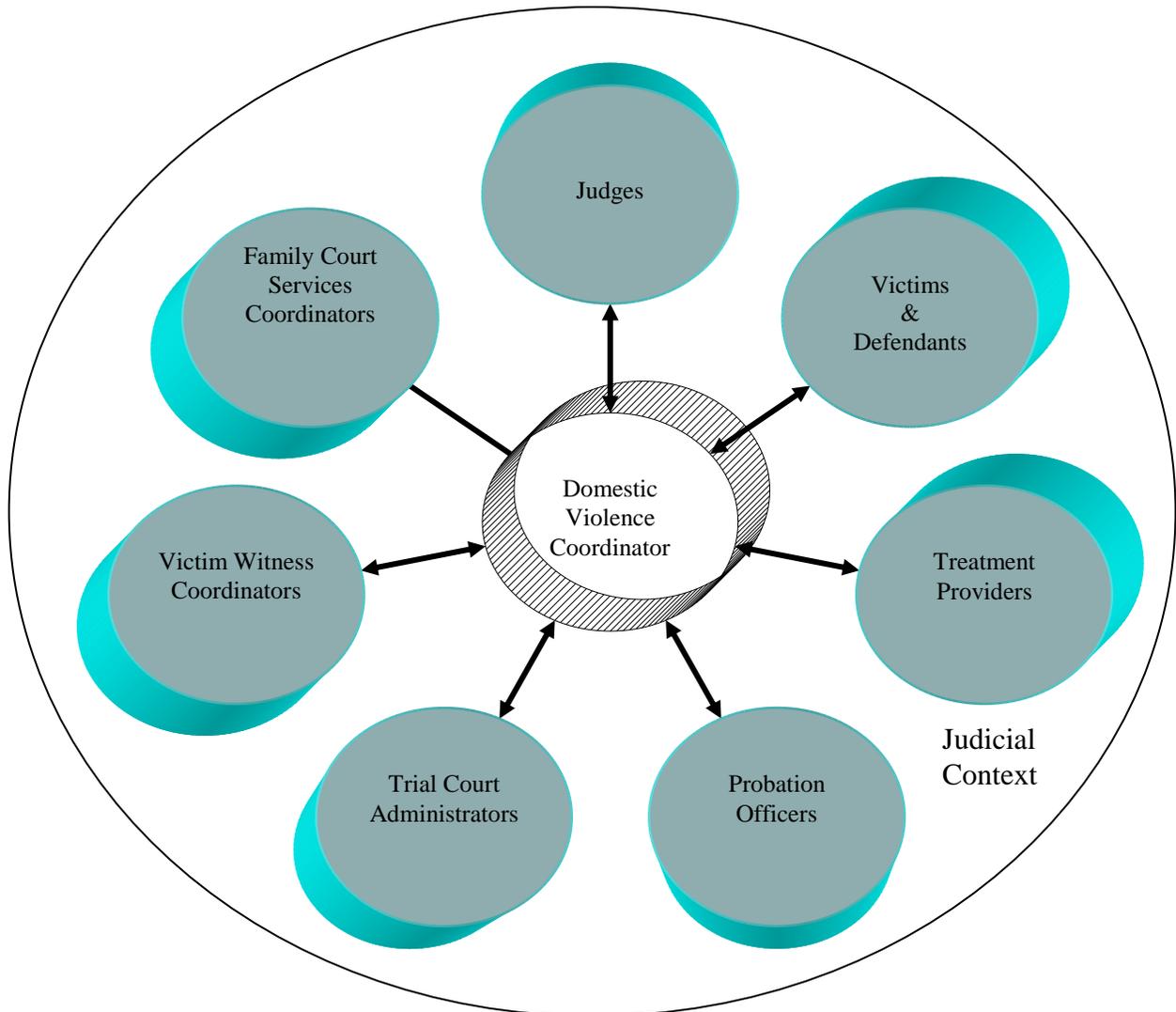


**Evaluation of the Idaho Supreme Court OVW Grant to
Encourage Arrest Policies and Enforcement of Protection Orders**

Submitted by Drs. Nicole R. Hill and David M. Kleist

August 2008



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Overview of Grant Project

The overall objective of the OVW Grant to Encourage Arrest Policies and Enforcement of Protection Orders (heretofore referred to as “Project”) was to provide better coordination of responses to domestic violence throughout the state of Idaho, with Judicial Districts Six and Seven of particular interest for the purpose of this grant. This Project sought to facilitate better coordination of cases involving domestic violence via the development of domestic violence courts in Judicial Districts 6 and 7. Each domestic violence court planned on creating an integrated system involving victim services, judicial monitoring, offender accountability, and coordinated community response. The broad goals of the Project were to reduce recidivism, increase victim safety, and improve inter-agency collaboration leading toward a model domestic violence court. The two primary initiatives of this Project were to establish a Domestic Violence Coordinator in each Judicial District and to create a “One Judge-One Family” model for domestic violence cases. Although the neutrality of the Domestic Violence Coordinator needs to be continually fostered, we need to keep in mind that this grant was funded through the Office on Violence Against Women. The grant required the courts to operate under specific guidelines, thereby precluding the Domestic Violence Coordinators from working with offenders in the same capacity in which they worked with victims. The Domestic Violence Coordinator could be perceived as non-neutral if the guidelines of the grant are not understood as prioritizing the services focused on victims.

We have served as the formal evaluators for the Project to examine its outcomes and the processes contributing to these outcomes. Our function as evaluators was to identify and define the key initiatives stemming from the Project and to ascertain their impact on a variety of stakeholders. We believed it essential to thoroughly examine the effect of the Project on the primary stakeholders- the victims of domestic violence. However, fully examining the effect of the Project on the primary stakeholders required examination of all stakeholders' involvement in the domestic violence courts who seek to assist victims of domestic violence. The stakeholders included in the evaluation were Judges, Probation Officers, Domestic Violence Coordinators (D.V.C.), Victim Witness Coordinators (V.W.C.), Trial Court Administrators, Family Court Services Coordinators, community service providers (e.g., Family Service Alliance in the 6th District), and of course, the victims themselves. The evaluation methods involved both qualitative and quantitative analyses. Table 1 provides an overview of different stakeholders and the type of data collected for the evaluation.

Table 1. Type of Data Evaluated Per Stakeholder Constituency

STAKEHOLDER	Qualitative Methods of Evaluation	Quantitative Methods of Evaluation
Judges	√	
Domestic Violence Coordinators	√	
Victim Witness Coordinators	√	√
Probation Officers	√	

Trial Court Administrators	√	
Family Court Services Coordinators	√	
Community Service Providers	√	√
Victims	√	√

Quantitative data collection was deemed appropriate for victims and service providers because they were the only stakeholder groups that had more than 8 potential participants. Most of the other stakeholders consisted of two participants, a representative from each Judicial District.

The primary initiatives of the Project, namely the implementation of a Domestic Violence Coordinator in each Judicial District and the development of a “One Judge-One Family” model, were evaluated from the context of five primary evaluation variables. Table 2 details these variables, indicators of the Project’s impact, and how we proposed to measure these indicators of Project impact. As seen in Table 2, we articulated evaluation methods for assessing the impact of the Domestic Violence Coordinator role and “One Judge-One Family” model for each of the 5 primary variables. For example, for the variable of “Timeliness of Victim Access to Effective Social Services,” indicators of change/impact were: all identified needs of victims were addressed and appropriate referrals were made, perceived timeliness of referrals by service providers, and victim perception of the relevance and effectiveness of services. Multiple indicators of change/impact for each variable provide greater sensitivity to the actual impact of the Project and delineates where, and with whom, impact was found. Likewise, we proposed multiple methods to assess the indicators of

Project impact. Using the “Timeliness of Victim Access to Effective Social Services” variable as an example again, we engaged in 4 different methods to evaluate indicator impact. We conducted individual interviews with victims of domestic violence and qualitative focus groups with service providers and Domestic Violence Coordinators. From a quantitative perspective, we evaluated victim perceptions via analysis of the Victim Exit Surveys and service provider perceptions via analysis of the Service Provider Surveys. Our evaluations methods were firmly grounded in the value of seeking multiple perspectives and sources of information. We not only sought information from the professionals involved in the Project but also privileged the voice of the victims themselves.

Table 2. Variables to Evaluate Impact of DVC Role and One Judge/One Family

Outcome and Process Variables	Indicators	Methods of Evaluation
Increase Collaboration Among Service Providers and Agencies	<ol style="list-style-type: none"> 1. Perceived impact of the project by all professional stakeholders 2. All identified needs of victims were addressed 3. Evaluation of professional stakeholders about level of communication and consistency 	<ol style="list-style-type: none"> 1. Evaluate service provider perceptions via Service Provider Survey 2. Conduct qualitative focus groups with professional stakeholders, namely Judges, D.V. Coordinators, Victim Witness Coordinators, T.C.A.’s, F.C.S.C.’s, and service providers.
Increase Timeliness of Victim Access to Effective Social Services	<ol style="list-style-type: none"> 1. All identified needs of victims were addressed and appropriate referrals were made 2. Perceived timeliness of referrals by service providers 3. Victim perception of the relevance and effectiveness of services 	<ol style="list-style-type: none"> 1. Conduct qualitative interviews with individual victims 2. Conduct qualitative focus groups with service providers, D.V.C.’s 3. Evaluate victim perceptions via analysis of Victim Exit Surveys 4. Evaluate service provider perceptions via analysis of Service Provider Survey

Increase Victims' Understanding of Legal Process	<ol style="list-style-type: none"> 1. Increased understanding of victims regarding the legal process 2. Increased knowledge of victims about the legal process 3. Recognition of enhanced knowledge by judges and victim witness coordinators 	<ol style="list-style-type: none"> 1. Conduct qualitative interviews with individual victims 2. Conduct qualitative focus groups with judges and V.W.C.'s 3. Evaluate victim perceptions via analysis of Victim Exit Surveys
Increase Victims' Engagement and Follow Through in their Cases	<ol style="list-style-type: none"> 1. Increased follow through on cases in legal process 2. Decreased duration from initial point of contact to legal completion 3. No additional substantiated reports of domestic violence from point of contact to legal completion 	<ol style="list-style-type: none"> 1. Conduct qualitative interviews with D.V.C.'s 2. Conduct qualitative interviews with individual victims 3. Conduct qualitative focus groups with judges and V.W.C.'s 4. Evaluate victim perceptions via analysis of Victim Surveys
Increase Defendant Compliance and Decrease Defendant Recidivism	<ol style="list-style-type: none"> 1. Decrease in recidivism of defendants 2. Increase in compliance of defendants with court orders and probation 3. Increased judicial monitoring 	<ol style="list-style-type: none"> 1. Conduct qualitative focus groups with D.V.C.'s 2. Conduct qualitative focus groups with judges, probation officers, service providers, T.C.A.'s, and F.C.S.C.'s 3. Evaluate service provider perceptions via analysis of Service Provider Survey

In evaluating the Project, balance was struck between attending to final outcomes and the processes that contribute to the final outcomes. The primary purpose of the quantitative analyses was to measure the Project's impact via statistical procedures and simply stated, the numbers. Showing impact by the level of satisfaction with services or the duration of involvement in Project-related services, for example, were vital data in examining whether the Project had met its goals. Equally important was to understand what Project processes contributed to such satisfaction by victims or the duration of involvement with domestic violence court services. The in-depth qualitative interviews with a variety of

Project stakeholders targeted such processes. Gathering the rich data possible with qualitative methods allowed access to stakeholders' experiences of satisfaction (or lack thereof) and articulation of Project processes that facilitated satisfaction (or lack thereof). Understanding the experience of Project processes detailed by stakeholders allowed finer examination of what "makes" the project work or not. Such knowledge was essential when seeking the development of a model domestic violence court that not only "feels right" or has the support of the "bottom line," but also was clearly linked to the understanding of what contributes to better services.

Overview of Evaluation Procedures

Methods of Evaluation

Quantitative Methods

The research data collection strategy included quantitative and qualitative methods. Quantitative methods included survey analysis of victims' and service providers' perceptions. It was a vehicle for gaining information about the thoughts, perspectives, and feelings of certain stakeholders. A survey assessing victims' perceptions was constructed in collaboration with the Domestic Violence Coordinators and the State-Wide Domestic Violence Resource Coordinator at the Idaho Supreme Court. It functioned as an Exit Survey exploring the victims' level of perceived benefit and effectiveness of the Project.

Data was collected and entered into SPSS, Version 15, for data analysis.

Descriptive statistics were conducted to determine mean, standard deviation, and range on the Victim Exit Survey regarding victims' current level of understanding regarding the legal process and the current perception of engagement in the legal process. An item analysis was also conducted to provide a comprehensive overview of victims' perceptions of court services, the role of the Domestic Violence Coordinator, and the "One Judge-One Family"

model. Similar statistical analyses were conducted on the data generated from the Service Provider Survey, namely means, standard deviations, and item analysis. The focus of the Service Provider Survey was to assess service providers' perspectives on collaboration among service providers, accessibility of the Domestic Violence Coordinators, victim and perpetrator access to services, efficiency of court system, offender accountability, impact of "One Judge-One Family," and overall quality of services. The quantitative analysis was coupled with qualitative analyses so that a multidimensional evaluation emerged.

Qualitative Methods

As previously mentioned, the strength of qualitative research lies in the ability to access the lived experience of Project stakeholders in rich detail for the sake of better understanding the social processes that contribute to the Project's outcomes. In particular, the qualitative methodology conducted for this evaluation was guided by *interpretive interactionism* (Denzin, 2001). Interpretive interactionism was best suited as we wanted "to better examine the relationships between personal troubles (such as wife battering or alcoholism) and the public policies and public institutions that have been created to address those troubles" (Denzin, p. 2).

Qualitative interviews took place with victims, Judges, Domestic Violence Coordinators, Victim Witness Coordinators, Probation Officers, Trial Court Administrators, Family Court Services Coordinators, and community service providers. One to one interviews took place with victims to create a safer environment for sharing experiences of the Project. We interviewed a total of nine domestic violence victims. The individual interviews of victims were organized around the following questions:

1. How would you describe your experience of being involved with domestic violence court services?
2. What was your experience with the Domestic Violence Coordinator?
3. What did you see as the most useful experience in the domestic violence court services?
4. What did you see as the least useful experience in the domestic violence court services?
5. What was the impact of the “One Court-One Judge” strategy?
6. In what way, if any, would you change the services provided by the domestic violence court?

Interviews lasted between 30 minutes to an hour, or until it was evident that no new information was being shared.

Judges, Probation Officers, Domestic Violence Coordinators, Victim Witness Coordinator, Family Court Services Coordinator, Trial Court Administrators, and community service providers were interviewed in separate focus groups. Focus groups were a generative and efficient means of gathering data on people’s experience of a phenomenon when an inherent safety was present in the group. The focus groups were organized around the following questions (tailored, of course, to the specific audience):

1. How would you describe the impact of the domestic violence courts on servicing victims of domestic violence?
2. How has the domestic violence courts facilitated the processing of cases involving domestic violence?
3. In what ways, if any, did the Domestic Violence Coordinator’s role impact case coordination?

4. How has the presence of a Domestic Violence Coordinator impacted offender accountability?
5. What was the impact of the “One Judge-One Family” strategy?
6. In what way, if any, would you change the domestic violence court process?

All interviews and focus groups were audiotaped. Audiotapes were transcribed by a professional transcriptionist aware of professional duties related to anonymity and confidentiality. Once transcribed, tapes were reviewed by the evaluators using the qualitative data analysis techniques of interpretation, and open, axial and selective coding as outlined by Denzin (2001) and Strauss and Corbin (1998).

Qualitative Results and Analysis

Data from all the individual interviews with victims and focus groups with various stakeholders was analyzed using open, axial, and selective coding (Strauss & Corbin, 1998). This section will overview the stakeholder participants and then will describe four overall transcendent themes of the Project’s impact, namely *Centralization via Domestic Violence Coordinator*, *Facilitative Conditions of Domestic Violence Coordinator*, *Increasing Offender Accountability*, and *Increasing Court Expediency*. By interpreting all the qualitative data from a multifaceted perspective, we were able to create a framework for understanding the overarching themes across stakeholders. Interestingly, there was a lot of continuity among the perspectives of the stakeholders, thereby suggesting that the Project’s initiatives were being experienced in similar ways for victims, Judges, Probation Officers, Trial Court Administrators, Family Court Service Coordinators, Domestic Violence Coordinators, service providers, and Victim Witness Coordinators. Such consistency across interviews and focus groups analysis indicates that we have attained saturation in our qualitative analysis. Saturation is the desired outcome in qualitative research because it

suggests that additional data collection will only confirm the existing themes as opposed to generating new ones (Denzin, 2001; Strauss & Corbin, 1998).

Summary of Participants in Qualitative Data Collection

To contextualize the qualitative results, a brief description of the stakeholders who participated in the focus groups and individual interviews will be provided. For the nine participants in the qualitative victim interviews, three were from the Seventh Judicial District, and six were from the Sixth Judicial District. All but one of the victim participants were female. The one male participant was a parent of a minor experiencing violence in a dating relationship. He and his daughter had met with the Domestic Violence Coordinator and pursued the legal process against the perpetrator. All interviewees were Caucasian, and their average age was 44.5 years old. Most of the victim participants were engaged in civil cases, and two of them were involved in criminal and civil cases simultaneously.

Six judges and one clerk from both Judicial Districts participated in the judges' focus groups. Both Trial Court Administrators and Family Court Services Coordinators from both Judicial Districts participated in a focus group together. For the Probation Officers' qualitative data collection process, we had a representative from each Judicial District. Both Domestic Violence Coordinators participated in the qualitative data collection process, and one Victim Witness Coordinator shared her experiences in an interview. In the service provider focus group, there were eight providers representing both Judicial Districts.

Overall Transcendent Themes of the Project's Impact

Based on the qualitative analysis, four overall transcendent themes emerged that reflected the impact of the Project across stakeholder groups in both the Sixth and Seventh Judicial Districts. Each of the four transcendent themes is described with several excerpts provided to illustrate and detail the theme. Excerpts are reported verbatim from the relevant

transcript. Analysis of *Centralization via Domestic Violence Coordinator* is followed by the discussion of *Facilitative Conditions of Domestic Violence Coordinator*. The transcendent theme of *Increasing Offender Accountability* is described and then followed by the analysis of *Increasing Court Expediency*.

Centralization via Domestic Violence Coordinator

The role of the Domestic Violence Coordinator is seen as the central cog or “hub” in the “wheel” of stakeholders involved in domestic violence cases within the framework of the judicial context (Please refer to Figure 1). The diagram depicts the role of the Domestic Violence Coordinator in domestic violence cases as outlined in the grant, and as various stakeholders articulated their perception of the role, with ultimately the judge as the final foci for decision making. This metaphor will be used to communicate the role of the Domestic Violence Coordinator and its overall impact on case coordination and court-based domestic violence proceedings within the judicial context. As the central hub, the Domestic Violence Coordinator provides valuable linkage between court personnel, service providers, and victims and defendants alike. Information is gathered and transmitted along the various spokes to the relevant stakeholders. All spokes of the wheel are equally supported by, and dependent upon, the neutral role of the Domestic Violence Coordinator hub. Again, all of this is contextualized within the decision making function of district judges.

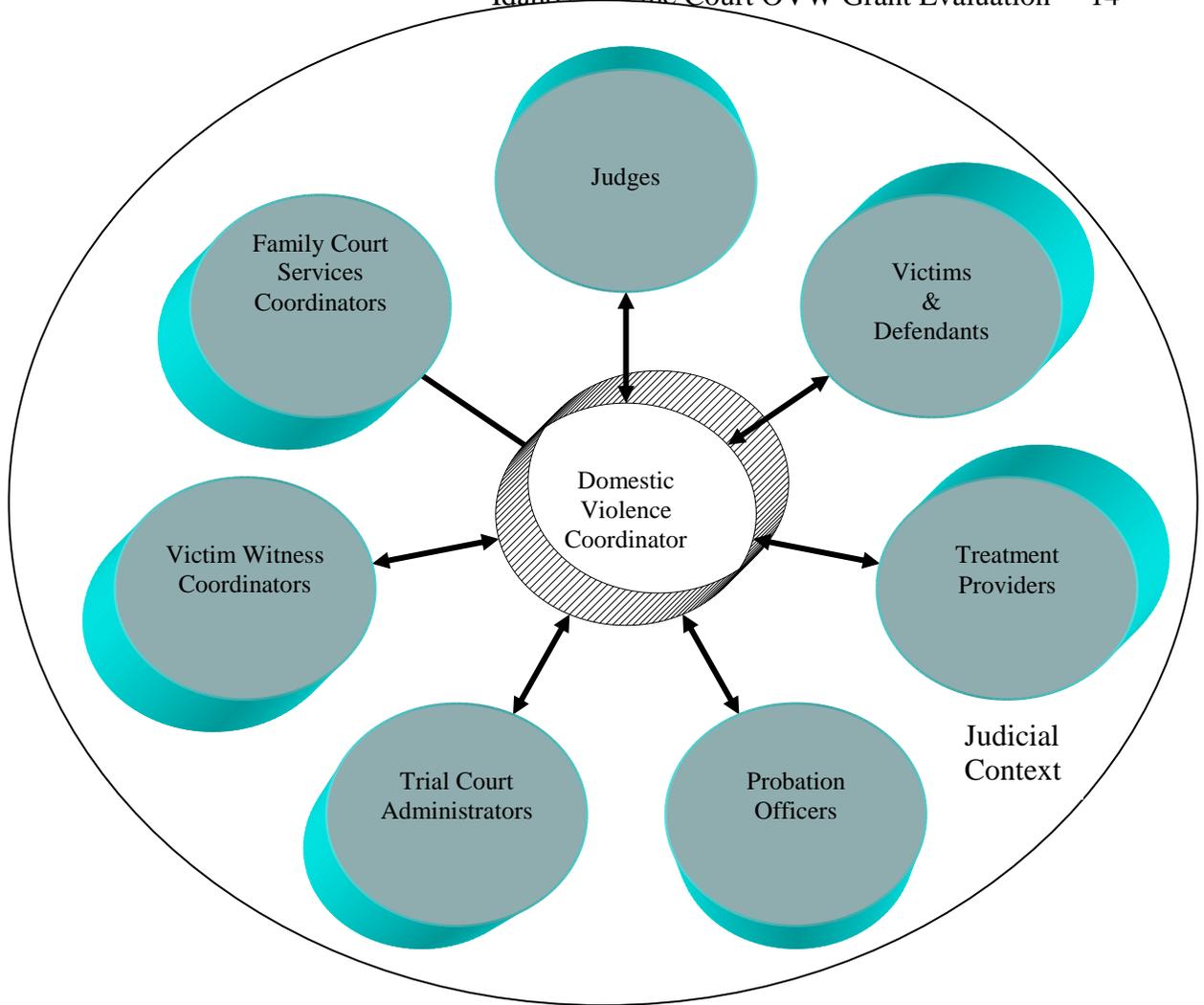


Figure 1: DVC Role as Hub of Domestic Violence Court Services

Participants identified numerous aspects of the Domestic Violence Coordinator’s role that communicated collaboration along with the facilitation thereof. The Domestic Violence Coordinator’s role was viewed by many participants as “centralizing” and the means for streamlining information gathering and exchange amongst all stakeholders. Centralization of information gathering and exchange provided less fragmentation, a better sense of connectedness to all stakeholders and ease of access. Specific excerpts from Judges, Probation Officers, Domestic Violence Coordinators, and Trial Court Administrators highlight this theme of centralization:

Judge 1: “But what the Domestic Violence Coordinator provides is very focused information, right there, outside the Courtroom. Her office is you know, just down the hall there, and there has been a marked difference since she’s been here in uh, people coming in, and they’re not so much baffled.”

Trial Court Administrator 1: “it served the purpose of bringing those domestic violence cases more into the Court front and they’re getting a lot more attention, a lot more direct service...really centralized a lot of the efforts and formalized a lot of things that we were concerned with. Re-formalized procedures have been better for victim’s service with the services coordination...having the Judge’s process these cases. It’s been good to have someone that they can turn to one as a resource for domestic violence coordination. And secondly, someone who can assist them [the judges] with their calendar.”

Judge 3: “With her [the Domestic Violence Coordinator] doing it now, I think things are more streamlined and I think it was kind of difficult for the Domestic Violence Coordinator when she first started because some of the people felt threatened by her position, like it was going to take, they were taking something away from them. But you know, I think its done nothing but help. The whole streamline thing.”

Judge 2: “[The DVC] coordinates with other judges, facilitates communication in that way.”

A specific example of centralization is the role of the Domestic Violence Coordinator in streamlining the domestic violence evaluation process for alleged perpetrators. A centralized process increases the probation officers’ and judges’ ability to follow up on the process and outcome of DV evaluations in a more timely manner.

Probation Officer 1: “ it’s good for um, especially for victims because they have somewhere, you know, there’s a central person that does everything and the same thing for defendants because she’s doing all of our um, domestic violence evaluations. She’s setting them up with that. So it’s easy to tell a person, instead of saying, “Okay, here’s a list of counselors you can go to get your ‘evaluations.’” We send them to the Domestic Violence Coordinator, and then the DVC will, she’s kind of splitting them up and saying, “Okay, this.” So it’s kind of even, you know, next on the list and giving them the name and number um, and then notifying that counselor that they’ll be there and then kind of following up on it. So it’s nice that we don’t have to just send the person on their way. We can find out have they made contact with them? No they haven’t, well you know, it’s a violation. So it’s easier to follow up when you have one person and she knows which provider she has sent them to.”

Probation Officer 1: “I think it kinds of gets everybody on the same page as far as what, what we’re doing as far as treatment. It kind of um, it helps to have her

because of all the evaluations are going to go to her. She gets to see all the evaluations and uh, she can compare, you know, the different evaluators and say, you know, “This individual didn’t turn in this,” or they’re looking at this evaluation or, you know, just compare it to see, make sure that everybody um, looking at it the same way. Or looking at all the, all the different sides or angles of this individual and then make sure that we’re looking at, as far as um, I guess as far as their mental health. Are we looking at everything as part of what’s happening here or are we just looking at his mental state and his anger issues and his stress coping skills and rather than looking at the whole picture?”

Probation Officer 2: “Uh, the process has been, I believe a lot smoother. It’s a lot easier getting your clients in to get their evaluations. And the follow up helps with getting those back. She refers them out to the evaluators. The evaluators get them, I think having somebody that uh, is pretty much in charge of that and says you know, “This is what I need, this is when I need it.””

The centralization also impacts the referral process to service providers in the community. Victims receive more timely access to services, and there is an increased communication between the court and those service providers.

DVC 1: “I think it makes it far more likely when they [the victims] have a central location to get their referrals from and to get their resources from, to get their information from. It makes it more likely that they’re going to follow through with it and they have somebody to fall back on if that referral falls through, if there’s a problem, they have a place to come back to.”

DVC 2: “Bringing my position in, I think has helped with keeping the connections between specifically the treatment agencies and the court system.”

Judge 3: “[There has been a] big impact: coordination of services, and communication between all service providers.”

Judge 4: “[The DVC] facilitates communication amongst interested parties, treatment providers and so forth to make sure we are providing exactly what a particular case/defendant/victim needs in terms of service.”

Another specific example of the centralization is that the Domestic Violence Coordinators also have streamlined the process of creating parenting plans that do not compromise existing Court Orders preventing contact between parties (i.e. – CPO’s or NCO’s).

Judge 4: “In juvenile cases, under Cassie’s law, [the DVC is] very helpful in dealing with both sets of parents in seeking “no contact order”, coming up with agreeable solution.”

Victims viewed the Domestic Violence Coordinator as having a positive impact on their court experience via facilitating connection. This connection was perceived differently by the victims than the other stakeholders. Connection, for victims, related to assisting with the sequence of events that occurred for them and steps to the whole court process.

Victim 1: “The problem was that as a lay person you don’t understand how all of these services are connected. And so I had everybody’s business cards that I started collecting and hers [the Domestic Violence Coordinator’s] was like the first one I had and it said she was the coordinator so, and she was in the Courthouse and so that meant a lot too, cause that was somebody that is actually here and knows how the Court system worked, the Judge, the blah, blah, blah.”

Victim 2: “I mean I don’t know how, I don’t know how a person would know what forms to fill out. I don’t think I would know exactly how to present myself to the Judge on the day that we did need to go in there and face the Judge. Um, I mean that is kind of intimidating, definitely, not kind of. It really is. Um, she [the Domestic Violence Coordinator] told us what to expect in there. She asked us to you know, she asked us to ask for any questions we might have, you know? And so we asked her any questions about how, how it was going to be in Court and kind of, so we had a picture in our mind of what to expect, you know? I really, have hardly ever been to Court in my life.”

Victim 1: “I wouldn’t have thought to go pick that [the police report] up. You know, and I didn’t even know I could. I had no idea that I could walk in as a person off the street and ask for a police report. I didn’t know if those things were confidential or what.”

Likewise for respondents/defendants, one probation officer highlighted this similar benefit that the Domestic Violence Coordinator provides:

Probation Officer 2: “The victim, those victim’s coordinators. It really gives the offenders somebody that they could contact and say, “What should I do?” And I’m talking about pre-sentencing. Pre-sentencing they’re kind of uh, they get questions answered, they get referrals, they get, it just gives them someone to talk to as far as what the process is, what they should do. Especially in the groups that won’t have attorneys. Um, they have questions as to, “What can I do to get this No-Contact Order dismissed?” or “How can I work towards this?” Questions not related to their case, but related to what the process is as far as them getting something done to help them out in the process. And basically, even if it’s just as simple as explaining what

the process is, the Court process, procedures, you know, what to look for and what's going to be required of them, what's going to be asked of them. And I think it puts a lot of the Defendants at ease so you know what to expect. You know what's coming. They know what they're going to have to do and I think it helps them out."

For all the stakeholders sharing their perspectives in the qualitative process, centralization did not simply relate to a "conceptual" center but also a "physical" center where each stakeholder had an actual place to go to share or gather information. Such a physical center provided easy access for many stakeholders as well as victims and respondents/defendants. The Domestic Violence Coordinator was also identified as a key resource for various stakeholders. With the ease of access described above, the full benefit of the Domestic Violence Coordinator's role and knowledge was utilized.

Trial Court Administrator 1: "Having the Judges process these cases, it's good to have someone that they can turn to one as a resource for domestic violence coordination and secondly, someone who can assist them with their calendar."

Trial Court Administrator 2: "I would agree in the Seventh, having someone to work closely with the Judge to assist in scheduling and also to have that connection with the clerk, true, we have that too, 'Court Worker,' is sort of a triangle, the three of them can work together to see these cases in a much more efficient manner. And [the DVC] having a sense of what services are out there um, and getting information to the Court, but we've gotten just much more efficient."

Judge 4: "Well, I have an immediate resource who is trained."

Judge 1 : "What she [the DVC] provides is very focused information, right there, outside the Courtroom. Her office is you know, just down the hall there and there has been a marked difference since she's been here in uh, people coming in, generally, and they come in and there not so much baffled."

Judge 2: "[The DVC] allows them to make more informed choice...[assisting] both parties with parenting plan, she [the DVC] takes them out of the courtroom to do so, less formal, better environment for parents to do so."

Trial Court Administrator: "Our coordinator has a social work background but also worked in probation and so she has a strong grasp of the legal process and I think that's been a great help for victims. And then also working with probation and pre-trial and all of those entities because she understands how the system works. Plus with that, that um, mental health, social work background, she's got a sense of getting them services but also how to help navigate the system."

Increasing Offender Accountability

With the Domestic Violence Coordinator viewed as not only accessible but also a valuable resource, the larger impact of the role of the Domestic Violence Coordinator was experienced in both the Sixth and Seventh Judicial Districts. Across all stakeholders, victims included, discussion of the Domestic Violence Coordinator's impact focused on increased knowledge and understanding of all parties. A number of stakeholders directly related the impact on knowledge and understanding facilitated by the Domestic Violence Coordinator as increasing respondent/defendant accountability and the overall efficiency of the court.

Victim 1: "She's [the Domestic Violence Coordinator 's] explaining to me what to do and so. And Judge 'Blank' I think helped me a lot with uh, like he gave me this information on getting the divorce and stuff and gave me a phone number to call and stuff."

Victim 1: "It just, I felt comfortable that I had somebody there you know that was willing to help me, or answer any questions...she [the Domestic Violence Coordinator] helped me fill out the paperwork."

V.W.C.: "She [the Domestic Violence Coordinator] also goes to each and every hearing so there's somebody there for the victim, um, and it's not just holding their hand. But it's, to me, there's so much more support than just holding a hand and giving you that type of support but to me, knowledge is so much support because if you have that knowledge, wow, that's power."

Judge 1: "[The DVC has had an] educational impact, understanding process, paperwork, options."

Judge 2: "With the DVC doing the Parenting agreement, parenting plan, it decreases the amount of time in court that I am having to spend doing this."

Judge 3: "To have her [the Domestic Violence Coordinator] in the Courtroom to be a resource for these parties to direct them to give them information and facilitate compliance with my directions and words. And to assist in accountability."

Probation Officer 1: "She'll [the Domestic Violence Coordinator] be there in Court during sentencing, often times, and I'm not there and, and during the proceedings along the way, pre-trial and stuff. So she'll have the knowledge and you know, about things that happened along the way and I don't have that. So it's good to be

able to call her and say, “Hey,” you know, she’ll have a little bit more history than I have.”

The Probation Officers especially addressed the increased level of accountability for offenders. This increased offender accountability emerged as offenders/respondents more efficiently sought domestic violence evaluations and subsequent treatment.

Probation Officer 2: “A lot of the times now I’ve noticed that when they [Respondents] come to us, they’ve already completed the evaluations. They’ve, in some cases they’ve already started treatment um, so we, I think it puts them further ahead.”

Probation Officer 2: “They know what they’re going to have to do, and I think it helps them out and so when we get them, they’ve already pretty much know what the process is. We don’t have to start at square one and go through the whole explanation of what you can do.”

Probation Officer 2: “I think having an understanding of what’s going to happen has helped. Sometimes they [the Respondents] go in with the mentality that just because they’re males and they’ve been charged with this that there’s no hope. And it’s kind of helped having them know what the process is and how it works and you know, if you’re innocent it’ll come out in court. And if you, there is this situation, now that there’s a problem and then if you need help, I think it helps them not be afraid of, of uh, starting to uh, get the treatment. Whereas for a few of them getting their treatment going seemed to obviously say I’m guilty, you know? And I think that was the problem previously when the attorneys would say, “No. I’m going to get an evaluation because that’s going to save time. And she [the Domestic Violence Coordinator] kind of says, you know, “If there really isn’t an issue, then it will come out” and I guess it helps them [the Respondents and the attorneys] understand it.”

Probation Officer 1: “It’s less time I have to spend on the phone tracking stuff down. There’s been often times where the Defendant is in my office and we’re trying to find out you know, they had the domestic violence evaluation a few months ago, where is it? I don’t have it? I need to get them in treatment if they have to do the 52-weeks and they’re only on probation for a year, I’m going to have to extend their probation. You know, so I can get, I just will e-mail the DVC right then when we’re speaking and I’m talking to the Defendant and often times she can e-mail me back, you know, while they’re still there.”

Probation Officer 2: “I think it puts the evaluators on, it kind of gives them a time limit. Before there wasn’t the urgency or I didn’t feel like they felt like it was that important to get the stuff done and you know, back to us in a timely manner. Because before if, if I didn’t get the evaluation back. If we didn’t get a release signed. There was a lot of things that kind of put me out of the loop that I would have to rely on a client for the follow through to get the stuff back and that stuff.

With the DVC, it's a lot smoother, it's a lot quicker and it kind of, it flows a little quicker."

Facilitative Conditions of Domestic Violence Coordinators

The above quotes highlight a variety of ways the Domestic Violence Coordinator's role impacts efficiency across the spectrum of court services. Beyond the mere existence of the Domestic Violence Coordinators, the knowledge brought to the domestic violence court services, and activities provided by the Domestic Violence Coordinators clearly places their role as serving as the central "cog" or "hub." During interviews, a variety of stakeholders identified what will be called "facilitative conditions." Facilitative conditions can metaphorically be viewed as the lubricant for participants' progression through the array of services. The facilitative conditions address the human qualities and human relations skills (i.e.- neutrality) that the Domestic Violence Coordinator embodied which clearly allowed successful progression through court activities for victims.

Victim 1: "It just, I felt comfortable that I had somebody there you know, and who was willing to help me, or answer any questions."

Victim 2: "I felt a, almost an instant rapport with her [the Domestic Violence Coordinator] because she seemed um, compassionate and understanding about what was going on and didn't treat me like I was being silly."

Victim 2: "It was worth a lot because at the time you put yourself into a situation where you've never been before and you've never imagined yourself to be. So your fear factor is high, your anxiety factor is high um, you don't know what reality is because it's been so skewed. Um, so to have somebody that speaks to you and seems to understand what you're trying to convey to them, and believes you, is wonderful. Because to be believed when you're trying to discover your abuse as, trying to define yourself whether or not you're an abused person or not, to have somebody actually convey that maybe you are believable, it's very soothing."

Victim 2: "She [the Domestic Violence Coordinator] came up to me and um, said that of course she was proud of me that I'd stood up for myself and then she told me some women that never make it past that point. So that was empowering to know that I had at least done that for myself."

Victim 3: “More or less it was a validation of rights. And a validation of, “Yeah this is the situation that,” ‘cause you live in a situation for a long time and you don’t realize the abnormalities about it until you um, until you can step away from it for a little while and aggression and that’s kind of weird. And so it helped me to vocalize it to her [the Domestic Violence Coordinator] and for her to say, and just give it to me straight, so. ‘Cause it’s, it was a violation of your rights and that’s very helpful and empowering.”

Victim 4: “And she [the Domestic Violence Coordinator] did say to me several times, “even if you know, the protection order doesn’t get through or whatever, we have other things that will help you,” or, no matter how the Judge goes. So there was always an underlying support for you. There’s someone there to help you. This is not, you know, this is not how you have to live your life. That was there. And I very much appreciated that.”

Victim 5: “So she [the Domestic Violence Coordinator] was really good at explaining things to me and explaining, making me feel um, like I had options. I wasn’t forced to make any choices and um, just, you know, I could talk. She gave me her perspective on the whole thing and told me at the time that I didn’t make, you know, you don’t need to make the choice right now, one way or the other.”

Victim 5: “I think she [the Domestic Violence Coordinator] was not judgmental. That was good um, because no matter how you think your gonna feel about it you do feel like uh, what did I do wrong? What did I do to cause this? And so, she was very much, ‘I’m here for you, this was not your fault’. She talked about that and kind of explained to me about abusers and what they’re like and what causes them to be the way they are and that and kind of talked about them. It’s um, not caused, I mean for the most part it’s not caused by the, the person being abused.”

The victims spoke eloquently about the personal relationship and engagement provided by the Domestic Violence Coordinators. These facilitative conditions expressed by the Domestic Violence Coordinators contributed to victims feeling more empowered and safe. They experienced the Domestic Violence Coordinator’s non-judgmental approach as broadening their perception of choices and personal rights. The Judges highlighted the neutrality facilitative condition as well, and they framed it as an integral component to the effectiveness of the Domestic Violence Coordinators’ roles.

Judge 1: “The fact that she’s [the Domestic Violence Coordinator] neutral, the fact that she’s not advocating for the court or anyone else.....She’s providing information to the court but not providing an opinion. She makes recommendations regarding what would be beneficial in helping the victim.”

Judge 2: “[The DVC] provides a very balanced approach, informs them of full options as to how the party can choose to fill out the paperwork.”

Judge 3: “But the DVC is a neutral, reliable, ethical position, and the position uh, on the civil protection side is especially valuable.”

Judge 4: “As a person who is a neutral resources person who is trusted by most of the individuals, which these individuals don’t know here, but I’m not hearing any objections. And I believe more and more attorneys now trust her.”

DVC: “And I think that the other [treatment] provider has provided a sense of, and I think he’s even expressed this to me, a sense of relief that somebody is in here neutralizing the whole process.”

The neutrality of the Domestic Violence Coordinator and the corresponding conditions of listening and supporting positively impacted the trust experienced by victims, Judges, attorneys, and service providers. This served as the foundation for increasing case coordination and building collaboration.

Increasing Court Expediency

A final variable that played a significant role in increasing the court’s efficiency relates not to the Domestic Violence Coordinator but to the court’s “One Judge-One Family” principle (heretofore, “One Judge”). This principle assists in organizing all court related events for an individual to be seen by the same judge. There may be a no-contact order, but also a divorce case, along with a misdemeanor battery charge. If so, the same judge would preside over each case. What follows are comments participants made regarding One Judge.

Victim 1: “It’s huge. Because then I don’t feel like I have to re-explain myself. She’s already going to be familiar with the situation and she already is familiar with us, where we’re at and so I think it’s very nice. Very nice they keep it, the same Judge.”

Trial Court Administrator: “A lot more efficiency. I see it and ‘blank’ probably does too, from a Family Court Services standpoint when you have a domestic violence case up there in the system and then subsequently there’s a divorce and those, those cases, those files are connected. When that family goes through then the divorce,

there=s information for the Judges to look at in protecting the children for looking at the best interest. It also is much more um, efficient.”

Judge 1: “One judge helps me work out all cases/files, it’s a time saving tool, I know the full package, avoid conflicting orders, be more consistent, can address all the issues, and it is really time saving, saves an awful lot of court time.”

Judge 2: “With one judge, its easier to issue no contact orders when involved with all other cases, misdemeanor, domestic violence.”

Probation Officer 1: We’ve kind of in our District, have because one Judge does pretty much the Domestic Violence cases and I’ve seen that as beneficial but the Judge is very familiar and involved and familiar with the process and he’s very um, he doesn’t vary, he’s consistent. Everybody knows whatever you come in with, he knows what to decide. He knows um, he makes the you know, the history of the family and there’s a lot of things that having one Judge that’s been really helpful. Uh, having the whole family unit, I mean it affects the whole family so why not have them all familiar.”

Probation Officer 1: “One Judge that knows the face, knows the family, knows the ending and can follow through with them until the end of their whatever, probation or whatever. It is beneficial not only to the family, the Judge, the system because I think the Defendant doesn’t feel like they’re just fooling me and they’re not going to do the starter program and I think that even though they might not like it, they have the confidence that yeah, he knows what he’s going to decide. I know how I’m going to be treated in this Court. He knows my history and he knows what’s going on. He knows what I’ve done. He knows where all of my family is also the Judge can also see them in there, they sit down and then Judge will say, ‘Hey this is where you’re at. This is what’s going to happen. This is where you’re going. This is what we’ve seen in the past and this is where you’re headed. You need to stop and do this, re-focus your choices. What do we need to do because this is where we’re seeing you headed.” And having the Judge say, “Can you speak to that?” Having a probation officer and the whole group there, and the judge can see that and they’re listening.”

Probation Officer 2: “Plus just consistency and having one Judge, you know, so many times you see one crime committed, the same crime and they go in front of three of four different Judges, same type of criminal history and there=s so many different sentencing, you know? I mean it’s just a little more equitable you know, I mean, you’re going to have a No-Contact Order if you do this, you know, you’re going to get probation. I think it’s a really good thing. Plus the families get to know the Judge and know what to expect and, you know, I really like it. It was a lot easier for me dealing with No-Contact Orders when it was just Judge **NAME**.”

DVC: “One of the other impacts that our positions have um, at least mine here, is the one Court, one Judge, um model. So if there is a case that’s come before another Judge and he’s making stipulations for a divorce from this Judge it’s my position to consolidate with that Judge. That’s how we get, more and more consistent with the offenders, criminally is the offenders. And the Judges know them at the time and so

they know what to expect. They know what the Judge is going to expect and so their jumping on this treatment wagon faster which is really what we want anyway, so um, that's what we're seeing. We're seeing them jump on into treatment quicker. Um, getting the evaluations quicker, um, look at the cases."

VWC: "That's been wonderful because uh from a victim/witness standpoint is um, we do all of our DV on Tuesday afternoons and then sentencing are on Tuesday mornings. That=s huge for me and the reason being is it that it used to be that before we did this, um, we had to go with three other Judges. Four other Judge=s schedules. I was at the Courthouse all the time. All the time. But the one family the one Judge it just catches those things where another Judge doesn't know the history of this family and um, it's hard to explain but it's been a big impact with having the one Judge, you know, Judge *NAME* knowing that, AYou know what I told you the last time you were involved here that um, I would do this. And you know what, I'm going to because I told you I was. Or, I've seen you too many times, or I mean, there's certain names that I know, that the Judge will know, because we've dealt with them over and over. But being involved in the DVO, or not contact order, divorce, a domestic um, that Judge, he can't be tricked into knowing, or being lead to believe something else because it's so common to be lied to right in your face. It's better for the families."

Treatment Provider: "In Pocatello I like the fact that we have one Judge and then one family approach to issues. The consistency and/or lack of variability by one Judge, one system um, that is a great plus to me in dealing with the offenders. One probation officer that's a great thing. I don't know – it helps with more tracking of the client."

The primary benefit of One Judge is increased efficiency. Having all the information available to a Judge allows for better decision making. For the victim witness coordinator, operating with the One Judge principles saves he/she time from going to court multiple times per week. With greater efficiency also comes greater consistency. Having access to all relevant court case information, judges are able to make decisions in each case that are congruent with each other. This, in turn, enhances the timeliness and expedient use of court resources. An added benefit of One Judge, not necessarily identified as a primary reason for developing the system, is defendant comfort with and familiarity with the judge. Given the fact that one judge handles all court cases, defendants develop trust along with the familiarity gained by facing the same judge. This familiarity, coupled with increased trust,

can potentially influence defendants' agreement with a judges' decision and follow through with treatment requirements.

Potential Areas of Improvement

All qualitative interviews contained questions allowing stakeholders to give comment on what they did not find useful with the Project and what advice they would give to improve overall services. Within the context of potential areas of improvement, no transcendent themes emerged when examining the individual comments of those stakeholders interviewed. What follows is a presentation of the feedback, critiques, and cautionary thoughts of stakeholders.

As gleaned from the victim quotes above, great support and value was experienced for those victims who interacted with the Domestic Violence Coordinator and subsequent court involvement. Clearly, the mere experience of domestic violence is scary enough, and the interaction with the maze of court service providers can amplify this experience. What victims clearly communicated is great support from the Domestic Violence Coordinator and subsequent court interactions. Victims did, however, communicate areas where improvement in court services is possible.

Victim 1: "And I think if there was somebody there, you know, to slap him on the hands when he does something wrong I think he'd be better, he'd be better off. And maybe he'd try a little bit harder for his kid, I don't know."

This victim attempted to communicate the desire for better monitoring of defendants post court involvement. Such monitoring would be for treatment compliance as well as basic welfare issues related to children. Another victim speaks to the desire for more knowledge on community services related to domestic violence, particularly taking a future focus.

Victim 2: "Um, I'm not sure, I think you, I think it would be nice to make things clearer as far as where to go for what. I think the Domestic Violence Coordinator deals with you and you're in an acute situation and knowing the situation is chronic

and that sounds strange, but you have to remember that, that when it turns chronic that uh, maybe it's uh, everyone needs to have a little bit more knowledge base on where to send that person and help that person on a chronic basis. Cause I was even asking my ISU counselor, student person, what do I do now when I'm out of it, now that he's driving by when I go home and now that he's doing this? Where do I go to now? Who do I ask? And this is all very fresh because it's still going on, um, you know, it's uh, it's hard at that point in time to know where to turn to now. The Domestic Violence Coordinator is pretty much done. I mean she's done her piece and she's given you some information on some other alliance and it's, it's not quite there."

Similarly, this same victim, takes a future perspective but this time directs her attention to the stakeholders involved in providing services to victims of domestic violence.

Victim 2: "Well I would hope that there'd be some sort of conference or something where all of, you know the Domestic Violence Coordinator piece and the police departments piece and Family Services Alliance have some sort of group continuing education that, so they can all work together to know that the stuff like violations of restraining orders and stalking, you know."

Continuing on with a clear concern and fear for her well-being post court involvement, she adds some specific strategies that may address concerns in the future:

I don't know, call back, follow-up in a month, or you know, is that something Family Service Alliance does already? I don't know. But it seems like there'd be some sort of, "Okay, now." I know they can't see your cases. DVC can see what's going on in the Court system so they know where, she knows where you've been. Um, maybe it's every other month or something but just a contact piece that says you know, "We still care about what's going on, and want to make sure your kids are okay."

Trial Court Administrators, though extremely supportive of the One Judge principle, do see it having negative impacts on judge calendars and case loads. Specifically, it can "clog the calendar and the Judge is carrying a much bigger case load."

Judges shared a few concerns with more emphasis on the role of the Domestic Violence Coordinator and maintaining neutrality. Specifically, there was a concern about the "DVC's perceived non-neutrality or advocacy role when seen in court next to the victim." Neutrality was defined as an important facilitative condition and though there was general agreement that the Domestic Violence Coordinator was neutral, the issue was with Domestic

Violence Coordinators *appearing* non-neutral when victims have the Domestic Violence Coordinator at their side in court. Judges also had concerns with confidentiality and what information the Domestic Violence Coordinator should be sharing to Judges.

“What information can be and should be shared? Where are the areas of confidentiality, you know, what are we missing? And so I think the coordinator can unearth some of those issues and help to facilitate a better communication process, coordination between treatment providers and probation officers.”

Last, the judges interviewed expressed concern about the longevity of the project, clearly seeing the role of the Domestic Violence Coordinator as having an impact on the coordination of cases leading to greater efficiency in the court system.

“longevity of DVC and the project. If it did not continue, how would we fulfill all the duties that the DVC is currently doing? You get a good program, see the benefits, then funding is eliminated and the benefits go away.”

The long term funding of this important role in the court was considered a top priority.

The qualitative interviews provided rich descriptions of the Project from a broad array of project stakeholders. The interviews provided greater understanding of how stakeholders have conceptualized the Project’s utility in the overall provision of services during domestic violence cases. Clearly, the project, and particularly the role of the Domestic Violence Coordinator, has been conceptualized to be an invaluable linkage and portal for all stakeholders. For victims in particular, the Domestic Violence Coordinator appears central to their understanding of court proceedings, expectations, and the provision of options for victims, and defendants, alike. Despite overall support for the Domestic Violence Coordinator and the Project, some areas hold potential concern and require continued attention for development of the project into the future. Implications and Recommendations will address some potential areas of ongoing development.

Quantitative Results and Analysis:

Sixth and Seventh District Victims

The victims of domestic violence in the Sixth and Seventh Districts were considered the primary stakeholders for this evaluation process because the grant project's focus is to increase victims' timely access to necessary services, increase their likelihood to engage the legal process, and increase their understanding of the legal process. From a victim perspective, we focused on the impact of the Domestic Violence Coordinator position and the impact of the "One Judge-One Family" model. We generated data through a multifaceted process of completing victim qualitative interviews and surveying all victims providing consent to be contacted. Our results capture the experiences of thirty one victims.

Potential victim participants were recruited during a face-to-face meeting with the Domestic Violence Coordinator. Informed consents were provided to request a potential participant's permission to contact them via the US postal service with a survey or to contact them via telephone with a request to participate in a qualitative interview. The number of victim participants in this evaluation was constrained by the very nature of this informed consent seeking process. Most victims were experiencing high levels of distress and uncertainty during this initial meeting with the DV Coordinator. This was definitely not the ideal situation to recruit participation in a formal evaluation process, yet we actively pursued victim participation because giving voice to their experience can potentially inform the real life impact of the DV Coordinator role and the corresponding changes to the court system. It is critical to consider the other obstacles inherent to researching the experiences of individuals experiencing domestic violence. Specifically, victims of domestic violence are a marginalized group in society, so they may be fearful of sharing their experiences in an evaluation process (Bancroft & Silverman, 2002; Hamberger & Renzetti, 1996).

Furthermore, their home lives may be chaotic and transitory due to changes in living arrangements after the domestic violence situation is exposed within the legal arena. This may complicate the process of relying on US postal mailings and phone calls to gain evaluation data. Also, the nature of domestic violence relationships is cyclical in that victims may return to unsafe situations multiple times before finally terminating the relationship (Bancroft & Silverman, 2002; Hamberger & Renzetti, 1996), and thus, victims may never receive the surveys or messages or may not feel safe to complete them with the perpetrator present. Given all these factors, thirty-one victim participants is a noteworthy number and adds an important dimension to the evaluation process.

Quantitative Survey Data

In the Sixth and Seventh Districts, eighty victims (51 from the Sixth District and 29 from the Seventh District) have provided informed consent to participate in the evaluation process since September 2007. Due to some of the addresses being undeliverable, we had a usable pool of 76 participants. Of the 76 victims who were contacted by the evaluators, 31 victims (40.8% response rate) have provided quantitative data regarding their experiences with the court and specifically with the Domestic Violence Coordinator. Of the 31 Exit Surveys, 19 represented the Sixth District and 12 represented the Seventh District. For a copy of the Victim Exit Survey, please refer to Appendix A.

Within the Sixth District, 68.4 percent of cases ($N = 13$) were civil cases, while 21.1% of cases ($N = 4$) were criminal cases. The additional two victim participants were involved in cases that were both civil and criminal (10.5%). The Seventh District had a greater percentage of victims whose cases were civil ($N = 10$, 83.3%) with the remaining cases being both civil and criminal ($N = 2$, 16.7%). All of the Exit Surveys from the Sixth Districts were self-report from the victims themselves, whereas one of the Exit Surveys in

the Seventh District was completed by the father of a minor who was the victim. Part of the Victim Exit Survey assessed victim involvement in a variety of court services. Table 3 overviews the percentage of participation of the 31 victims in the different court services at the time of their completion of the survey. It provides overall percentages and then differentiates between Sixth and Seventh Districts.

Table 3 . Victim Participation in Court Services

COURT SERVICE	OVERALL VICTIM PERCENTAGE	SIXTH DISTRICT PERCENTAGE	SEVENTH DISTRICT PERCENTAGE
Participating in Safety Planning Class	38.7%	42.1%	33.3%
Phone Contact with Domestic Violence Coordinator	77.4%	73.7%	83.3%
Contact with Court Clerk	38.7%	36.8%	41.7%
Help with Legal Forms by Court Assistance Officer	19.4%	15.8%	25%
Receiving Referrals to Community Resources	41.9%	36.8%	50%
Using the Shelter	0%	0%	0%
Participating in Civil Protection Order Orientation Class	35.5%	15.8%	66.7%
In Person Meeting with Domestic Violence Coordinator	90.3%	94.7%	83.3%
Participating in Court Hearing	61.3%	52.6%	75%
In Person Meeting with Domestic Violence Advocates	35.5%	42.1%	25%
Participating in Empowerment Class	12.9%	15.8%	8.3%
Receiving Information about Upcoming Court Hearings	45.2%	47.4%	41.7%

Demographic data was collected for the majority of victims participating in the evaluation. All of the victims completing surveys who completed the ethnicity variable reported that they were Caucasian. The mean age of victims was 34.92 with a standard deviation of 8.37. In the Sixth District, the mean age was 32.86 with a standard deviation of 8.89 with a range from 21 years old to 46 years old. In the Seventh District, the mean age was 37.33 with a standard deviation of 7.76 and a range from 23 years old to 45 years old. The victims also described their relationship with the perpetrator. Table 4 overviews the different types of relationships that the victim participants had with the perpetrators.

Table 4. Type of Relationship with Perpetrator

	Current or Former Partner (Spouse or Intimate Partner)	Dating Relationship	Other Family or Household Members
Overall Victim Responses	66.7%	16.7%	8.3%
Sixth District Responses	71.4%	14.3%	0%
Seventh District Responses	60%	20%	20%

Victims in the Seventh District had been in the relationship with the perpetrator for an average of 6.67 years (std. dev. = 6.85) with a range from 1 year to 15 ½ years. In the Sixth District, victims were in a relationship with the perpetrator from a range of 1 to 21 years with a mean of 6.75 (std. dev. = 7.03). For victims in the Sixth District, 58.3% had children with the number of children ranging from 1 to 3. In the Seventh District, 58.3% also had children with the number of children in a household ranging from 2 to 10.

Victim Exit Survey: Survey Items

For each of the 24 survey items, victims circled the response that best fit with their experience. Data was collected on Likert-type items ranging from 1 (“Strongly Disagree”) to 5 (“Strongly Agree”) on the first 19 items and from 1 to 4 on the remaining 5 items. The

overall possible scores range from 115 to 24 with higher scores indicating greater levels of satisfaction with the court and the role of the Domestic Violence Coordinator. Survey items explored victims' perceptions on respect and trust for the DVC, timeliness of legal issues, fairness of court system, consistency with "One Judge-One Family" model, access to relevant services, and perceived benefit and helpfulness of DVC. The overall average score for all respondents was $M = 97.10$ with a standard deviation of 14.02 (Sixth District: $M = 95.08$, $sd = 16.46$; Seventh District: $M = 100.04$, $sd = 8.52$). These scores suggest an overall high level of satisfaction with the role of the Domestic Violence Coordinator in terms of access to information and resources, the degree of respect and trust experienced with the DVC, consistency of the court system, and perceived usefulness of court services. The Seventh District's higher mean score may be a matter of there being fewer respondents to the survey, thereby decreasing the likelihood of more variability in victims' perceptions.

For more description of the data, the items were explored in terms of the highest quartile scores and the lowest quartile scores. For the Sixth District, the items in the highest quartile (those items with the highest level of satisfaction) were: "I think the Domestic Violence Coordinator really listened to me," "I felt respected by the Domestic Violence Coordinator," "I received the kind of help I wanted from the Domestic Violence Coordinator," "I felt comfortable talking with the Domestic Violence Coordinator," and "If I needed the Domestic Violence Coordinator, I felt like she was there for me." For the Seventh District, there were some parallels and some differences in terms of which items were identified as providing the most satisfaction. Specifically, these items ranked the highest: "I think the Domestic Violence Coordinator really listened to me," "I felt respected by the Domestic Violence Coordinator," "I trusted the Domestic Violence Coordinator," "I benefitted from meeting with the Domestic Violence Coordinator," and "I felt comfortable

talking with the Domestic Violence Coordinator.” Overall, victims in this evaluation reported being most satisfied with the relational support from the Domestic Violence Coordinator. The high levels of satisfaction with the level of comfort with the DVC in both districts could potentially explain the overall high scores of satisfaction with the overall court system.

The items in the lowest quartile indicated the issues with which victims felt the least satisfied. It is important to note that the lowest average score for an item in this quartile analysis was 3.36 which still indicates an average level of satisfaction as described by the Likert scale. For the Sixth District, these items scored the lowest on average, thereby indicating the least amount of satisfaction: “I received current information about the status of my partner’s case from the Domestic Violence Coordinator,” “I was confused while I was going through the court process,” “I believe I was not treated fairly,” and “If I received a referral to an outside resource, I found it relevant to my needs.” Three of these items were also present in the Seventh District’s quartile exploration. The items that provided the lowest average level of satisfaction for the Seventh District were: “I received current information about the status of my partner’s case from the Domestic Violence Coordinator,” “I believe my issues were handled in a timely manner,” “I was confused while I was going through the court process,” “The Domestic Violence Coordinator helped me to connect to the services I needed in the community,” and “If I received a referral to an outside resource, I found it relevant to my needs.” Overall, the areas of least satisfaction related to timeliness of the court process, access to relevant community services, confusion about the legal process, and lack of access to information about partner’s behavior and court case.

For more depth in the analysis of the survey items, an item analysis was conducted on the 24 Likert questions. The results are detailed below for all victim participants across both the Sixth and Seventh Districts.

Item 1. *I think that the Domestic Violence Coordinator really listened to me.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
83.9%	16.1%	0%	0%	0%

All of the victim participants experienced a relationship with the Domestic Violence Coordinator in which they felt listened to and heard. Given how victims can be marginalized in society and within the legal system, the presence of a representative of the court system who really is invested and willing to listen could be an empowering perspective for victims.

Item 2. *I felt respected by the Domestic Violence Coordinator.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
77.4%	22.6%	0%	0%	0%

Again, all victim participants reported satisfaction with the level of respect provided to them by the Domestic Violence Coordinator. This is noteworthy given how intimidating and overwhelming the legal system can be from a victim’s perspective. It also highlights again the importance of the personal interaction with the Domestic Violence Coordinator.

Item 3. *I believe that having one judge handle all of my legal issues was helpful.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
51.6%	29.0%	9.7%	3.2%	6.5%

There was more variability in this response as some participants did not perceive the “One Judge-One Family” model as being helpful. More than 80 percent of the victim participants did identify this as a helpful change within the court system. This speaks to the

increasing need for judges who are informed and thus more able to make meaningful decisions for victims.

Item 4. *I received the kind of help I wanted from the Domestic Violence Coordinator.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
67.7%	25.8%	3.2%	3.2%	0%

Overall, 93 percent of victim participants reported that their needs were met by the Domestic Violence Coordinator. For the small percentage of participants who disagreed, information about what is missing can be gleaned from the qualitative comments on the Exit Survey. This item highlights how well the Domestic Violence Coordinators are meeting a need for victims as they navigate the legal system.

Item 5. *I received current information about the status of my partner’s case from the Domestic Violence Coordinator.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
22.6%	22.6%	45.2%	6.5%	3.2%

This item had a significant percentage of respondents who reported a not applicable or neutral response. This suggests that this function of the Domestic Violence Coordinator may not be a consistent occurrence for all victims engaging in the process. At times, it is not feasible for the Domestic Violence Coordinator to communicate any information about the status of the perpetrator’s case because there may have been no changes or there may be a resolution in favor of the perpetrator. It may be important to review the relevance of such a function for the Domestic Violence Coordinator and to determine how to more consistently disseminate information to victims if it deemed necessary.

Item 6. *I believe the court process was explained to me so that I could understand it.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
38.7%	38.7%	12.9%	6.5%	3.2%

Over three fourths of victim participants agreed that the court process was explained to them in a way that increased understanding. The remaining participants who were not satisfied with this explanation process suggest that the Domestic Violence Coordinator and the overall court system need to continue to develop mechanisms to increase victim understanding of the legal process since it can be overwhelming and confusing.

Item 7. *I trusted the Domestic Violence Coordinator.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
77.4%	16.1%	6.5%	0%	0%

Again, there are only positive reports of the level of trust that victim respondents had for the Domestic Violence Coordinators. It is noteworthy that not a single victim participant in the Sixth Judicial District or in the Seventh Judicial District identified any dissatisfaction with the trustworthiness of the Domestic Violence Coordinators or their roles.

Item 8. *I benefitted from meeting with the Domestic Violence Coordinator.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
64.5%	29.0%	3.2%	3.2%	0%

Approximately 94% of victim respondents experienced a benefit from meeting with the Domestic Violence Coordinator. The overwhelming percentage of participants who expressed satisfaction with this item speaks to the positive impact of the Domestic Violence Coordinators on the victims themselves.

Item 9. *I was ready to face the court process because of how well it was explained to me by the Domestic Violence Coordinator.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
51.6%	32.3%	9.7%	3.2%	3.2%

One key factor in increasing victims’ engagement in the legal process and in increasing their comfort level in the court is to have a greater understanding of the court process. This survey item parallels the judges’ qualitative comments about a more informed victim constituency during court proceedings. Approximately 84% of victim respondents related their increased readiness for court proceedings to the explanations provided by the Domestic Violence Coordinators. For the 6.4% of victim participants who did not agree with this statement, it is imperative that the court system and the Domestic Violence Coordinators continue to develop creative methods for increasing the legal understanding of all victims.

Item 10. *I believe my legal issues were handled in a timely manner.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
41.9%	29.0%	19.4%	3.2%	6.5%

One of the outcomes identified during the qualitative analysis of focus groups and interviews with various stakeholders was the increased expediency of the court process due to the coordination and impact of the Domestic Violence Coordinators. Seventy percent of victim survey respondents agreed with this transcendent theme of increased expediency and court timeliness. The presence of approximately 10 percent of victim participants who were not satisfied with court timeliness highlights the need for ongoing assessment of court expediency and ongoing dialogue about how to streamline all domestic violence cases.

Item 11. *I was confused while I was going through the court process.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
22.6%	32.3%	16.1%	16.1%	12.9%

This item also speaks to the ongoing need for victims to be educated about the court process. For individuals not familiar with legal processes and policies, it can be overwhelming and confusing to navigate the system. This is verified with approximately 55 percent of victims reporting feeling confused during the process. Even though 84% of victim respondents experienced an increased level of readiness and understanding of the legal process, there is still a significant degree of confusion.

Item 12. *I felt comfortable talking with the Domestic Violence Coordinator.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
71%	29%	0%	0%	0%

One hundred percent satisfaction with this item highlights the positive impact of the personal relationship between the Domestic Violence Coordinators and the victims.

Item 13. *I had the opportunity to contact the Domestic Violence Coordinator if I had questions or concerns about my partner’s probation.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
45.2%	25.8%	19.4%	9.7%	0%

Over seventy percent of victim participants were satisfied with the accessibility of the Domestic Violence Coordinators. The twenty percent of neutral/not applicable responses suggest that some victims may not need to have further contact with the Domestic Violence Coordinators about probation issues.

Item 14. *The Domestic Violence Coordinator helped connect me to the services I needed in the community.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
48.4%	29.0%	19.4%	3.2%	0%

When needed, there was a very high level of satisfaction with how the Domestic Violence Coordinators connected victims to community services. This parallels the comments in the qualitative transcripts of stakeholders as well as the quantitative data from service providers. Some victims may not need such a referral process since they may be aware of existing services or may not be in need of further support.

Item 15. *If I needed the Domestic Violence Coordinator, I felt like she was there for me.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
67.7%	25.8%	6.5%	0%	0%

When needed, the Domestic Violence Coordinators were perceived as available for all victim respondents. Such a high level of accessibility may be connected to victims increased trust and confidence in the court system. This may be especially salient because the Domestic Violence Coordinators are functioning as the “face” of the courts.

Item 16. *Having one judge handle all my legal issues increased consistency.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
45.2%	29.0%	16.1%	6.5%	3.2%

Approximately three fourths of all victim respondents supported the role of the “One Judge-One Family” model in increasing consistency. The sixteen percent of respondents who selected “neutral” may not have experienced one judge across multiple issues or may not have had any prior experience to speak to an “increase” or change in court consistency.

Review of qualitative responses of victims may explain the reasoning for the approximately nine percent of victim respondents who disagreed with this item.

Item 17. *I believe I was not treated fairly.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
9.7%	3.2%	6.5%	41.9%	38.7%

Over 80 percent of victim respondents believed that the court system was fair in its handling of the domestic violence case. Close to thirteen percent of victim participants agreed with this item, thereby suggesting the ongoing need to assess court processes, their neutrality, and to make any adjustments to increase fairness and consistency.

Item 18. *If I received a referral to an outside resource or program, I found it relevant to my needs.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
22.6%	25.8%	41.9%	9.7%	0%

While 50 percent of victim respondents did find outside referrals relevant, close to 10 percent of victims did not. This suggests that the Domestic Violence Coordinators and court system need to continue with efforts to personalize service provider referrals, thereby increasing the meaningfulness of all referral processes.

Item 19. *I would contact the Domestic Violence Coordinator if I need help in the future.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
67.9%	28.6%	0%	3.6%	0%

The likelihood of seeking services in the future is a significant predictor of current level of satisfaction. Almost 100 percent of victim respondents reported that they would contact the Domestic Violence Coordinators if necessary in the future. This is a powerful statement about the positive impact of the Domestic Violence Coordinators.

Item 20. *How would you rate the quality of treatment you have received while being involved in the court system?*

Excellent	Good	Fair	Poor
53.6%	32.1%	7.1%	7.1%

This item speaks to the quality of treatment from an overall perspective, and again, there is a high level of satisfaction. As 14.2% of the victim respondents described the quality of treatment as “fair” or “poor,” the court continually needs to assess how services are delivered and to recruit funding from the legislature that provides the resources necessary to provide quality services to all victims of domestic violence.

Item 21. *Did you get the kind of help you wanted?*

No, definitely not	No, not really	Yes, generally	Yes, definitely
3.6%	7.1%	57.1%	32.1%

Only 10 percent of victim respondents experienced a deficit in receiving the kind of services that they would like. Consulting the areas of improvement commented on in the qualitative component of this survey may illuminate what was missing for these individuals.

Item 22. *If you referred to an outside resource or program, how helpful was it?*

Very Helpful	Mostly Helpful	Mostly Unhelpful	Very Unhelpful
25%	71.4%	3.6%	0%

Over 96 percent of victim respondents reported that referrals were helpful. This item may better capture the experience of those actually receiving a referral since previous items leave more opportunity to be neutral if referrals were not made. This streamlining role of the Domestic Violence Coordinators in regards to service referrals is emphasized across stakeholders.

Item 23. *If a friend was experiencing violence at home, would you recommend court action to that friend?*

No, definitely not	No, not really	Yes, generally	Yes, definitely
0%	3.6%	14.3%	78.6%

This is an important item because it shifts the focus beyond personal experience to assess the level of comfort a victim would have in recommending the legal process to a friend in a similar situation. Most people hold different standards for their own experiences than for their friends. The almost complete agreement with this item (93%) suggests that the Project is having a positive impact on victims’ perceptions of the usefulness and benefit of the court process.

Item 24. *In an overall, general sense, how satisfied are you with the services you received?*

Very Satisfied	Mostly Satisfied	Mostly Dissatisfied	Very Dissatisfied
46.4%	46.4%	3.6%	3.6%

This item focuses on an overall level of satisfaction with all aspects of the court process: the meetings with the Domestic Violence Coordinators, interactions with the judges, attendance at CPO, Safety Planning, or Empowerment classes, and interactions with court clerks. Approximately 93% of victim respondents described themselves as “very satisfied” or “mostly satisfied,” thereby providing evidence that the victim respondents experienced high levels of satisfaction with the overall court process. Qualitative comments about areas of improvement speak to the ideas presented by the seven percent who were not satisfied.

Victim Exit Survey: Open-Ended Responses

Within the Victim Exit Survey, there were two qualitative questions focusing on potential areas of improvement for the court and areas of greatest positive impact. Most

victim respondents chose to share their perspectives on these issues. The narrative within the Exit Survey helps to elucidate some of the variability within the quantitative survey items. These responses are taken verbatim from the completed exit surveys and are differentiated by Sixth and Seventh District responses.

What would you like to be different about your experiences through the court system?

Seventh District:

- “I would have liked more info on what could or would happen. More advice – I had to do a great deal of personal research. I had to lean on my lawyer for a lot. If I didn’t have a lawyer, I would have been at a loss.”
- “My ex went in and had the order changed to where he can call me. I do not like that they changed the order without asking me.”
- “Although the experience for me and my daughter was helpful, I can’t help thinking that as the victim why should we be the ones who have to carry the protection orders with us everywhere. We did nothing wrong and yet feel like we are in the wrong. We weren’t the reason we had to file a protection order – he was.”
- “No comment.”
- “Nothing.”
- “I felt my judge was inappropriate. She was more concerned with my husband’s comfort than the safety of my kids and her ruling was vague. She dismissed the CPO because I would not put my children on the stand. My husband admitted in court to kicking and hitting the kids and 2 of my kids had made statements to the police.”
- “That the judge would of asked me if I wanted to extend hearing until I had legal representation since spouse had gotten himself one. And that they would of contacted me and asked if I agreed to what my spouse was modifying my protection order to instead of just giving him what we wanted.”
- “Hopefully, I will not have any more experiences with this.”
- “I still feel dazed by the whole ordeal. Although so much was offered, it is finding the strength to use it (when you feel so lost).”
- “Lori was very good @ calming my nerves, answering all my questions, and making me feel good about going through with the process.”

Sixth District:

- “More timely manner of service of the protection order. It was about a 2-3 day process before I knew the person that made the threats had been served. Perhaps more information on shelters and moving to my own place would be helpful. Funds.”
- “To have the courts inform victims of changes in hearings before the previous day. Again not DV coordinator’s fault. Slip/cracks that need to be improved. Cassia is awesome. A great help.”

- “All was OK considering the circumstances.”
- “I would have liked to have someone listen to me when I said he needed drug rehab.”
- “I would like them to hold the respondents more accountable when they are committing crimes. I.e. When test positive for drugs through urine screenings, arrest, or at least site [sic]them. Force them to receive in patient treatment for mental illnesses, drug abuse, and force domestic violence treatment. No leniency. So many are repeat offenders even if never reported prior.”
- “I was very thankful for Cassia taking so much time with such a sensitive part of my life.”
- “I would have liked for a prosecutor to have contacted me. Long before they did. Judge’s clerk was often rude and very un-empathetic towards me. She should be fired!”
- “I felt like the judge didn’t care about the threats that ****NAME**** said to me and my child. Why should I put a PVO on him, they’ll just take it off the next court!”
- “Give Cassia a better office.”
- “Nothing.”
- “The judge take more time to consider the case before him.”
- “Nothing to be done different.”
- “I had a no contact order and had moved to a location that my attacker didn’t know of until he read the court papers and saw my address. I disagreed with this.”
- “I would like it if a Public Defender didn’t pled [sic]you guilty while you were in the hall when you never told him to.”
- “Continue follow-up, it’s been over a year and I am still going through the system. Seems like it is only good for the initial assessment then you get a little lost in what to do as it continues on and on w/each violation or stalking issue.”
- “When they say they are only going to hear the last past six months, that does not go back to 2002 strangulation that he coaxed me to write a letter to the courts in his favor because he loves me so much ... Judge should have went off the police reports in front of him. My husband RAPED me!”

These open-ended responses on the Victim Exit Survey provide some potential areas of improvement for court victim services. There needs to be an ongoing assessment of how well the legal process is permitting victims to be protected. One victim commented that her “attacker” discovered her new address via court papers. Such a situation can increase the risk of injury and harm to a victim, so legal processes and policies continually need to be scrutinized for such an impact. There is also a call for more communication about the process, especially for a long term case, and changes to existing court orders. The one comment about feeling “dazed” and overwhelmed by all that is offered parallels a victim’s

interview requesting a follow-up phone call to ensure that all the services offered are revisited at a time when there are fewer crises in the victim's life.

What was most helpful in your court experience?

Seventh District:

- “Individuals giving me guidance. I was very scared and needed to be lead [sic]through this- thank heavens for a meeting with Lori!”
- “Lori was the most helpful. She listened better than any other counselor I have had.”
- “I really appreciated the judge staying the same. I also was glad to have the meeting prior so I knew what to expect going into court. I also appreciated having the advocate (Kristi) sitting with me in court.”
- “That this was resolved and that now we can try and have a normal year. Thank you!”
- “Not having to fear what was going to happen through the process.”
- “Having an advocate that explained things well and knowing I had someone I could call with questions!”
- “Having Lori there. I was frightened and felt like she was there for me.”
- “The court was very good for us – My daughter is now going to classes once a week. She is learning about relationships so this won't happen again.”
- “Legal Aide representing me for my court needs.”
- “I am still waiting for a resolution.”
- “Having someone to talk to that really seemed to care who was knowledgeable.”
- “Support of Lori and friends.”

Sixth District:

- “Cassia being there to assist me thru the process of a protection order, court room assistance from her, etc.”
- “Cassia Morton. Dana Katona. These people need to be more informed on changes so they can notify the victims sooner.”
- “I would of preferred to talk to the counselor and advocate before court, not after but Cassie was great with her help that she gave me. Thank you so much for all you did do!!!”
- “The DV (Cassia) was very helpful and listened to every word I had to say.”
- “Cassia has been extremely helpful, keeping me up to date while going through all of this, very informative with my questions, and if she doesn't know the answer, she always finds it & returns my call. She has a great amount of knowledge regarding domestic violence & has been a great help.”
- “Cassia & Dana.”
- “Cassia. I love her and felt that she was doing everything she could to help me.”
- “All the services available.”

- “I will not ever put a PVO [sic] on my ex because the sistume [sic] won’t do anything about it. I feel like the only way they and the judge will do something about it is if **NAME** does kill me and my daughter.”
- “1. Cassia. 2. Judge was a very good listener and very patient.”
- “Having Cassia with me to help going in front of the judge.”
- “The DV Coordinator’s compassion and referral list.”
- “Cassia.”
- “Cassia, she does a great job and is completely necessary when it comes to helping victims of DV.”
- “Dana Katona – answered a lot of my questions and helped me when I was confused.”
- “Getting resources from Cassia.”
- “Having contact w/Cassia who had some idea of how all the processes work.”
- “Nothing, I was lost. This man has been violent in every relationship he’s been in. He sexually abused his daughter and is a 4 time felon. Hey get this – he is in the military too. The judge needs to be a little more serious about what he sees in front of him. I have no record and my husband has a “very” long record.”

Victims consistently identified the most helpful elements of the court experience to be the relationship with the Domestic Violence Coordinators as well as the advocates. Themes of accessibility, connection, and facilitative conditions emerged and paralleled the victims’ perspectives in the qualitative interviews. The responsiveness to questions and the explanation of the process was appreciated by multiple victim participants in the Victim Exit Survey.

Quantitative Results and Analysis:

Sixth and Seventh District Service Providers

A survey about the perceived benefits and challenges of the Project’s impact from a service provider perspective was constructed. It was disseminated to 11 service providers in the Sixth Judicial District and to 9 service providers in the Seventh Judicial District for a total number of 20 surveys sent to service providers. This quantitative evaluation method complemented the qualitative focus group of service providers and provided more comprehensive feedback about the impact on victims and perpetrators of the “One Judge-

One Family” model and of the role of the Domestic Violence Coordinator. Service providers are considered vital informants of the Project’s impact because their professional role allows them to perceive the direct impact of court-oriented changes on victims and perpetrators. Ten service providers completed the survey for a response rate of 50%. Of those ten, six represented service providers in the Sixth Judicial District, and four represented respondents from the Seventh District Judicial District.

The Survey of Service Providers consisted of 16 Likert type items with three open-ended qualitative questions. Service providers in the Seventh Judicial District received surveys with an additional Likert type item focused on the unique presence of a neutral domestic violence evaluator. The shared survey items focused on collaboration among service providers, accessibility of the Domestic Violence Coordinators, victim and perpetrator access to services, efficiency of court system, offender accountability, impact of “One Judge-One Family,” and overall quality of services.

The service provider respondents consisted of a variety of professionals with various roles in the service arena for victims and perpetrators. Multiple domestic violence victim advocates, victim witness coordinators, and domestic violence evaluators completed the Service Provider survey. The mean score on the Service Provider Survey was 65.78 with a standard deviation 9.79 and a range from 41 to 74. The potential range of scores on the survey was 16 to 77. This suggests that the mean score for the participating service providers indicates high levels of satisfaction with the court services, role of the Domestic Violence Coordinator, and “One Judge-One Family” model. Their perspectives are captured in the item analysis described below.

Service Provider Survey: Survey Items

Item 1. *I think the Domestic Violence Coordinator really assists the courts.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
88.9%	0%	11.1%	0%	0%

Approximately 90 percent of all service providers participating in the survey identified a positive impact of the Domestic Violence Coordinator role on the overall court process. This finding parallels the qualitative comments provided by the service provider focus group.

Item 2. *Since the involvement of the Domestic Violence Coordinator, there has been increased collaboration among service providers.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
66.7%	22.2%	6.5%	0%	11.1%

Approximately 90 percent of service providers identified an increased level of collaboration among service providers since the inception of the Domestic Violence Coordinator position. Given this was a central evaluation variable, the high level of perceived positive impact is remarkable. There are some service providers who disagree with this statement, so ongoing efforts need to be made to build collaborative relationships with service providers.

Item 3. *I believe that having one judge handle all of a family’s legal issues is helpful.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
100%	0%	0%	0%	0%

All the service providers participating in this survey strongly supported the “One Judge-One Family” model. The Project’s primary initiative was identified as a very positive strategy for assisting families involved in the legal system.

Item 4. *I have seen an increase in victim/perpetrator access to services because of the Domestic Violence Coordinator.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
33.3%	55.6%	0%	11.1%	0%

Approximately 90 percent of service providers noted a change since the inception of the Domestic Violence Coordinator in terms of access to services. The directionality of this item is important since it highlights the change across time dimension of Project impact.

Item 5. *I believe domestic violence legal issues are handled in a timely manner.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
33.3%	33.3%	22.2%	11.1%	0%

While two thirds of service provider participants agreed with this statement, there was more variability among service providers who were neutral or disagreed. The courts need to have continued dialogue about how to provide timely services for domestic violence issues without compromising the integrity of the process.

Item 6. *I have the opportunity to contact the Domestic Violence Coordinator if I have questions or concerns.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
66.7%	33.3%	0%	0%	0%

All service provider respondents, even the ones that did not perceive increased collaboration among service providers, did believe that the Domestic Violence Coordinator was accessible and available.

Item 7. *I have been disappointed with the level of communication from the Domestic Violence Coordinator.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
11.1%	0%	0%	22.2%	66.7%

Clearly, all but a few of the service providers disagreed with this item and perceived a high level of satisfaction with the communication between themselves and the Domestic Violence Coordinator. The “strongly agree” constituency does suggest that the Domestic Violence Coordinator may need to reach out to all service providers again as a relationship building strategy.

Item 8. *The Domestic Violence Coordinator helps to make necessary referrals for victims/perpetrators.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
55.6%	33.3%	11.1%	0%	0%

The service provider responses to this item suggest that this is another strength and beneficial function of the Domestic Violence Coordinator.

Item 9. *The Domestic Violence Coordinator serves as the central hub for all stakeholders involved in domestic violence cases.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
22.2%	22.2%	44.4%	11.1%	0%

Forty-four percent of service provider responses agreed with the metaphor of the Domestic Violence Coordinator as the “central hub” for all stakeholders. The comparable percentage of “neutral” responses may indicate that a service provider does not perceive himself or herself to have enough of a global perspective to comment on it. Eleven percent of respondents did not endorse the “central hub” metaphor.

Item 10. *The Domestic Violence Coordinator has really helped to make the DV evaluation process more efficient.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
55.6%	33.3%	0%	0%	11.1%

Approximately 90 percent of service provider respondents perceived an increased efficiency in the DV evaluation process because of the Domestic Violence Coordinator. The theme of increased expediency in court processes is echoed in the qualitative excerpts from multiple stakeholders.

Item 11. *A one judge- one family model would be really helpful in the area of domestic violence.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
88.9%	11.1%	0%	0%	0%

The affirmative responses to this item confirm the results for item #3. All the service providers participating in this survey strongly supported the “One Judge-One Family” model. The Project’s initiative was defined as helpful specifically in the context of domestic violence cases.

Item 12. *There is increased accountability for perpetrators when there is consistency from the court system.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
88.9%	11.1%	0%	0%	0%

All the service provider respondents agreed with the belief that increased consistency from the court system is a correlate to increased accountability for perpetrators. The court initiatives focused on increasing internal consistency in the handling of domestic violence cases could have a significant impact on defendant compliance and decreased recidivism. This theme of offender accountability emerging from consistency manifested in the qualitative analysis as well.

Item 13. *Because victims/perpetrators are more likely to understand the legal process, they are more likely to engage in treatment services.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
33.3%	22.2%	44.4%	0%	0%

The majority of service provider respondents agreed with the direct correlation between increased understanding of the legal process and increased engagement in treatment services.

Item 14. *How would you rate the quality of treatment victims receive while involved in the court system?*

Excellent	Good	Fair	Poor
44.4%	22.2%	22.2%	11.1%

Two thirds of service provider respondents described victim treatment services as “excellent” or “good.” The one third of service providers who assessed the quality as “fair” or “poor” emphasizes the need for ongoing development of quality victim services in both Judicial Districts. Review of open-ended responses from the Service Provider Survey provides some specific recommendations on how to accomplish this.

Item 15. *How would you rate the quality of treatment perpetrators receive while involved in the court system?*

Excellent	Good	Fair	Poor
33.3%	44.4%	11.1%	11.1%

There are similar results for assessing the quality of treatment services for perpetrators as there was for victims. Although there is a high level of positive perceptions, the 22 percent of respondents who identified some concerns does encourage ongoing development of quality treatment for perpetrators.

Item 16. *In an overall, general sense, how satisfied are you with the services provided to victims and perpetrators?*

Very Satisfied	Mostly Satisfied	Mostly Dissatisfied	Very Dissatisfied
33.3%	55.6%	11.1%	0%

Almost 90 percent of service provider respondents were satisfied with community based services from an overall perspective.

***** Seventh District Only Item.** *The presence of a neutral domestic violence evaluator creates a more fair system.*

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
50%	50%	0%	0%	0%

Service providers in the Seventh Judicial District completely endorsed the neutral domestic violence evaluator as a method for increasing fairness in the court systems. Such strong support suggests that the Sixth Judicial District may want to consider instituting a similar domestic violence evaluation process.

Service Provider Survey: Open-Ended Responses

Within the Service Provider Survey, there were three qualitative questions focusing on recommendations for the court, areas of greatest positive impact, and impact of the Domestic Violence Coordinator on case coordination. All service provider respondents chose to share their perspectives on these issues. These qualitative comments can inform the courts and legislature as they make ongoing decisions about the need for the Domestic Violence Coordinators and the development of beneficial court services. These responses are taken verbatim from the completed exit surveys and are differentiated by Sixth and Seventh District responses.

How has the presence of a Domestic Violence Coordinator impacted case coordination for domestic violence issues?

Seventh District:

- Our office now has access to DVI's and DVE's. We never saw those before, and they are extremely helpful when handling a case. More information is provided, and the system runs smoothly.
- Case coordinating is done on a case by case, and it depends a lot on the victims helping with the case.
- It has streamlined it.
- It helped to make it more efficient. The DVC helped to build more collaboration with all the key players.

Sixth District:

- It links together resources and services that are needed.
- Cassia is able to handle cases from victim and offender sides. She takes cases we can't due to our grantor restrictions.
- There has been a huge impact in the communication and the way in which participating agencies interact. The assistance rendered by the coordinator in victim and perpetrator conflict resolution via protection order sentencings, treatment, and resources has tightened up the loose ends we had before the position.

From a case coordination perspective, the service provider respondents identified increased linkages between resources and services, more streamlining in court services, increased efficiency, and attention to "loose ends" as positive aspects of the Domestic Violence Coordinators' impact. One comment related to the case-by-case approach suggests that continued efforts to systematically integrate these changes are necessary.

What recommendations do you have for the court system related to domestic violence services?

Seventh District:

- Someone to oversee or evaluate both victim service providers and offender treatment providers. These programs are not monitored, and I believe should be assessed and monitored for treatment standards.
- Staying neutral, not hand picking the service for each perpetrator, giving a list of all who provide services.
- Segregation of drug/alcohol and DV treatment

- Nothing – things seem to be working fairly well.

Sixth District:

- Legislation is needed to address custody issues involving DV.
- There needs to be legislation changes for custody issues involving Domestic Violence cases including 24 hour return before citing for custody interference.
- Do whatever is necessary to keep this position permanently.
- More accessibility to protection orders related to victims of stalking or victims who have not desired to date the offender.

Key recommendations from service providers focus on maintaining the Domestic Violence Coordinator positions, increasing neutrality regarding referral to service providers, increasing the level of monitoring of service providers, and developing legislative policies for custody issues in domestic violence cases. It is noteworthy that the service providers themselves are requesting more accountability and monitoring of their service provision quality.

What aspect of the court system do you find most helpful for victims and perpetrators?

Seventh District:

- Coordination between agencies.
- I find most victims find it trying and wearing on them. They are fragile anyway. Perpetrators get more help because they can have an attorney navigate the system for them.
- DV Coordinator.
- Promptness and efficiency.

Sixth District:

- It is helpful that hearings are scheduled on the same day of the week – example – NCO – Tuesday afternoons ; DVO Hearings – Wed. It can allow for better representation for clients.
- Each professional has an important role from the DV Coordinator, to the Victim Witness Coordinator, to the Advocate, to the Judge.
- The enhanced communication we now have through the Domestic Violence Court Coordinator and every agency involved.
- Cassia's follow through with the victims and perpetrators. She is a wonderful resource for families dealing with DV.

The case coordination related to scheduling changes in the courts is identified as a significant contributor to victims receiving more consistent advocacy and support. The presence of a Domestic Violence Coordinator who is dependable, engaged, and helpful has a significant impact on victims and perpetrators. The themes of increased expediency of the courts and increased coordination emerged in the open-ended responses from the Service Provider Surveys and paralleled the qualitative analysis of transcendent themes.

Another source of quantitative data was the review of N.C.O. and C.P.O. violations from July 2006 to June 2008. This timeframe captures violations before the inception of the Project as well as violations since the Project has been implemented. In Bonneville, Bannock, and Jefferson Counties, the number of N.C.O. and C.P.O. violations for July 2006 to December 2006 was 181, while the number of violations from January 2007 to June 2007 was 164. From the time period of July 2007 to December 2007, the number of N.C.O. and C.P.O. violations decreased to 126. They arrived at an even lower number for the period of January 2008 to June 2008 ($N = 120$). Based on the feedback by stakeholders, it is possible that as offenders/respondents gain more understanding about the legal process and develop an expectation of what the Judge will do in response to certain behavior, there is an increased likelihood to be accountable and follow through on the Judges' orders. As the Domestic Violence Coordinator shares more information with offenders/respondents and as the Judges increase their consistency through the "One Judge-One Family" model, there is more motivation for the offender/respondent to comply with court orders.

Limitations

It is paramount that the evaluation results and findings are understood from a contextual whole. The integration of qualitative and quantitative methods enhances the overall results because it speaks to experiences and perspectives from multiple sources.

Also, the strength of the evaluation is connected to the involvement of multiple stakeholders: judges, probation officers, victims, domestic violence coordinators, victim witness coordinators, service providers, trial court administrators, and family court services coordinators. The quantitative data is limited by small numbers, yet the data created through the quantitative methods does inform the impact of the Project. For the service providers, 50% of all identified service providers in the Sixth and Seventh Judicial Districts did respond which is considered a high response rate for survey research (Heppner, Wampold, & Kivlighan, 2008). Recruiting more victim participants in the quantitative component would have increased the level of representativeness of our sample to the population being served by the Domestic Violence Coordinators and other domestic violence court services.

For the qualitative data collection process, we conducted 9 victim interviews when the target for the evaluation process was 30. Despite the inability to interview more victims, nine qualitative interview transcripts is substantial enough to do our qualitative analysis from an interactionist perspective (Denzin, 2001). We do not consider this to be a detriment to our evaluation process overall because the same themes were emerging across the 9 interviews, thereby suggesting saturation which is the ultimate goal of qualitative analysis.

The other means of data analysis utilized were focus groups. One specific concern about the service provider focus group is that it did not yield as much fruitful data as possible because a cohort of participants expressed frustrations and exhibited some attacking behavior toward other service providers. Managing this experience and redirecting the energy of the service provider focus group resulted in less time spent responding to the stimulus questions from the evaluators. In many ways, the individual responses to the open-ended questions at the end of the Service Provider Surveys portray a fuller picture of the service providers' perspective than the overall focus group responses.

Despite the strength of focus groups to access in-depth descriptions of human experience, results are not intended for generalization. Rather, results are time and context bound. At issue is whether the reader of the results finds the context of the participants adequately “fitting” his or her context of practice. The greater the “fit” between contexts, the greater the likelihood of transferable results.

Implications and Recommendations

The survey results and open-ended responses confirmed qualitative data findings for this evaluation process. This is significant because it suggests a high level of trustworthiness in the data analysis process. Trustworthiness relates to the level of consistency and credibility of the data analysis. By triangulating the quantitative and qualitative results with each other, a high level of credibility can be asserted since there was saturation and consistency across different stakeholders. This section overviews some recommendations that emerged from the evaluation process.

First, the Domestic Violence Coordinators are perceived as vital to the various stakeholders in the court system. They have proven to be invaluable to judges, victims, and service providers. The benefits of their efforts to increase collaboration, case coordination, and expediency of the courts have been clearly articulated across stakeholders. We recommend that the Domestic Violence Coordinator positions be maintained in the Sixth and Seventh Judicial Districts if the type of collaboration and coordination described is desired by the legislature and Idaho Supreme Court. The neutrality of the Domestic Violence Coordinators needs to be continually cultivated, so that victims and perpetrators perceive the Domestic Violence Coordinators as a resource.

Due to the evolving nature of the role of the Domestic Violence Coordinator, it is paramount that feedback is requested from all stakeholders as future tasks and roles are

identified. This will preclude additional feelings of being disregarded and not valued that some stakeholders experienced at the initiation of the Domestic Violence Coordinator in the legal process. Clear communication to the various stakeholders about any future changes to the Domestic Violence Coordinator role will also decrease any issues of role ambiguity among all stakeholders. This will ensure that the high level of case coordination and communication is maintained and enhanced. It is a testament to the commitment of the Domestic Violence Coordinators and all stakeholders to increasing the level and quality of court services that any initial negative reactions or doubts have been transformed into an appreciation of the current function of the Domestic Violence Coordinator. Thus, attention to these issues in the future will ensure that a vision and strategic plan are shared across stakeholders.

Another method for increasing case coordination and ongoing collaboration is to create and maintain interdisciplinary teams. Several stakeholders reported that this was initially in place but the meetings dissolved due to scheduling conflicts. All parties involved in these interdisciplinary teams identified the value of these meetings and expressed a need to reinstitute them. The service providers and probation officers also connected the existence of multidisciplinary teams to increased offender accountability.

Similarly, the court system needs to continue with its efforts to facilitate relationships with community based service providers. At times, some service providers expressed dissatisfaction with the level of communication and collaboration. Continued focus on this area would be beneficial. The inception of the neutral Domestic Evaluation process in the Seventh Judicial District has been welcomed and is considered to be increasing the fairness and efficiency of the court system. Maintaining this program in the

Seventh Judicial District is suggested, and the feasibility of instituting a similar protocol in the Sixth Judicial District needs to be assessed.

In regards to offenders, stakeholders identified the need for increased monitoring of offenders by probation officers. This of course is connected to available resources and current case loads of probation officers. Another area was to increase the monitoring of offender-based treatment programs in the community to ensure a minimum level of quality.

The Victim Exit Survey results indicated that the areas of least satisfaction related to timeliness of the court process, access to relevant community services, confusion about the legal process, and lack of access to information about partner's behavior and court case. Ongoing attention to these issues is critical to enhance the quality of current victim-oriented court services. Overall, victims in this evaluation reported being most satisfied with the relational support from the Domestic Violence Coordinator. Thus, it is critical that the Domestic Violence Coordinator's schedule be protected to ensure that personalized meetings and engagement with victims remains a priority.

One salient issue that emerged for the evaluators was that every victim involved in the evaluation was Caucasian. This may suggest that there is a need for the court to conduct community outreach for ethnically diverse participants and to ensure that they are creating diversity sensitive victim services.

References

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Appendix A: Victim Exit Survey

Please check the services you have experienced while involved in the court system for domestic violence.

<input type="checkbox"/>	Participating in Safety Planning Class	<input type="checkbox"/>	Participating in Civil Protection Order (C.P.O.) Orientation Class
<input type="checkbox"/>	Phone Contact with Domestic Violence Coordinator	<input type="checkbox"/>	In Person Meeting with Domestic Violence Coordinator
<input type="checkbox"/>	Contact with Court Clerk	<input type="checkbox"/>	Participating in Court Hearing
<input type="checkbox"/>	Help with Legal Forms by Court Assistance Officer	<input type="checkbox"/>	In Person Meeting with Domestic Violence Advocates
<input type="checkbox"/>	Receiving Referrals to Community Resources	<input type="checkbox"/>	Participating in Empowerment Class
<input type="checkbox"/>	Using the Shelter	<input type="checkbox"/>	Receiving Information about Upcoming Court Hearings

Exit Survey of Victim Satisfaction

Please circle the response that most closely fits with your experience during your recent court experience for domestic violence (DV) issues. We are interested in your honest opinion, whether it is positive or negative.

- | | | | | | |
|--|----------------|-------|---------|----------|-------------------|
| 1. I think that the Domestic Violence Coordinator really listened to me. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 2. I felt respected by the DV Coordinator. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 3. I believe that having one judge handle all of my legal issues was helpful. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 4. I received the kind of help I wanted from the DV Coordinator. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 5. I received current information about the status of my partner’s case from the DV Coordinator. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 6. I believe the court process was explained to me so that I could understand it. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 7. I trusted the DV Coordinator. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |

Appendix B: Service Provider Survey

Please circle the response that most closely fits with your experience during your interaction with the Domestic Violence (DV) Coordinator and the domestic violence court system. We are interested in your honest opinion, whether it is positive or negative. If one of the questions is not applicable to your work, please indicate that.

1. I think that the Domestic Violence Coordinator really assists the courts.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
2. Since the involvement of the DV Coordinator, there has been increased collaboration among service providers.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
3. I believe that having one judge handle all of a family's legal issues is helpful.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
4. I have seen an increase in victim/perpetrator access to services because of the DV Coordinator.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5. I believe domestic violence legal issues are handled in a timely manner.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
6. I have the opportunity to contact the DV Coordinator if I have questions or concerns.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
7. I have been disappointed with the level of communication from the DV Coordinator.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
8. The DV Coordinator helps to make necessary referrals for victims/perpetrators.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
9. The DV Coordinator serves as the central hub for all of the stakeholders involved in domestic violence cases.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
10. The presence of a neutral domestic violence evaluator creates a more fair system.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
11. The DV Coordinator has really helped to make the DV evaluation process more efficient.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

- | | | | | | |
|---|----------------|------------------|---------------------|-------------------|-------------------|
| 12. A one judge-one family model would be really helpful in the area of domestic violence. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 13. There is increased accountability for perpetrators when there is consistency from the court system. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 14. Because victims/perpetrators are more likely to understand the legal process, they are more likely to engage in treatment services. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 15. How would you rate the quality of treatment <u>victims</u> receive while involved in the court system? | Excellent | Good | Fair | Poor | |
| 16. How would you rate the quality of treatment <u>perpetrators</u> receive while involved in the court system? | Excellent | Good | Fair | Poor | |
| 17. In an overall, general sense, how satisfied are you with the services provided to victims and perpetrators? | Very satisfied | Mostly satisfied | Mostly dissatisfied | Very dissatisfied | |
| 18. How has the presence of a Domestic Violence Coordinator impacted case coordination for domestic violence issues? | | | | | |
| 19. What recommendations do you have for the court system related to domestic violence services? | | | | | |
| 20. What aspect of the court system do you find most helpful for victims and perpetrators? | | | | | |