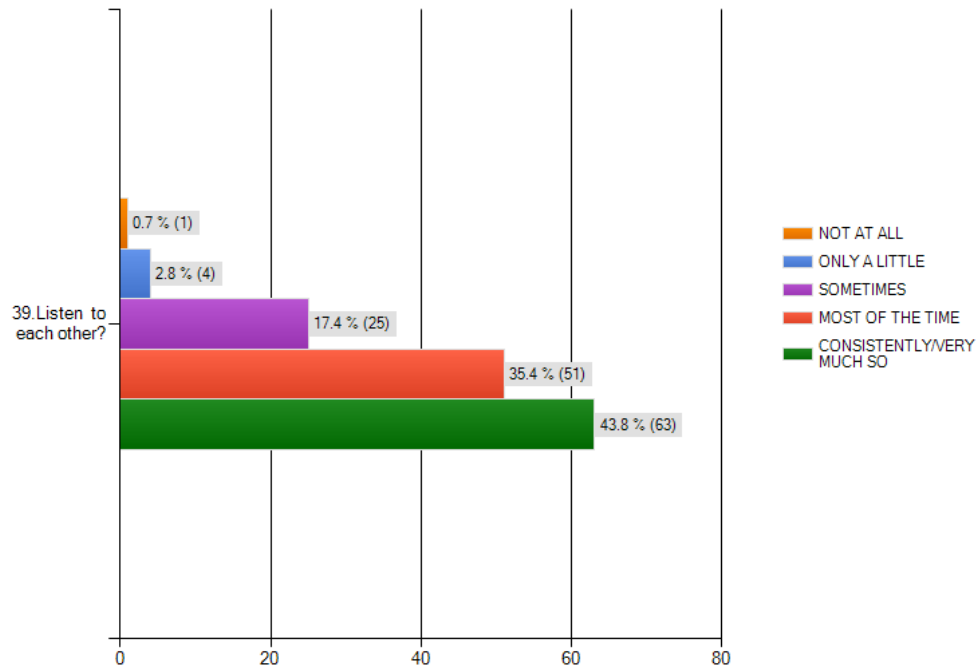


To what extent do you do the following at your Family Justice Center...

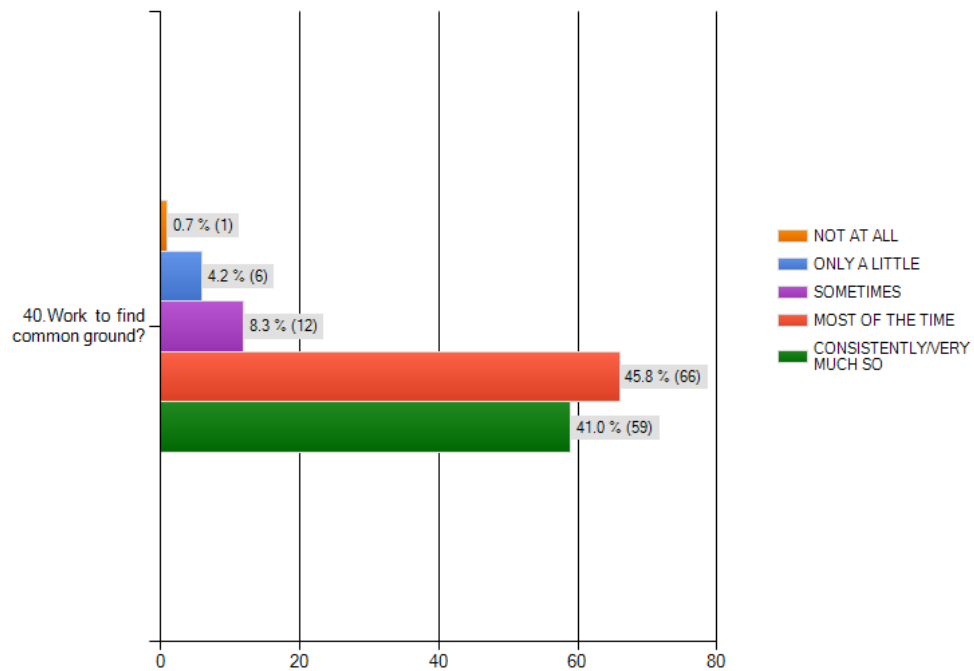


Online Partner Survey Results

To what extent do you do the following at your Family Justice Center...

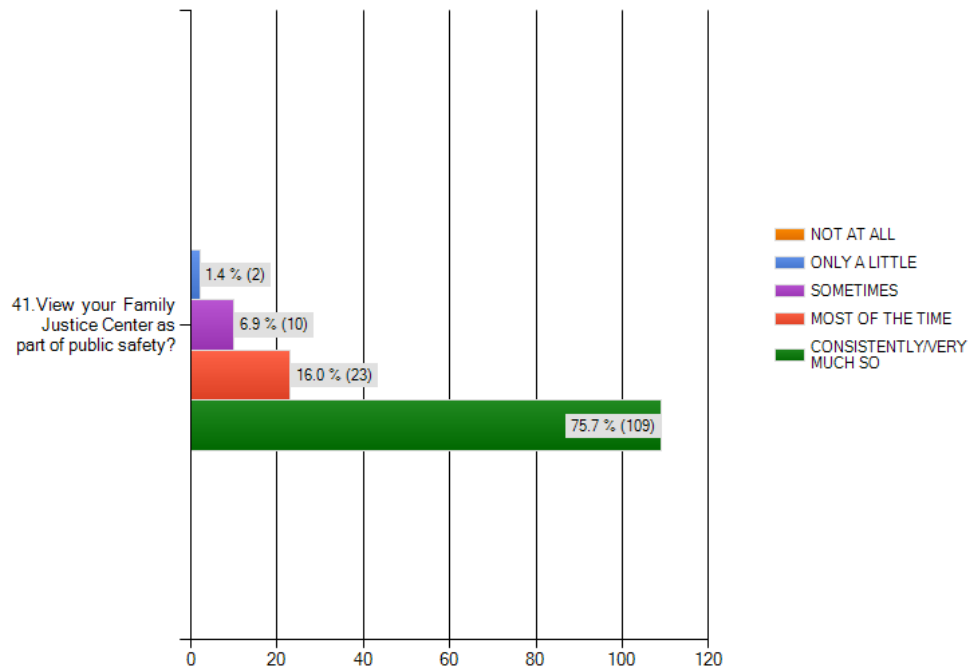


To what extent do you do the following at your Family Justice Center...

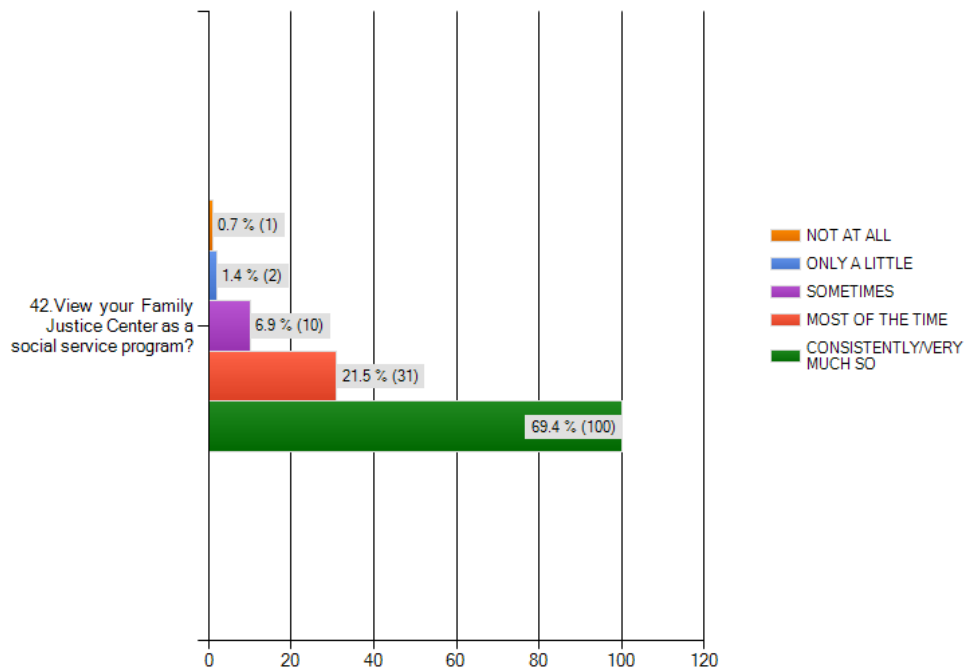


Online Partner Survey Results

To what extent do you do the following at your Family Justice Center...

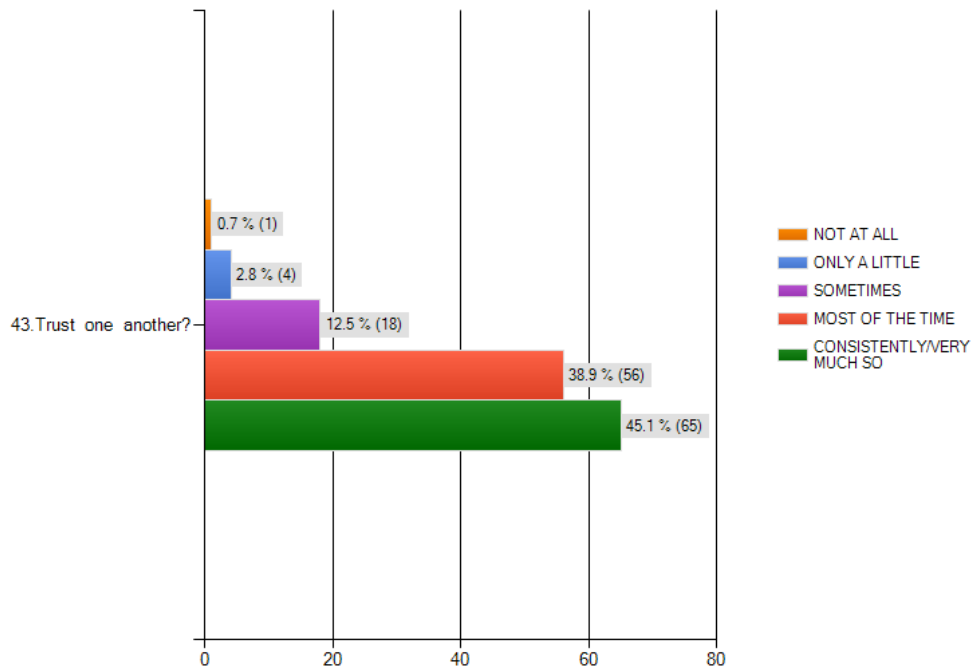


To what extent do you do the following at your Family Justice Center...

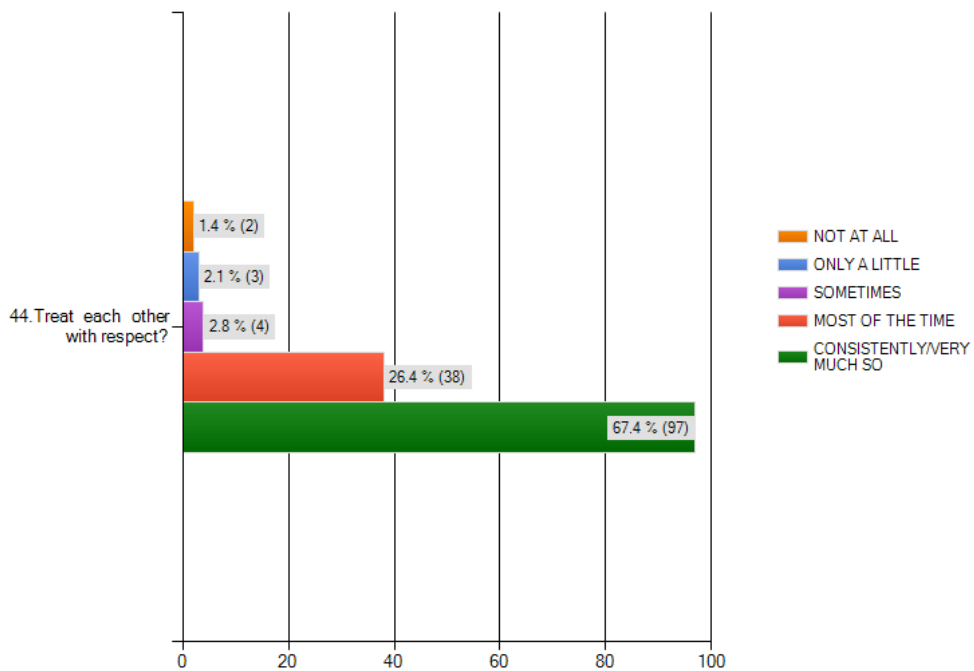


Online Partner Survey Results

To what extent do you do the following at your Family Justice Center...

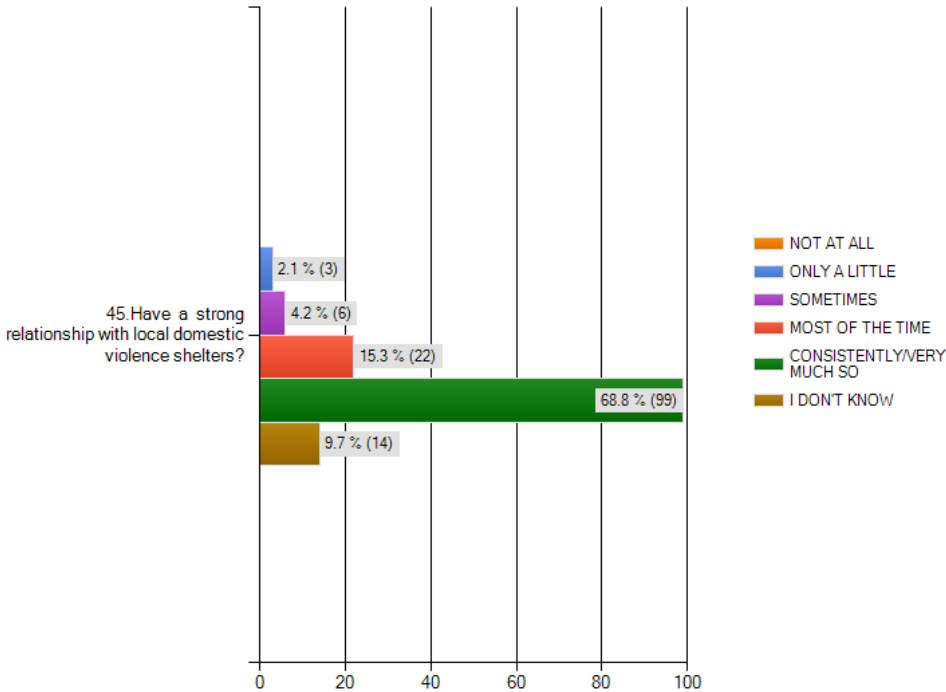


To what extent do you do the following at your Family Justice Center...

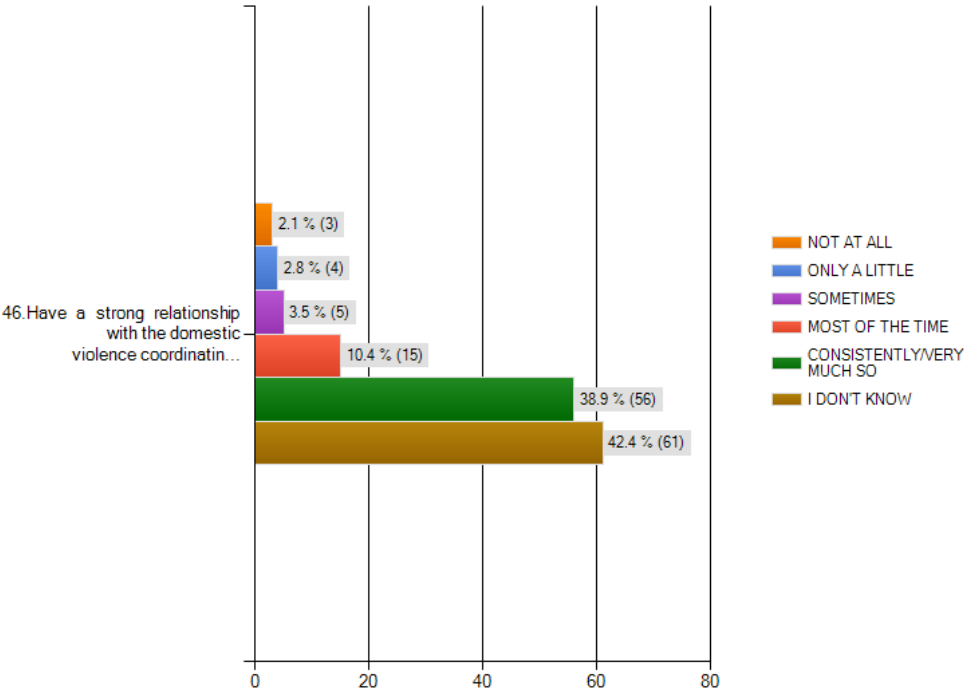


Online Partner Survey Results

To what extent does your Family Justice Center...

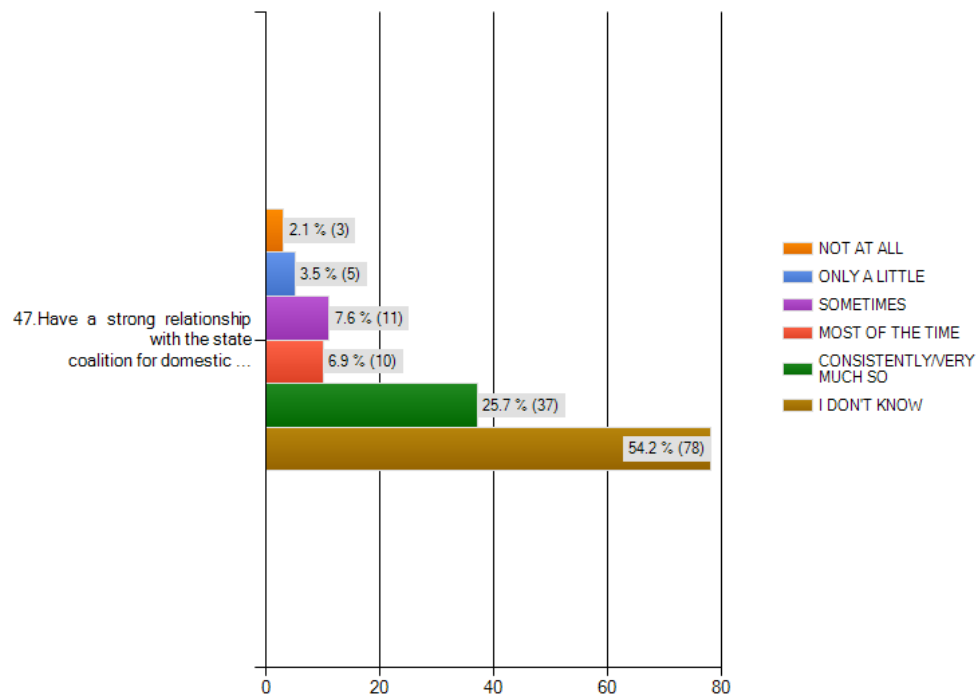


To what extent does your Family Justice Center...

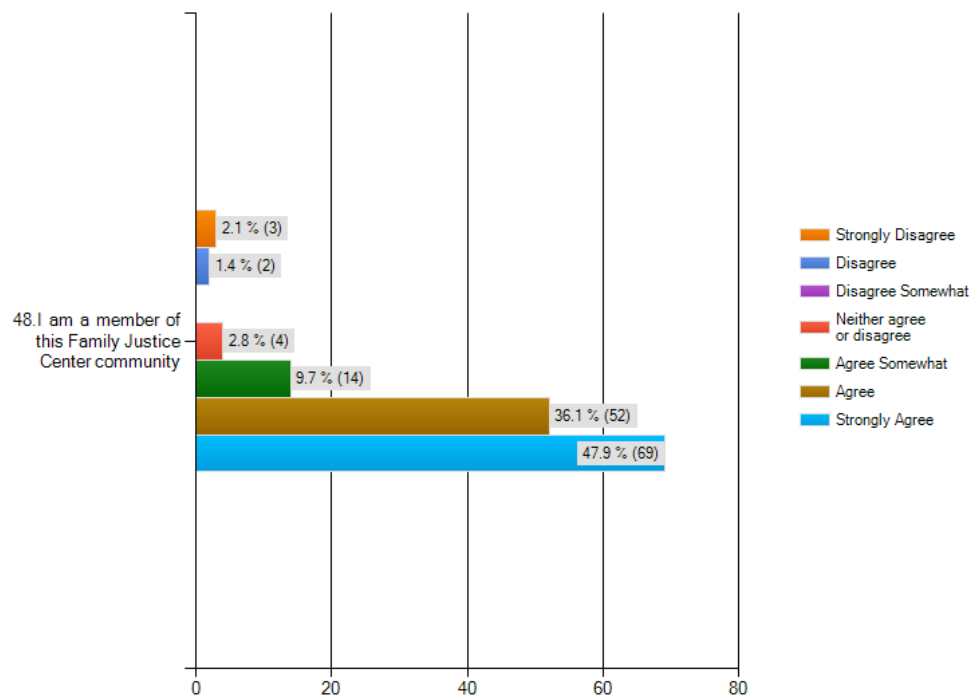


Online Partner Survey Results

To what extent does your Family Justice Center...

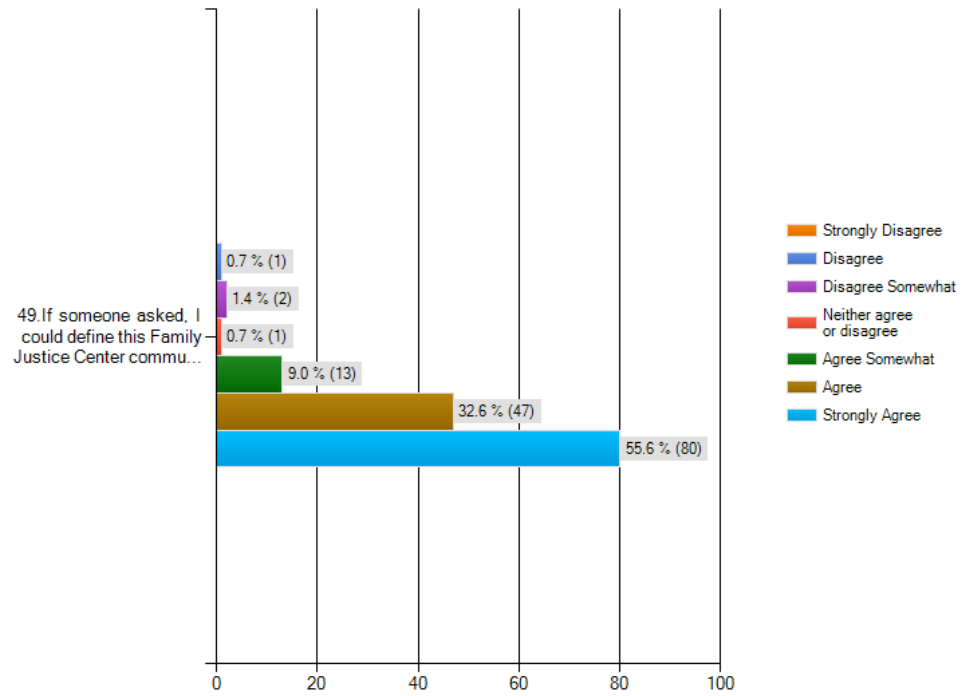


SENSE OF COMMUNITY SCALE

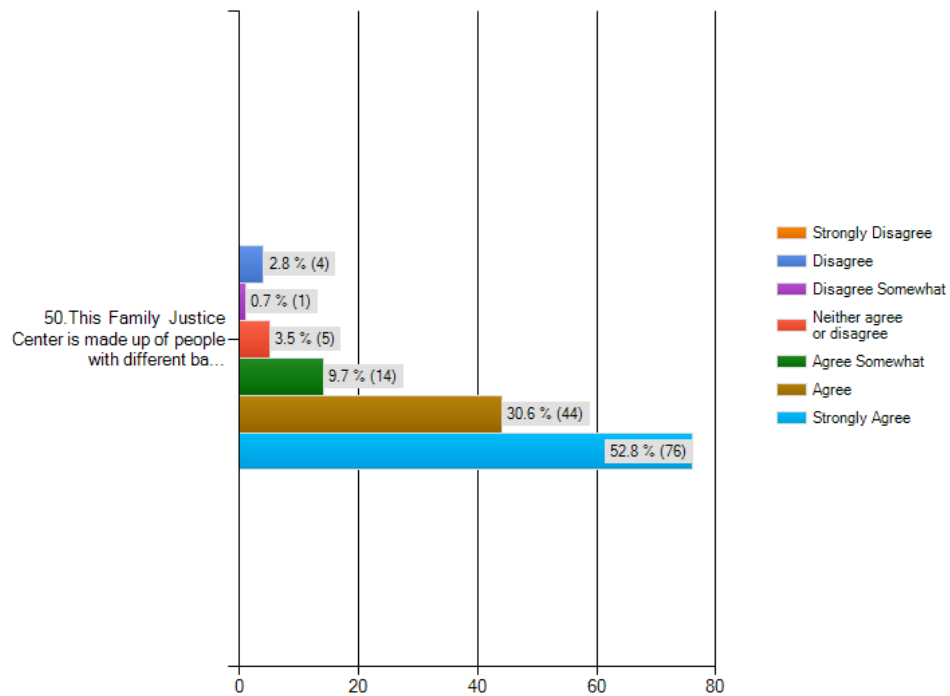


Online Partner Survey Results

SENSE OF COMMUNITY SCALE

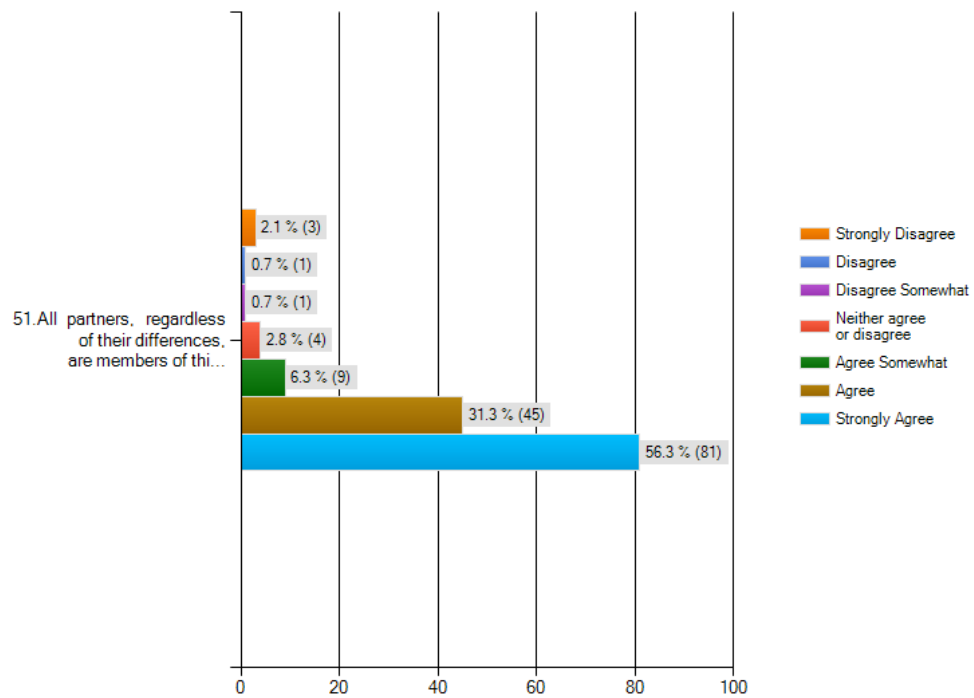


SENSE OF COMMUNITY SCALE

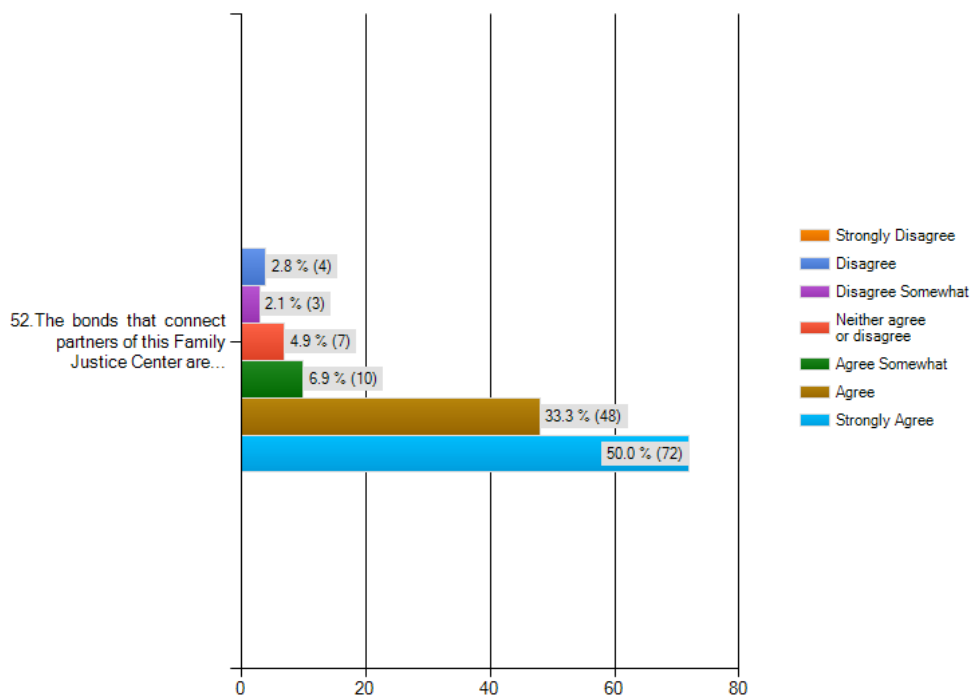


Online Partner Survey Results

SENSE OF COMMUNITY SCALE

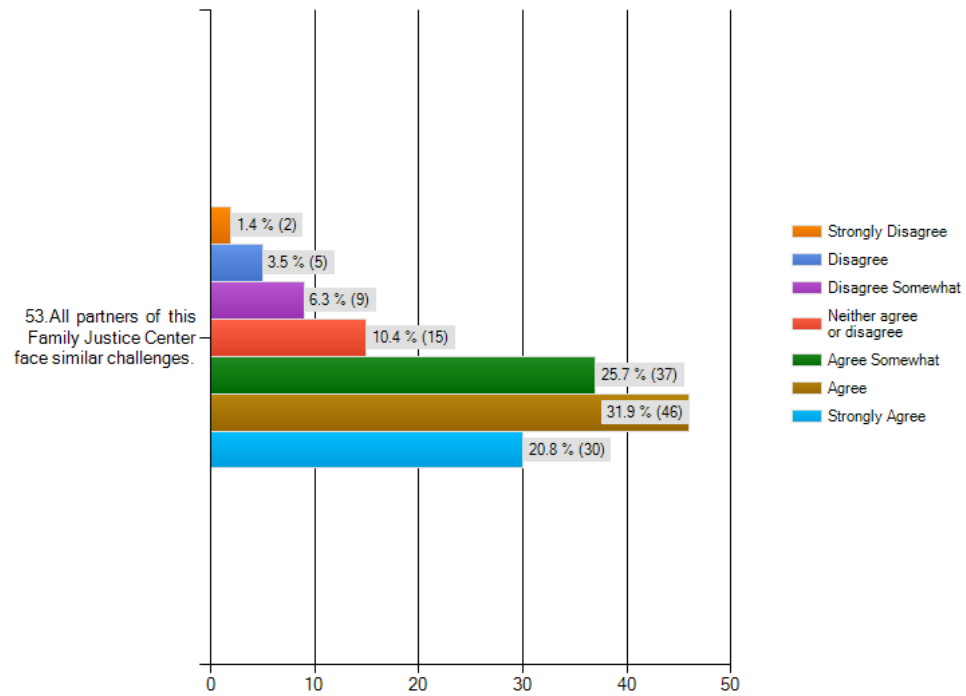


SENSE OF COMMUNITY SCALE

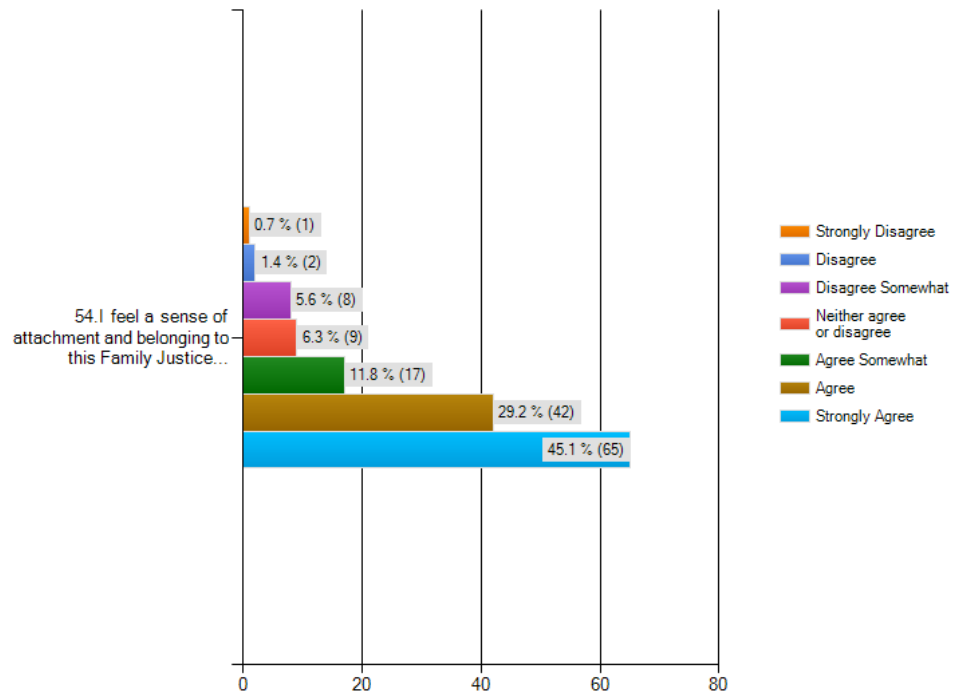


Online Partner Survey Results

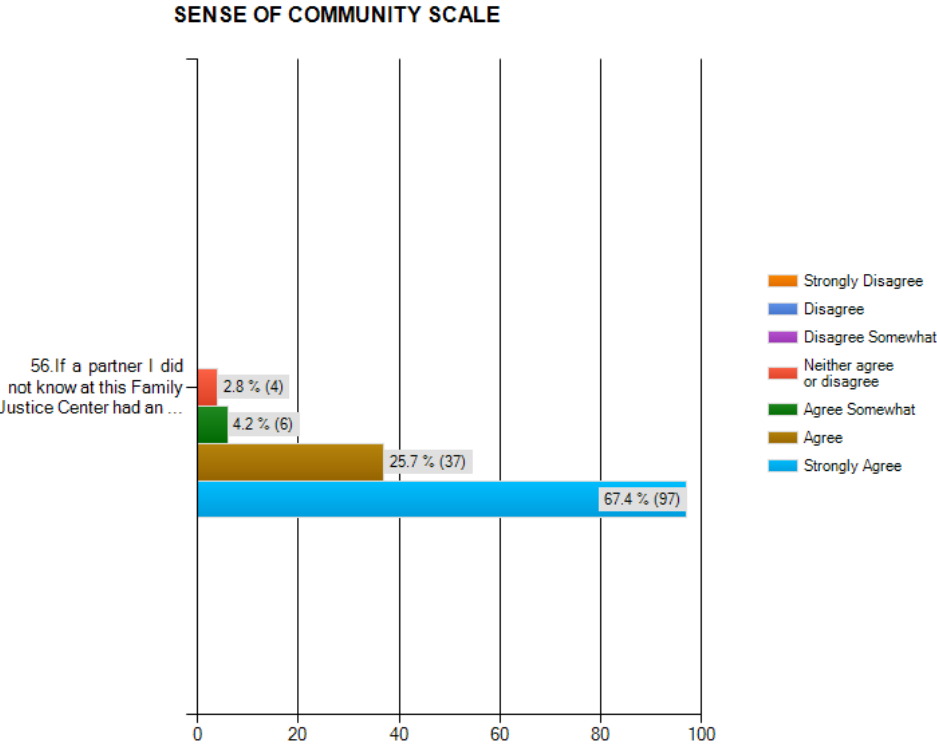
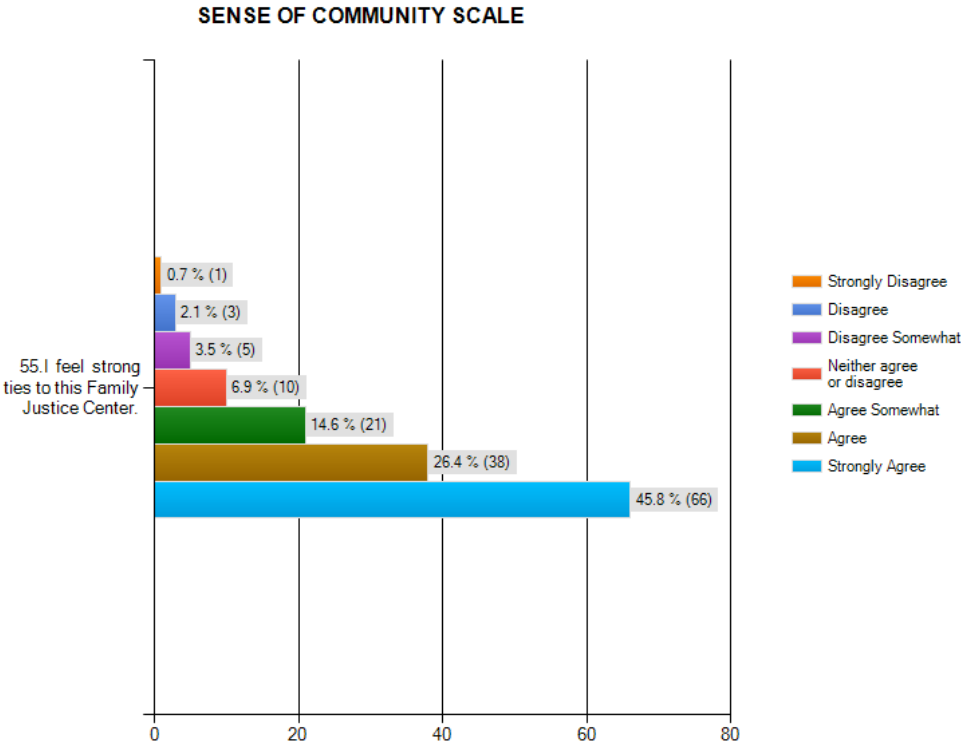
SENSE OF COMMUNITY SCALE



SENSE OF COMMUNITY SCALE

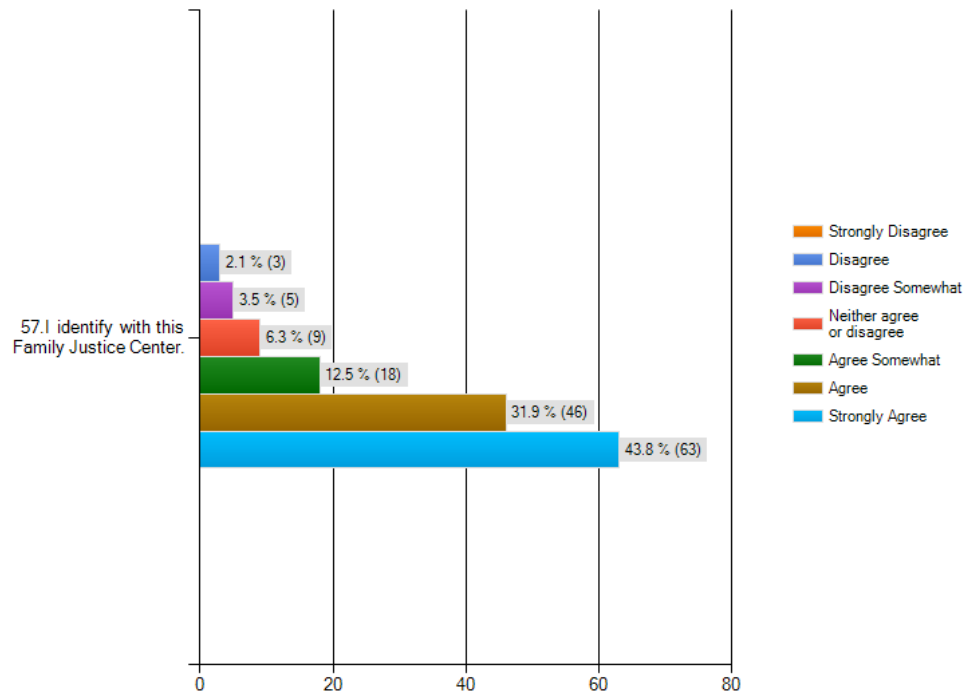


Online Partner Survey Results

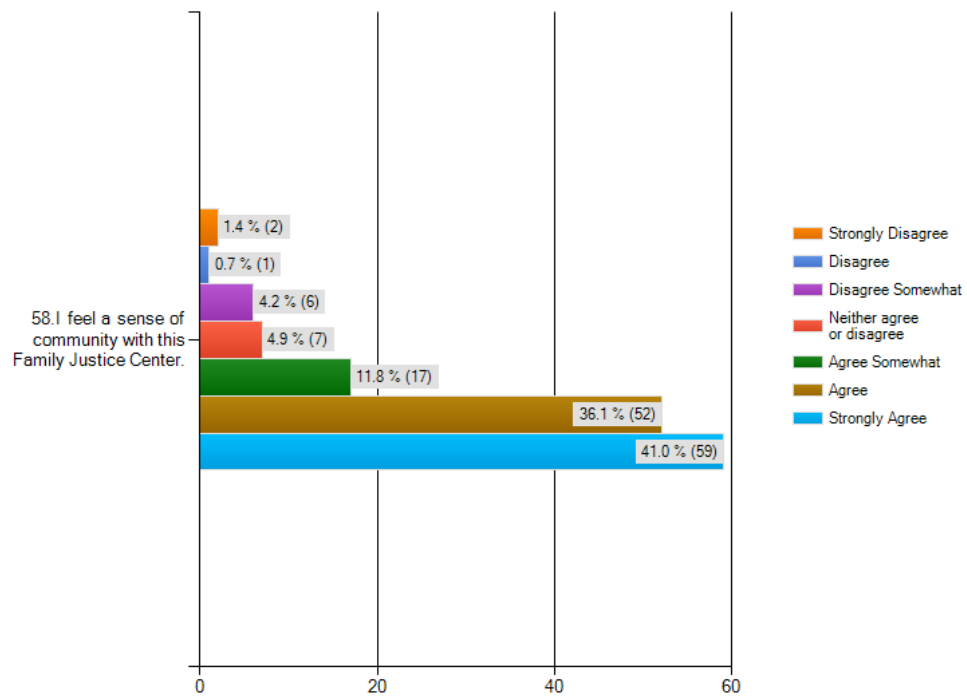


Online Partner Survey Results

SENSE OF COMMUNITY SCALE

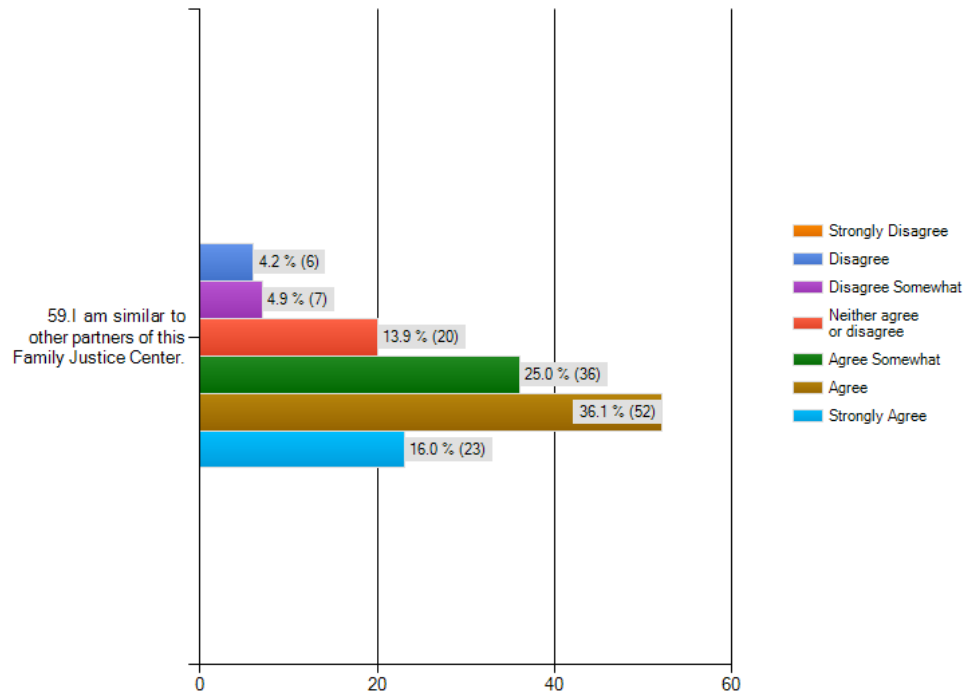


SENSE OF COMMUNITY SCALE

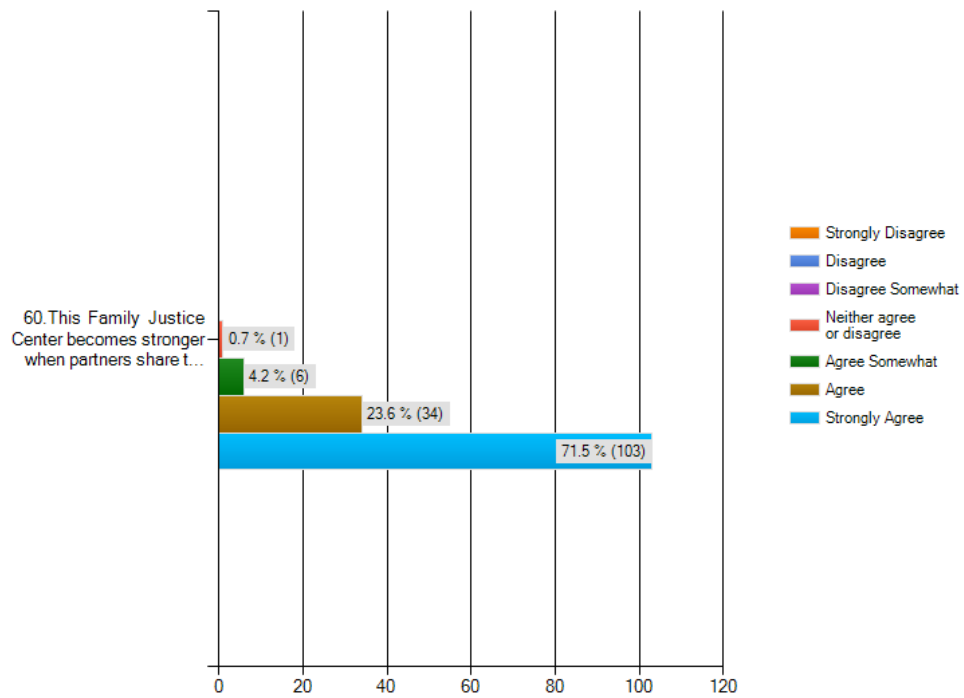


Online Partner Survey Results

SENSE OF COMMUNITY SCALE

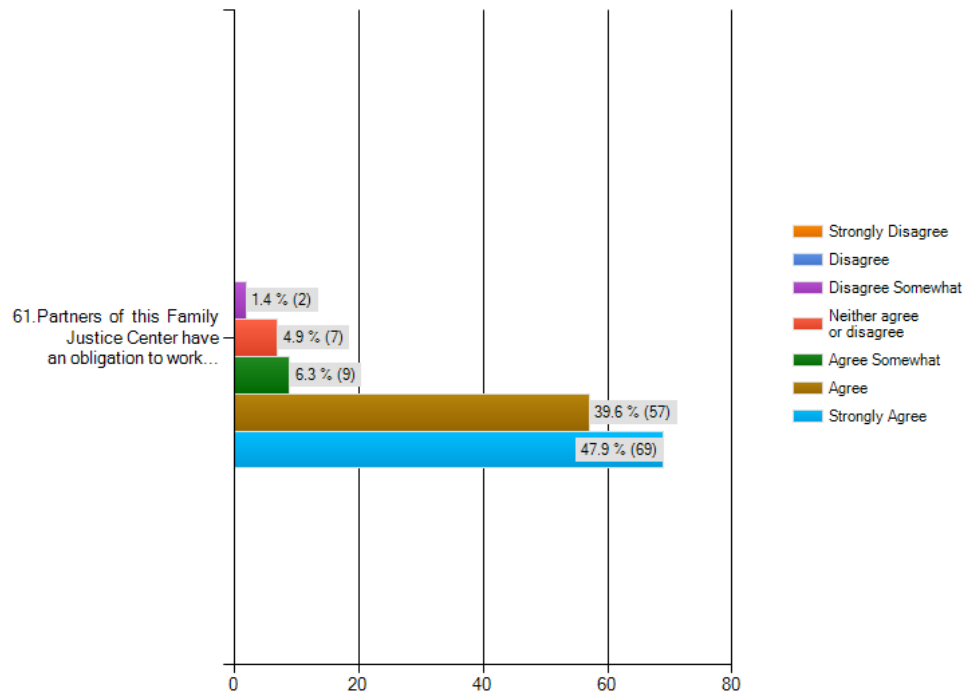


SENSE OF COMMUNITY SCALE

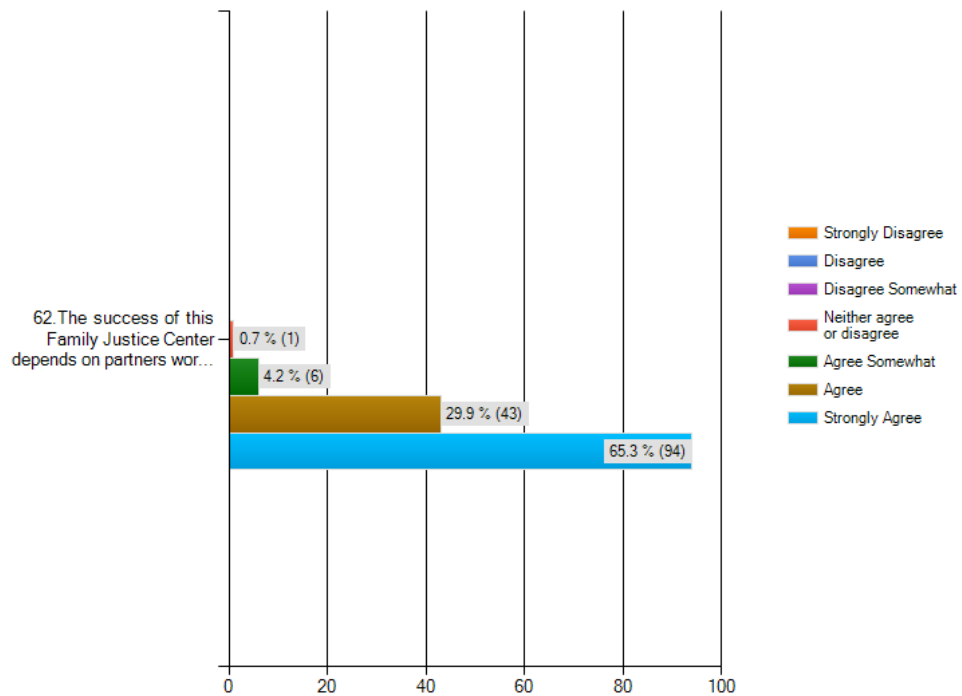


Online Partner Survey Results

SENSE OF COMMUNITY SCALE

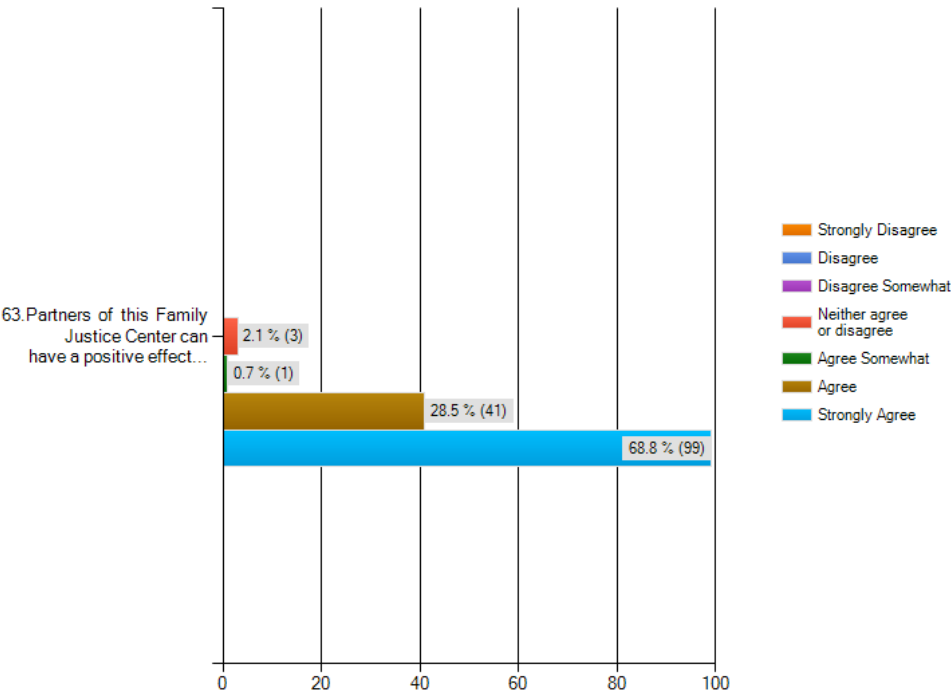


SENSE OF COMMUNITY SCALE

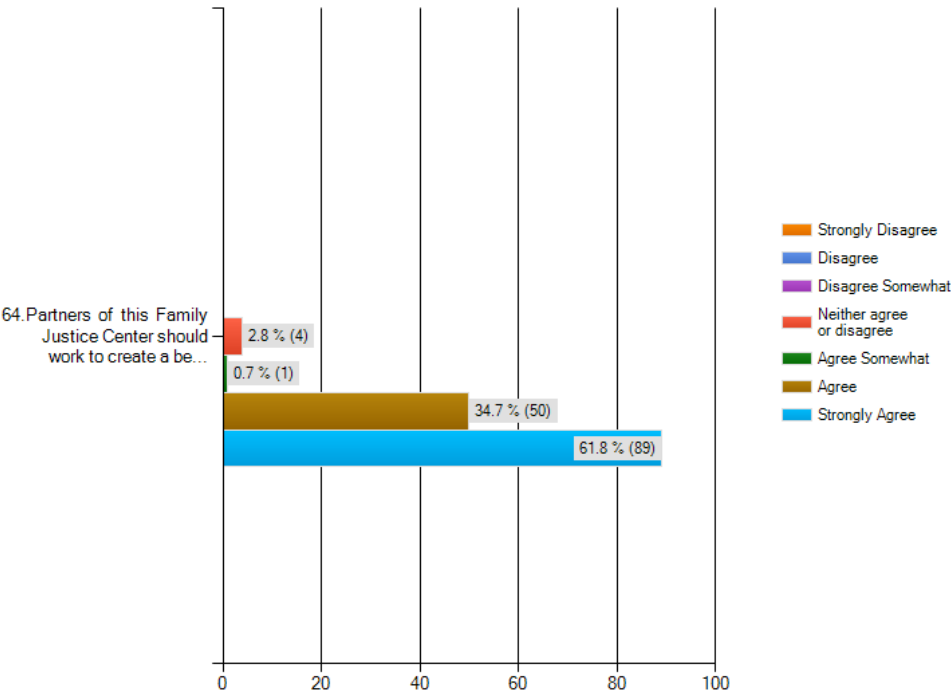


Online Partner Survey Results

SENSE OF COMMUNITY SCALE

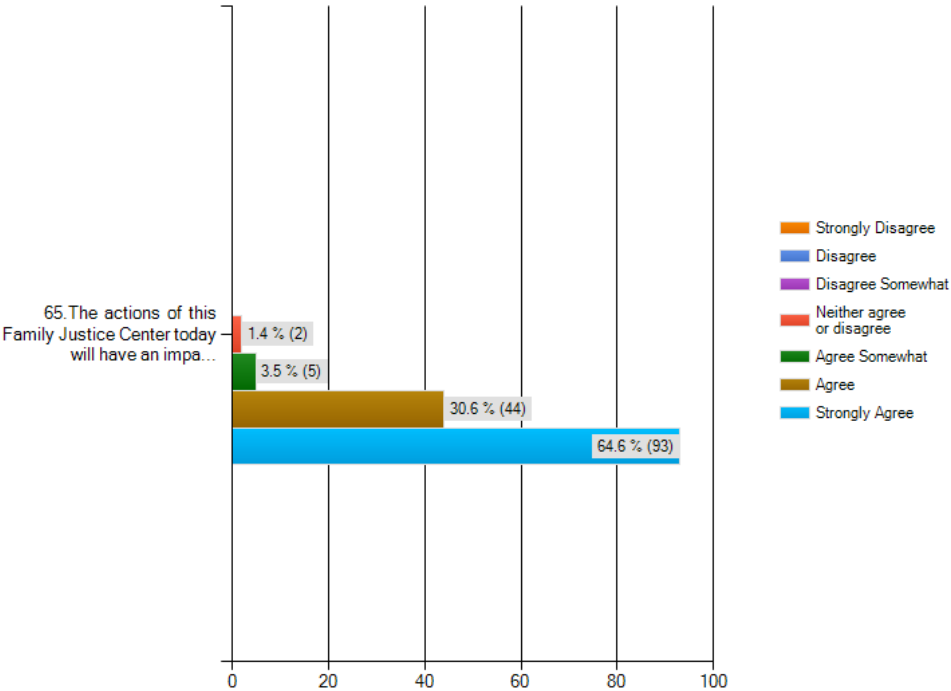


SENSE OF COMMUNITY SCALE



Online Partner Survey Results

SENSE OF COMMUNITY SCALE



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