



## Court Process Workgroup: Victim Access Subgroup

Tuesday, June 21, 2022

8:00 AM- 9:00 AM

Zoom

### I. Welcome and Electronic Script

Judge Stoney read the electronic script and the appropriate motions and votes were taken in accordance with the state of emergency regulations governing public meetings.

### II. Update on Language Access Focus Groups

Toni Zollicoffer shared that the focus groups were scheduled in April, but the groups were converted into interviews due to low turnout. Volunteers will continue to conduct interviews with Spanish speakers to learn more information about their experiences. The group is still looking for participants who went through the GDC process.

The team determined that they would conduct interviews virtually for the Arabic speaking participants because it was labor intensive to bring the focus groups together. There is a team of people that will bring together the team to stand up the Arabic interviews. Transportation concerns, level of effort, and other logistics make it more feasible to conduct interviews.

The group is going to be collating data themes from Spanish speaking groups. The group is committed to following through and finishing the process to be able to make strong recommendations to the workgroup about improving the process.

Ayaan echoed that most people contacted had a difficult time coming to the groups, even though they committed to coming in person due to work and childcare. Interviews will make this less of a barrier.

Brittany shared that the Victim Services Division (VSD) was going to help recruit participants, especially from GDC.

Kacey Kirkland agreed and wondered about VSD advocates having easy questions to ask of the possible participants. Toni shared that one of the goals of the interviews was to have interviewers who are outside the system to give a chance for participants to share any part of the system that was frustrating for them.

Mabel Prine asked the team was still recruiting JDR Spanish speaking petitioners. Toni shared this was a possibility due to availability.

Judge Stoney clarified whether the interviews would be in-person or by phone. Toni agreed that the interviews would be conducted by phone or Zoom. This would allow the team to recruit participants who moved out of the area.

Workgroup members were encouraged to reach out to Toni if they have more questions or suggestions.

### III. Report out from Streamlining Protective Order Paperwork Subgroup

Nora Mahoney shared the final changes to the JDR Protective Order packet. The packet has been sent out to the DVAC advocates, Sandra Guerrero, Program Manager for Language Access Program in JDR, LSNV language access staff. There was a lot of helpful feedback and other feedback demonstrated where there were points of confusion about what the law. Nora and Ashley Coleman are working with Angela Yeboah to provide a training for advocates at DVAC.

Nora shared a draft of the packet. The steps outlining the protective order process were the most confusing and difficult to outline because of the in-person or remote option. The group added a section on Hope Cards based on the discussion at the previous meeting.

Susan Madsen is interested in creating something similar to this packet for GDC. There is already a meeting set up to start that process.

Judge Frieden clarified this will be available in JDR and asked for the chance to run the packet by the judges. Nora agreed that she would send the packet to Judge Frieden.

### IV. Breaking down the steps for a protective order

Brittany reminded the group about the goal of creating a user-friendly map of the protective order process that that would be housed on the CEDV website. The group will start with the JDR PO process and specifically work on information needed for petitioners before moving on to create something that might be helpful to respondents or those who cause harm in seeking services.

Brittany explained she sent a list of steps or categories to the group that broke the PO process down into more manageable pieces. She asked the group to share their thoughts on the steps listed and whether they were reflective of the process and if they needed to be edited in any way.

Nora suggested adding a category on modifying the protective order. Kacey wondered about including a section that describes how to modify the PO if it is connected to a criminal matter since the petitioner must notice the Commonwealth.

Nora also suggested there be a section on how to file a violation of the PO. The final steps/categories are as follows:

- 1) What is a PO and what can it do and not do?
- 2) Language access rights
- 3) How to file for an emergency protective order
- 4) How to file for a preliminary protective order
  - a) Include what will happen at the ex parte hearing
  - b) Inclusion of protected household members or filing for next friend PO for children
  - c) Service to the respondent, including release from jail and VINE
- 5) Steps/actions between a PPO and the Final PO hearing
- 6) Final PO hearing
- 7) Firearm surrender process
- 8) Appeal process
- 9) How to modify of PO
  - a) Modification of PO granted in a criminal matter
- 10) How to file an extension of the PO
- 11) How to file a violation of the PO

Nora then explained that the next step is to have group members think about what information might need to be contained in a category to give petitioners the information they need. The other goal was to ask people to sign up to work in teams of two to four people to work on creating the material for a category.

Nora also shared that to the degree there is overlap with a section and the PPO packet, groups can use that information to ensure consistency. Nora will send the corresponding sections to the groups once they are populated.

Brittany shared that that some ideas for basic information to include in each category would be:

- 1) Physical address of where to go
- 2) Phone number
- 3) Walk-in/appointment needed?
- 4) Any online links to websites containing information
- 5) Documents person should bring with them, including information for other party
- 6) Other agencies that might play a supporting role, like LSNV, JCADA, DVAC, or VSD, Sheriff and how to access those services
- 7) Length of time it might take to complete this step (within reason, even if we say it's an all-day process)

## V. Next steps for other categories

Judge Stoney wondered if there were enough group members to fill the groups. Brittany shared that who works on a group might depend on the role they have in the PO process. Brittany suggested that she send an email to the group asking for volunteers to fill the groups. The groups that have the most responses would be the groups that are focused on first, and then

the remaining categories can be created in a second round. The goal would be for teams to meet and have a draft to share with the group by the next meeting in July. Judge Stoney agreed.

Judge Stoney adjourned the meeting without any further business.

The date for the next workgroup meeting is July 19<sup>th</sup> at 8am.

DRAFT