

January 30, 2015

TO: Members of the MAG Regional Domestic Violence Council

FROM: Chief Steve Campbell, El Mirage Police Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting - 2:00 p.m.
Thursday, February 5, 2015
MAG Office, Suite 200 - Ironwood Room
302 North 1st Avenue, Phoenix

The next Regional Domestic Violence Council meeting will be held at the MAG offices at the time and place noted above. Members of the Regional Domestic Violence Council may attend either in person, by video conference or by telephone conference call.

The meeting agenda and resource materials are also available on the MAG website at www.azmag.gov. In addition to the existing website location, the agenda packet will be available via the File Transfer Protocol (FTP) site at: <ftp://ftp.azmag.gov/RegionalDomesticViolenceCouncil>. This location is publicly accessible and does not require a password.

Please park in the garage underneath the building. Bring your ticket to the meeting, and parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the Regional Domestic Violence Council does not meet the quorum requirement, members who have arrived at the meeting will be instructed a legal meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation.

If you have any questions, please contact Amy Robinson at arobinson@azmag.gov or (602) 254-6300.

MAG REGIONAL DOMESTIC VIOLENCE COUNCIL
TENTATIVE AGENDA
February 5, 2015

COUNCIL ACTION REQUESTED

- | | |
|---|---|
| 1. <u>Call to Order</u> | 1. Welcome and introductions. |
| 2. <u>Call to the Audience</u>

An opportunity will be provided to members of the public to address the Regional Domestic Violence Council on items not scheduled on the agenda that fall under the jurisdiction of MAG, or on items on the agenda for discussion but not for action. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Regional Domestic Violence Council requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard. | 2. Information. |
| 3. <u>Approval of the December 4, 2014 Meeting Minutes</u>

The draft minutes for the December 4, 2014 meeting are posted with the meeting materials. | 3. Approval of the December 4, 2014 MAG Regional Domestic Violence Council meeting minutes. |
| 4. <u>STOP Violence Against Women Grant</u>

An update will be provided to the committee on the status of the STOP Violence Against Women grant application. | 4. Information |
| 5. <u>Committee Goals for 2015</u>

Amy St. Peter will provide an overview of the 2015 goals discussed during the December 4, 2014 Regional Domestic Violence Council meeting for approval of the Committee. The goals are developed to guide the work of the Committee and to be included in the fiscal year 2016 MAG Unified Planning and Work Program. | 5. Recommend approval of goals to facilitate the work of the Committee. |
| 6. <u>Domestic Violence Victim Survey</u> | 6. Information and discussion, and possible action to approve next steps. |

In late 2014 a survey of victims was implemented as part of the Protocol Evaluation Project to assess the level of involvement victims have with the criminal justice system, and whether those interactions were satisfactory. Amy St. Peter will provide the Committee with an update on the results of the survey. will provide the Committee with an update on the results of the survey.

7. Planning Matrix

Feedback received during the "Building a Bridge to Justice" and Joint Affinity Group meetings held in December has been compiled to create a planning matrix to help guide the work of the Protocol Evaluation Project. Amy Robinson will offer a report on the content and results of the planning matrix.

7. Approve the 2015 Domestic Violence Planning Matrix.

8. Law Enforcement Training Video

An update will be provided by Amy Robinson on the Protocol Evaluation Project's law enforcement training video "Orders of Protection: A Tool for Safety."

8. Information and discussion.

9. Case Transfers

When a domestic violence case is transferred between the County and municipalities there is often a delay which sometimes results in an abusers temporary release from custody providing the abuser an opportunity to re-offend. The Protocol Evaluation Project will continue it's partnership with the Maricopa County Attorney's Office to assess the existing case transfer process, identify gaps and challenges, and identify solutions. Jon Eliason, Maricopa County Attorney's Office will lead the Committee in a discussion of the upcoming work surrounding case transfers.

9. Information and discussion.

10. Success Stories

The Committee will have an opportunity to share stories of success experienced during their work with survivors of domestic violence.

10. Information.

11. Request for Future Agenda Items

Topics or issues of interest that the Regional Domestic Violence Council would like to have considered for discussion at a future meeting will be requested.

12. Comments from the Council

An opportunity will be provided for Regional Domestic Violence Council members to present a brief summary of current events. The Regional Domestic Violence Council is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Adjournment

11. Information.

12. Information.

MINUTES OF THE
MAG REGIONAL DOMESTIC VIOLENCE COUNCIL MEETING
December 4, 2014
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

- Celeste Adams, Save the Family
- Vice Mayor Robin Barker, City of Apache Junction, Vice Chair
- * John Belatti, City of Mesa Prosecutor's Office
- Libby Bissa, City of Phoenix Family Advocacy Center
- John A. Blackburn, Jr., Arizona Criminal Justice Commission
- Chief Steve Campbell, City of El Mirage Police Department, Chair
- Serene Carney, Apache Junction Police Department
- * Michael Celaya, City of Surprise
- * Councilmember Samuel Chavira, City of Glendale
- * Chris Christy, Salt River Pima-Maricopa Indian Community
- * Lieutenant Brian Coley, City of Phoenix Police Department
- Jon Eliason, Maricopa County Attorney's Office
- * President Diane Enos, Salt River Pima-Maricopa Indian Community
- Kristen Scharlau for Naomi Farrell, City of Tempe
- # Maria Garay, Sojourner Center
- # Donna Gardner, City of Avondale
- * Will Gonzalez, City of Phoenix Prosecutor's Office
- * Laura Guild, Arizona Dept. of Economic Security
- # Elizabeth Herbert, City of Chandler Prosecutor's Office
- Lynette Jelinek, City of Glendale Fire Dept.
- * Mary Lynn Kasunic, Area Agency on Aging
- Kellee Ellis for Patricia Klahr, Chrysalis Shelter, Inc.
- Councilmember Suzanne Klapp, City of Scottsdale
- * Councilmember Sheri Lauritano, City of Goodyear
- Leah Meyers, Governor's Office for Children, Youth and Families
- D.C. Ernst for Kerry Ramella, Phoenix Fire Department
- * Councilmember Lynn Selby, City of El Mirage
- # Kathleen Sullivan, Town of Gilbert
- Yvonne Taylor, Arizona Coalition to End Sexual and Domestic Violence
- Vice Mayor Cecil Yates, Town of Fountain Hills
- * Sarah Youngblood, Community Legal Services

- * Those members neither present nor represented by proxy.
- # Attended by telephone conference call.
- + Attended by videoconference

OTHERS PRESENT

Zach Altman, Town of Gilbert
Patrick Beumler, Glendale Police Department
Mercedes Booker, Agnes Centers for Domestic Violence Solutions
Melissa Certo, City of Phoenix Prosecutor's Office
Grace Crocket, Agnes Centers for Domestic Violence Solutions
Khue Do, The Salvation Army
Will Gaona, Arizona Coalition to End Sexual and Domestic Violence
Larry Grubbs, Arizona Criminal Justice Commission
Rosalie Hernandez, A New Leaf
Valaura Imus, Office of Justice Services
Mary Alice McKone, Salvation Army
Gerardo Pena, Chicanos Por La Causa, De Colores
Julie Rosen, Chicanos Por La Causa, De Colores
Chief Steve Stahl, Maricopa Police Department
Kim Sterling, O'Connor House
Judy Taylor, Designing Women of Arizona
Rachel Brito, Maricopa Association of Governments
Amy Robinson, Maricopa Association of Governments
Amy St. Peter, Maricopa Association of Governments

1. Call to Order and Introductions

Chair Steve Campbell, El Mirage Police Department, called the meeting to order at 2:00 p.m. Chair Campbell asked the Committee members and audience members to introduce themselves. Introductions ensued.

2. Call to the Audience

An opportunity was provided to members of the public to address the Regional Domestic Violence Council on items not scheduled on the agenda that fall under the jurisdiction of MAG, or on items on the agenda for discussion but not for action. Chair Campbell requested audience members not to exceed a three minute time period for their comments.

Grace Crocket, Agnes Centers for Domestic Solutions, introduced herself to the council. Ms. Crocket informed the Committee that she is a former domestic violence survivor, and has formed a non-profit organization to help other survivors as well as perpetrators. Ms. Crocket explained that Agnes Centers for Domestic Solutions is a court approved provider for offender treatment classes. Agnes Centers for Domestic Solutions also encourages the victim to participate in classes. Ms. Crocket invited members of the Committee and audience members in attendance to utilize Agnes Centers for Domestic Solutions as a resource for domestic violence classes.

Chair Campbell thanked Ms. Crocket for taking the time to join us today, and asked if there were any further comments from the audience.

There were no additional comments from the audience.

3. Approval of the Regional Domestic Violence Council Meeting Minutes

Chair Campbell called for any revisions and approval of the MAG Regional Domestic Violence Council meeting minutes from September 4, 2014. Hearing none, Chair Campbell entertained a motion to approve the minutes. Libby Bissa, City of Phoenix, made a motion to approve the minutes. Vice Chair Barker, City of Apache Junction, seconded the motion. All voted and the motion passed.

4. Committee Evaluation and Goals

Amy St. Peter, Maricopa Association of Governments, led the council in a discussion of the committee's performance for the previous year, and goals for the upcoming year. Ms. St. Peter informed the council that MAG has submitted an application for STOP Violence Against Women grant funding to continue the work of the Protocol Evaluation Project. Ms. St. Peter explained that a significant focus of the work for the upcoming year will be assessing the challenges of the domestic violence case transfer process between municipalities and Maricopa County. Ms. St. Peter informed the committee that the STOP grant was supported by 30 regional partners from various disciplines.

Jon Eliason, Maricopa County Attorney's Office, explained to the committee that the largest problem with the existing case transfer process is that the current system is segmented. When cases are submitted to MCAO that are not felony cases, they must be sent back to the municipalities for prosecution. When the case transfer occurs, it creates a window of time when the offender is likely to obtain release and often will reoffend against the same victim. This harms the chances of successful prosecution as it dissuades victim participation. The project is attempting to make this process more seamless, so that the suspect is not released from custody. Mr. Eliason mentioned that MCAO has committed to having a desk prosecutor so that when a city has a repeat offender, a decision on the felony or misdemeanor status of a case will occur more rapidly.

Amy St. Peter informed the council that the STOP grant also funds many of the events conducted by MAG, such as the affinity group meetings, brown bag training series, webinars and coordination of this council as coordinating body to govern our progress. Ms. St. Peter then asked the council to discuss some of the successes they have seen this year or something that has provided a benefit.

JR Blackburn, Arizona Criminal Justice Commission, stated that he is pleased with the progression from misdemeanor to felonies. Since the council approved the Regional Protocol Model for misdemeanors, those cases are transferring much more smoothly. Mr. Blackburn mentioned that he is excited to see similar progress made for felonies.

Sarah Youngblood, Community Legal Services, informed the council that she is very pleased with the partnerships between MAG and local organizations such as BLOOM to spread the word to teens about healthy dating relationships and domestic violence. Ms. Youngblood said she believed this would be a strong prevention effort, and also highlighted the work being done by Chief Jerald Monahan, City of Prescott Police Department.

Cecil Yates, Vice Mayor of Fountain Hills, shared with the committee that there have been some preliminary discussions with the Super Bowl Host Committee regarding funding for local programs. He asked the council if anyone had approached the Host Committee and volunteered to make the connection for anyone interested.

Libby Bissa, City of Phoenix, informed the committee that she is very appreciative of the Brown Bag training series through the Protocol Evaluation Project. Amy St. Peter provided an explanation of the Brown Bag Trainings, noting that they are lunch time trainings facilitated by MAG with speakers who are experts in their fields. Ms. St. Peter also thanked all past and future speakers.

Chief Campbell asked Amy St. Peter to also provide the council with an explanation of the Joint Affinity Groups. Ms. St. Peter explained that when the council was formed there was an immediate need to discover the goals of each individual discipline before they could establish shared goals across the groups. Affinity groups were formed for prosecutors, law enforcement, and victim advocates. Ms. St. Peter went on to explain that there are affinity meetings for each group throughout the year, as well as two joint affinity group meetings, with all in attendance. Ms. St. Peter invited questions from the council members in attendance.

Yvonne Taylor, Arizona Coalition to End Sexual and Domestic Violence, thanked Amy St. Peter for explaining the affinity groups. Ms. Taylor then informed the council that the Arizona Coalition to End Sexual and Domestic Violence has partnered with the Arizona Cardinals and the NFL host committee. The Arizona Cardinals designated their game against the Eagles as a Domestic Violence Awareness game, and has also pledged to donate \$1,000 for every Cardinal's third down. The Arizona Cardinals are also selling purple defense bracelets, and \$10 will be donated for every bracelet purchased.

Amy St. Peter asked if there was anything else the committee found valuable they would like to discuss. Hearing none, she asked if there was anything the council members would like to see done differently.

Chair Campbell asked the council what could be done differently or better from a service provider aspect that can open up the door to make providing service easier while raising awareness to end the cycle of violence.

Judy Taylor, Designing Women of Arizona, informed the council that in her research she found that many men and women do not have the training necessary to obtain an entry level position. Ms. Taylor explained that her non-profit floral school has several students ready to

begin their education and Designing Women of Arizona is looking to secure a location and funding to move forward with her organization's service to victims through a hand up and not a hand out.

Chair Campbell thanked Judy Taylor for the work she is doing. Chair Campbell emphasized that there are strong needs for funding and service providers in the region. Vice Chair Robin Barker, Vice Mayor of Apache Junction, added that matching people with the jobs they need can be a very difficult undertaking.

Libby Bissa, City of Phoenix, mentioned the centralized intake contract could help determine what services and resources are needed, as well as how to address those needs as a community.

Cecil Yates, Vice Mayor of Fountain Hills said that a full needs assessment needs to be conducted to take inventory of what the region does have. Vice Mayor Yates continued stating the De Colores has investigated potential expansion and costs. Many programs and resources do exist, but the problem is being able to connect the services and resources with those who need it, and at the moment it is unclear how many are in need.

Laura Guild, Department of Economic Security, informed the council that the published Morrison institute study contained some qualitative research that provides some insight into the size of the population in need of these resources, although the survey is not technically a formal needs assessment.

Grace Crockett, Agnes' Centers for Domestic Solutions, addressed the council indicating that her organization can provide many of the much needed services, and have available space to take students.

Amy St. Peter, MAG, then provided a brief summary of the discussion to the council, noting that the committee would like to see the work moving forward to build on successes and move into new areas of work including the case transfers. Ms. St. Peter added that brown bag trainings and affinity group meetings would still be conducted.

A member of the audience expressed concern regarding placing victims in shelter successfully, noting that on one occasion she called numerous agencies and was still unable to find space. The audience member expressed frustration with the centralized intake process.

Yvonne Taylor, Arizona Coalition to End Sexual and Domestic Violence, addressed the audience member stating that she was aware of what the advocate had gone through, and had spoken with several shelter directors to ensure that the centralized intake process would flow more smoothly in the future. Ms. Taylor continued that circumstances like these are very embarrassing for the community and a large problem for the victim seeking shelter. Ms. Taylor provided the audience member with the updated centralized screening telephone number.

Amy St. Peter again called for recommendations from the council. Celeste Adams, Save the Family, informed the council that she has seen successes in connecting housing with police and prosecution by having the local beat cops come in and speak with the families. This allows victims to ask police directly how best to handle reporting domestic violence, and how best to prepare for the process they will go through.

There were no further recommendations to the council.

Chair Campbell, City of El Mirage Police Department, called for a motion to approve the categories to consider for the upcoming year.

Vice Mayor Cecil Yates, Town of Fountain Hills, expressed concern about the vague nature of the categories. JR Blackburn, Arizona Criminal Justice Commission, echoed Yates' concerns and suggested the council move to table the approval of the categories to consider until the next council meeting, during which time Amy St. Peter will add detail to the categories to consider for council approval.

Vice Chair, Robin Barker, City of Apache Junction, made a motion to table approval of categories to consider until the next council meeting. JR Blackburn, Arizona Criminal Justice Commission, seconded the motion. All voted and the motion passed.

5. ACESDV Domestic Violence and Child Abuse Report of 2014

Will Gaona, Arizona Coalition to End Sexual and Domestic Violence, provided the committee with a brief synopsis of the ACESDV Domestic Violence and Child Abuse Report of 2014. In the report, Mr. Gaona explained that a new model is being proposed for handling domestic violence cases with co-occurring child abuse that would allow the children to stay with the non-offending parent.

Vice Mayor Cecil Yates, Town of Fountain Hills, asked Will Gaona if this report had been shared with Department of Child Services Director Flanagan. Gaona indicated that it had.

An advocate from Phoenix Municipal Court addressed Gaona to elaborate on the practical application of the new model, as there has been confusion about protective orders in this situation. Gaona answered that survivors are the expert of their own safety, and that they often receive conflicting information. Mr. Gaona added that there would be additional training to follow.

Leah Meyers, Governor's Office for Children, Youth and Families, added that this new model is greatly needed because the existing model seeks to blame the non-offending parent when a safety plan is violated by the offending parent. This does nothing to protect the victim and instills a mistrust of the system.

Chair Campbell asked Will Gaona to elaborate on what the next steps would be. Mr. Gaona replied that the Department of Child Safety model is being implemented into a local court

system to pilot test the project. The next step will be for the Department of Child Safety to determine whether they will implement the new model.

Chair Campbell asked if there were any other comments or questions for Mr. Gaona. Hearing none, Chair Campbell thanked Mr. Gaona for his presentation.

6. Super Bowl and Human Trafficking Awareness and Prevention Efforts

Libby Bissa, City of Phoenix, described the Compass Plan for the City of Phoenix. Ms. Bissa explained that the Compass Plan is a five year plan to address human trafficking and domestic violence through and after the Super Bowl. The strategic plan includes increased awareness, community outreach, victim services, law enforcement and training. Ms. Bissa continued informing the council that over the summer a press conference was held to introduce the new legislation which provides an affirmative defense for trafficking victims being charged with prostitution crimes. Statistics show that more than 98 percent of those engaged in prostitution are or were victims of human trafficking at some time. This legislation provides these individuals a way to exit the trafficking life without holding them legally accountable.

Libby Bissa went on to inform the council of substantial work being done on training for law enforcement. The goal of the trainings is to interrupt the demand for trafficked victims. A large portion of the trainings are Operation Blue Wave Trainings, which are on-the-job trainings for law enforcement. These trainings are being conducted by vice officers and officers who have completed the training who are going out and conducting these stops with other law enforcement officers who have not yet received the training, in a very hands on process.

Ms. Bissa explained that there are several other trainings taking place in the community including Operation Cross Country, a national operation to identify and find pimps through social networking, and the Week of Johns, where officers focused on targeting the johns or purchasers. The focus of these actions is not the victims but those perpetuating the trade.

Ms. Bissa explained that O'Connor House is the predominant organization implementing the safe training with the hotel industry on how to spot the warning signs of trafficking. There was also a large group of people from Arizona who attended the Shared Hope Conference in Washington D.C. including law enforcement from across the state. Attendees are now looking at how to implement some of these ideas locally. All activities are being coordinated through the Governor's Office. Ms. Bissa continued, noting that there are public service announcements that will be coming out soon featuring Kurt and Brenda Warner and the "Arizona is Not Buying it" Campaign.

JR Blackburn, Arizona Criminal Justice Commission, informed the council that AZ POST is conducting an executive level training on this topic next week.

Chair Campbell asked Libby Bissa if there was a central contact point for an agency or service provider to request a training. Ms. Bissa replied that TRUST is compiling a list of trainings.

Audience member Kim Sterling addressed the council to note that O'Connor house staff Kimberly Klein and Savanna Sanders are working with state associations to provide training to more than 10,000 individuals prior to the Super Bowl. Those who will be trained include hotel staff as well as cab companies and transportations staff. She elaborated that any individual associated with the hospitality industry or interacted with the hospitality industry can receive these trainings.

Leah Meyers, Governor's Office on Children Youth and Families, also addressed the council to note that the Governor's Office has a new website format, and the website contains information for upcoming trainings. They have been in contact with TRUST to coordinate these trainings. Ms. Meyers added that there is a great comprehensive calendar on the TRUST website, as well as a search function on the Governor's website that allow search by industry.

An audience member requested contact information for training specific to tribal communities, as there has already been a noticeable increase in trafficking activities. Chair Campbell responded that there are several great resources within the council, and after the meeting would be a great opportunity for networking.

7. Felony Protocol Model

Amy Robinson, MAG, informed the council that more than 50 individuals attended the community meetings held to discuss revisions to the Felony Protocol Model. Ms. Robinson stated that the updated Felony Protocol Model is undergoing a final review before being distributed by the Maricopa County Attorney's Office. The distribution will likely occur before the end of the year.

8. Protocol Evaluation Project Training Resources and Outreach Activities

Amy Robinson, MAG, detailed the training events and outreach activities taking place throughout the year. Ms. Robinson explained there would be a brown bag training session on the centralized intake system used for domestic violence victims, as well as a webinar training on the subject of human trafficking. Dates for those trainings have not been confirmed. Ms. Robinson also informed the council of two Joint Affinity Group meetings that will be taking place on December 16 and December 18.

9. Request for Future Agenda Items

Chair Campbell asked the Council for any requested topics or issues of interest to consider for future agendas.

Jon Eliason, Maricopa County Attorney's Office, asked for an agenda item to discuss case transfers in detail, possibly in segments so that members of the committee and the audience can identify if they have expertise to offer in any of the areas.

Hearing nothing further, Chair Campbell proceeded to the next item on the agenda.

10. Comments from the Council

Council members were given the opportunity to present a brief summary of current events. The Regional Domestic Violence Council is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless a specific matter is properly noticed for legal action.

Jon Eliason, Maricopa County Attorney's Office, informed the council of a critical case in which a forensic nurse did an examination, and after a 10 year span, the domestic violence victim killed herself. This created an issue at trial as to whether or not the nurse would be allowed to testify about what the victim had said during her examination under the rules of evidence, addressing the primary purpose test of admissibility. This case is being watched closely for all mandatory reporters, as the decision in this case could potentially cause some changes.

Yvonne Taylor, Arizona Coalition to End Sexual and Domestic Violence, informed the council of an upcoming "Touchdown for Tenderness" event on January 27, 2015. This event will provide an opportunity to engage the men and women of Arizona and beyond in a conversation about the prevention of sexual and domestic violence, efforts to strengthen services for victims and perpetrators, and strategies to engage the community in ending sexual and domestic violence. Ms. Taylor continued, explaining that the events will be free of charge, and held at the Tempe Center for the Arts.

Chair Campbell asked if there were any other topics for discussion. Hearing none, he moved to the next item on the agenda.

Adjournment

Chair Campbell thanked everyone for their attendance. The meeting adjourned at 3:17 p.m. The next MAG Regional Domestic Violence Council meeting is scheduled for 2:00 p.m. on Thursday, February 5, 2015.

Domestic Violence

300-0310

Examine the issue of domestic violence on a regional basis, and develop recommendations to provide a consistent approach in preventing violence and ensuring the abusers are held accountable.

Follow-up on FY 2015 Outcome Measures

- **Measure:** Monitor the implementation of the *Regional Plan to End Domestic Violence*. Document and report progress made and barriers identified on an annual basis to the MAG Regional Domestic Violence Council. The impact will be that the plan continues to move forward and positively impact the way the region responds to domestic violence, as evidenced by Committee approval in the fourth quarter of FY 2015.

Result: *Progress will be assessed and reported by the fourth quarter of FY 2015.*

- **Measure:** Coordinate activities with community partners, such as municipal fatality review teams and domestic violence commissions, the Arizona Coalition Against Domestic Violence, the Purple Ribbon Council, O'Connor House, and others, to maximize the region's capacity to address domestic violence. This will be documented in FY 2014 through support of collaborative projects as presented to the MAG Regional Domestic Violence Council.

Result: *Collaborative work is underway with a diverse array of partners. The progress made is being communicated to the MAG Regional Domestic Violence Council. This includes active participation in projects and meetings with the Arizona Coalition Against Domestic Violence, the Purple Ribbon Council, O'Connor House, and others. For example, MAG partnered with the Maricopa Attorney's Office to revise the felony domestic violence protocols through engagement with a range of practitioners in the criminal justice system throughout the region.*

- **Measure:** Host the Annual Domestic Violence Press Conference to raise awareness about domestic violence and the work of the MAG Regional Domestic Violence Council. Work with community partners to develop, distribute, and update a calendar of activities planned during October 2014. Coverage of the press conference will increase by 10 percent from FY 2014.

Result: *The Voices for Justice press event was held on October 7, 2014 at the Sandra Day O'Connor College of Law's mock courtroom in Tempe. The event featured speakers from law enforcement, prosecution, and elected officials from throughout the region. A domestic violence survivor recounted her tale of abuse and healing. The calendar of activities was distributed at the press event and widely through MAG's distribution lists including local governments, nonprofit agencies, and other stakeholders. The media covered the event well with eight stations attending and one station filming an exclusive interview and providing extended coverage for the first time. In FY 2014, seven stations covered the event, representing an increase of 14 percent over coverage in FY 2014.*

- **Measure:** Plan and support brown bag training sessions of interest to MAG Regional Domestic Violence Council members, law enforcement, prosecutors, and victim advocates on a quarterly basis

in FY 2015. The success of the sessions will be indicated by 75 percent of the attendees indicating they received useful information they can apply in their work to keep domestic violence victims safe and to hold abusers accountable.

Result: *Four brown bag training events have been held for law enforcement, prosecutors, and victim advocates. Topics included post-traumatic stress disorder, traumatic brain injuries, and evidence-based prosecution. On average, 87 percent agreed the topic was useful and relevant to their work, 80.5 percent reported the topic was relevant to improving coordination, and 96 percent reported they would attend training events in the future.*

FY 2016 Objectives

- ❖ Raise public awareness about domestic violence in order to decrease the stigma associated with it and increase access to resources.
- ❖ Undertake activities to ensure victim safety and offender accountability by working with the systems engaged in the delivery of domestic violence services.
- ❖ Conduct local research on trends in domestic violence in order to provide accurate and useful information to local policymakers.

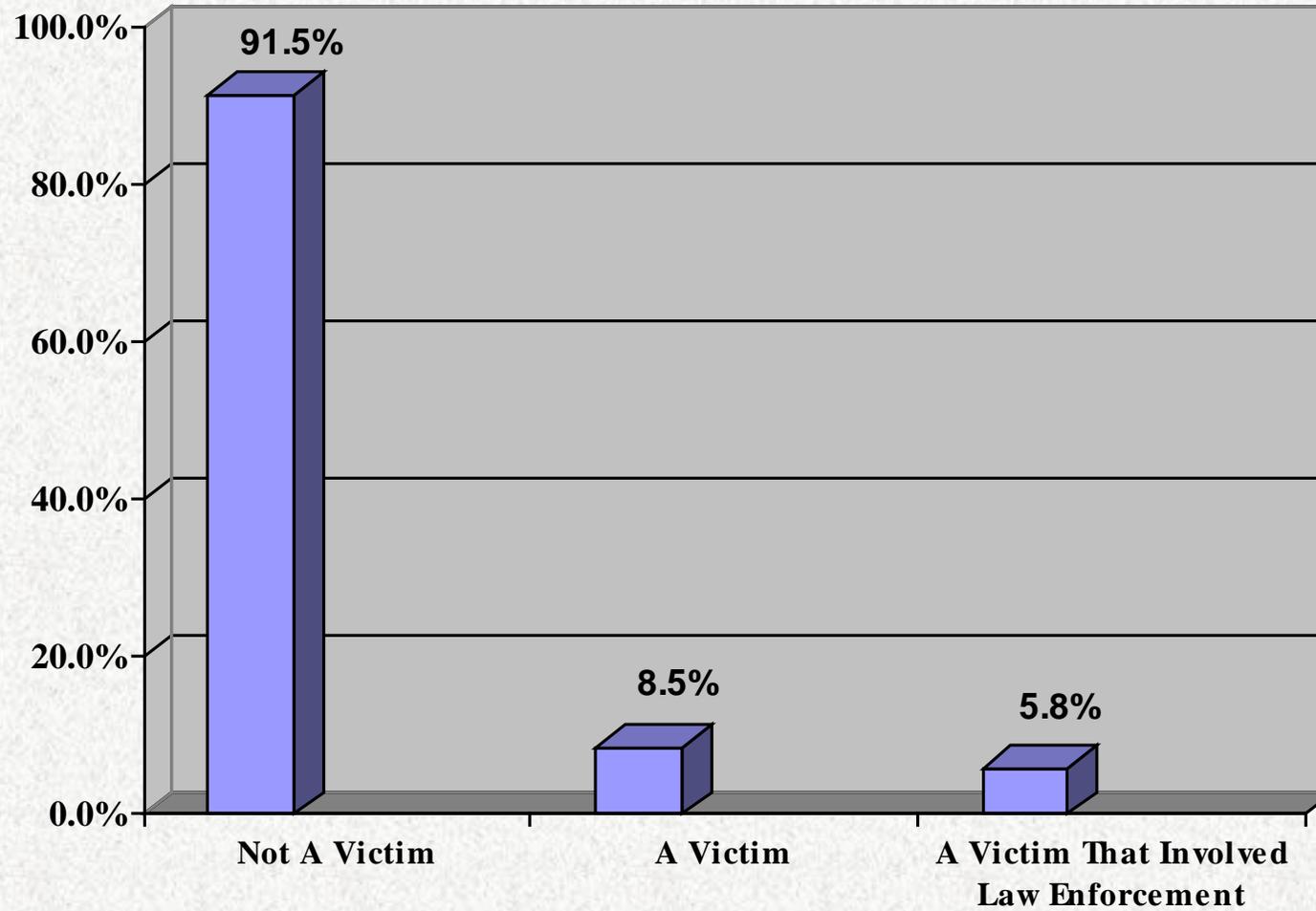
FY 2016 Outcome Measures

- Monitor the implementation of the *Regional Plan to End Domestic Violence*. Document and report progress made and barriers identified on an annual basis to the MAG Regional Domestic Violence Council. The impact will be that the plan continues to move forward and positively impact the way the region responds to domestic violence, as evidenced by Committee approval in the fourth quarter of FY 2016.
- Coordinate activities with community partners, such as municipal fatality review teams and domestic violence commissions, the Arizona Coalition Against Domestic Violence, the Purple Ribbon Council, O'Connor House, and others, to maximize the region's capacity to address domestic violence. This will be documented in FY 2016 through support of collaborative projects as presented to the MAG Regional Domestic Violence Council.
- Host the Annual Domestic Violence outreach event to raise awareness about domestic violence and the work of the MAG Regional Domestic Violence Council. Work with community partners to develop, distribute, and update a calendar of activities planned during October 2014. A minimum of six media outlets will cover the event.
- Plan and support brown bag training sessions of interest to MAG Regional Domestic Violence Council members, law enforcement, prosecutors, and victim advocates on a quarterly basis in FY 2016. The success of the sessions will be indicated by 75 percent of the attendees indicating they received useful information they can apply in their work to keep domestic violence victims safe and to hold abusers accountable.

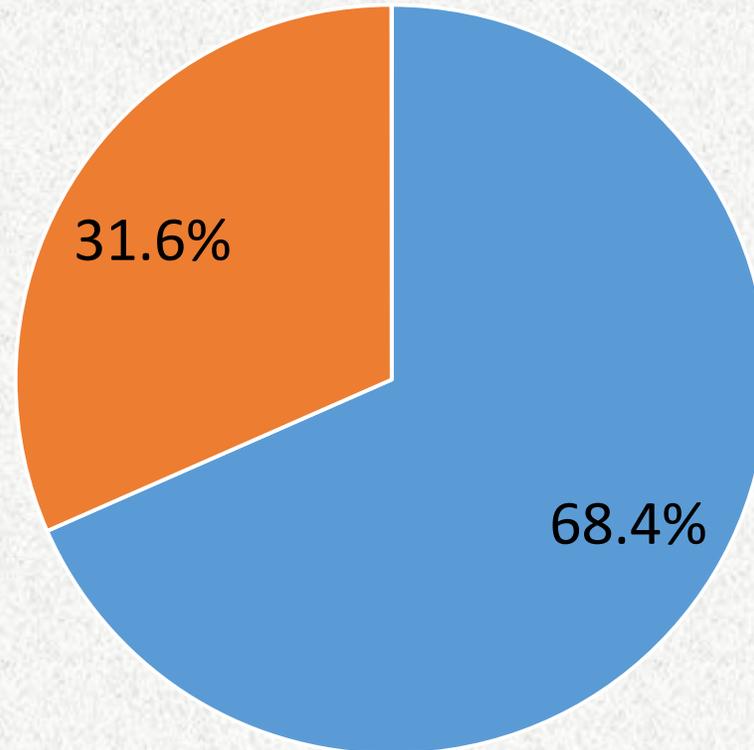
Victim Survey Results

Survey and report completed by BRC Research

Victim Status

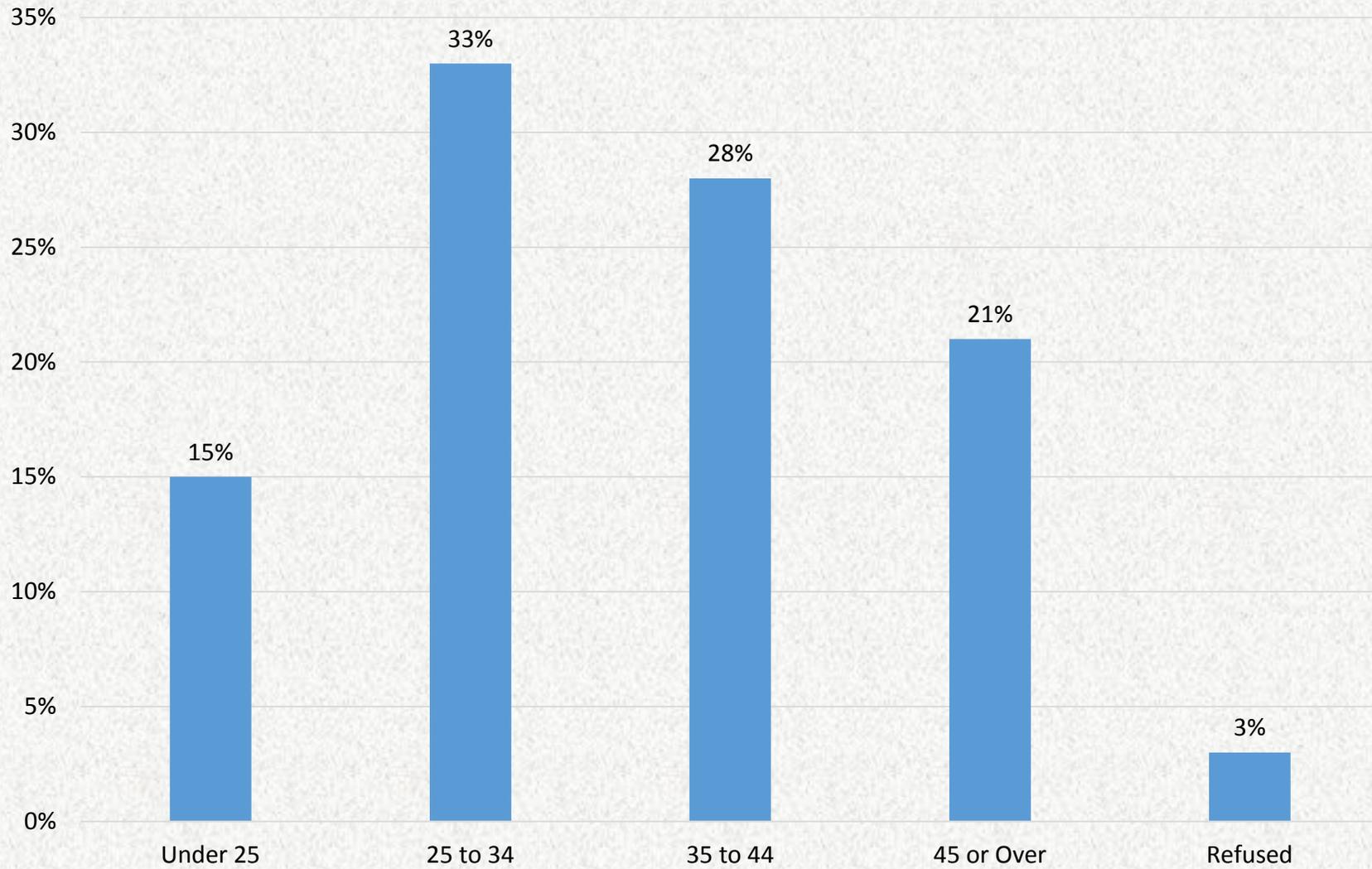


During your (most recent) domestic violence incident, did law enforcement officers become involved?

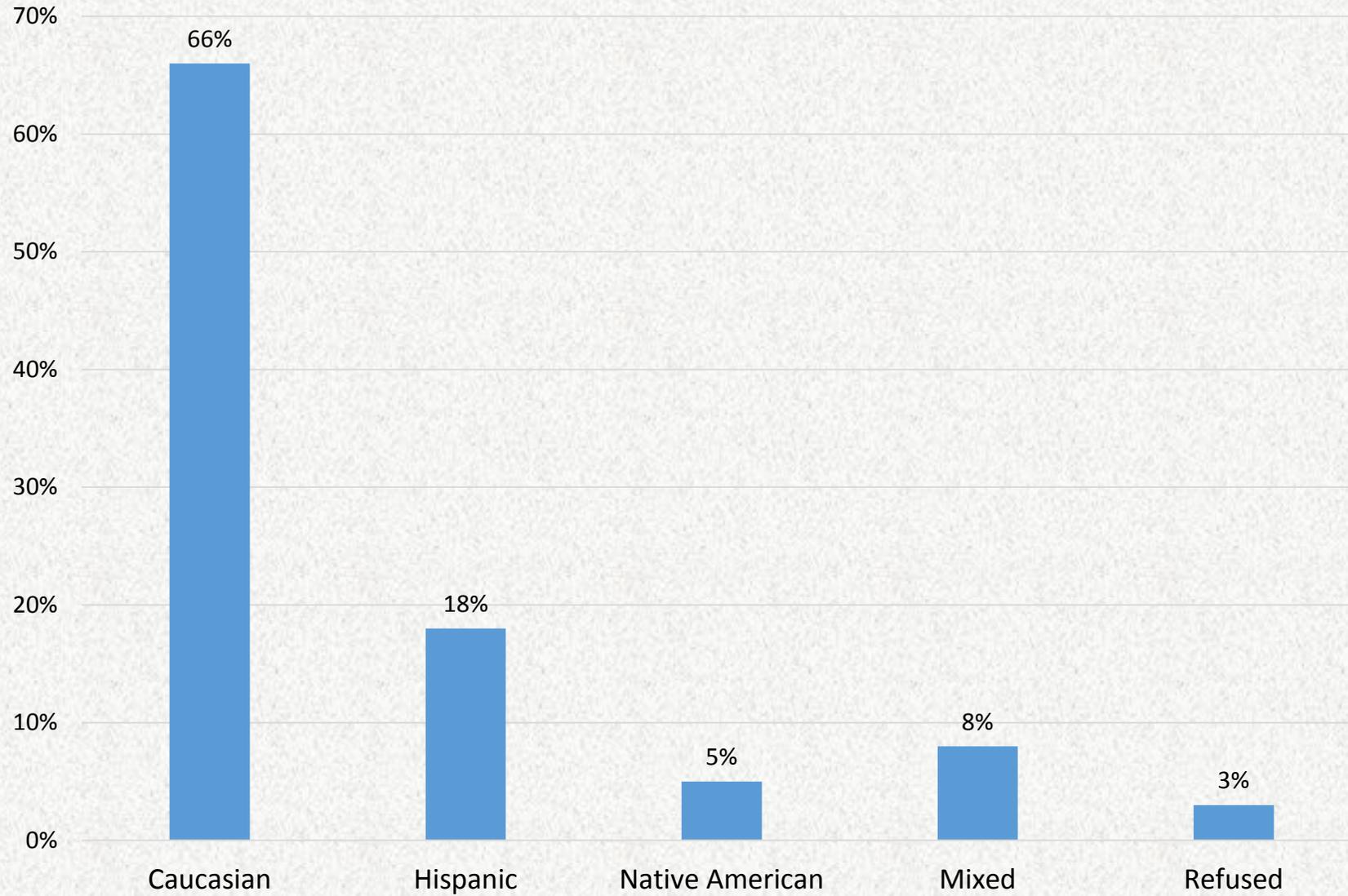


■ Yes ■ No

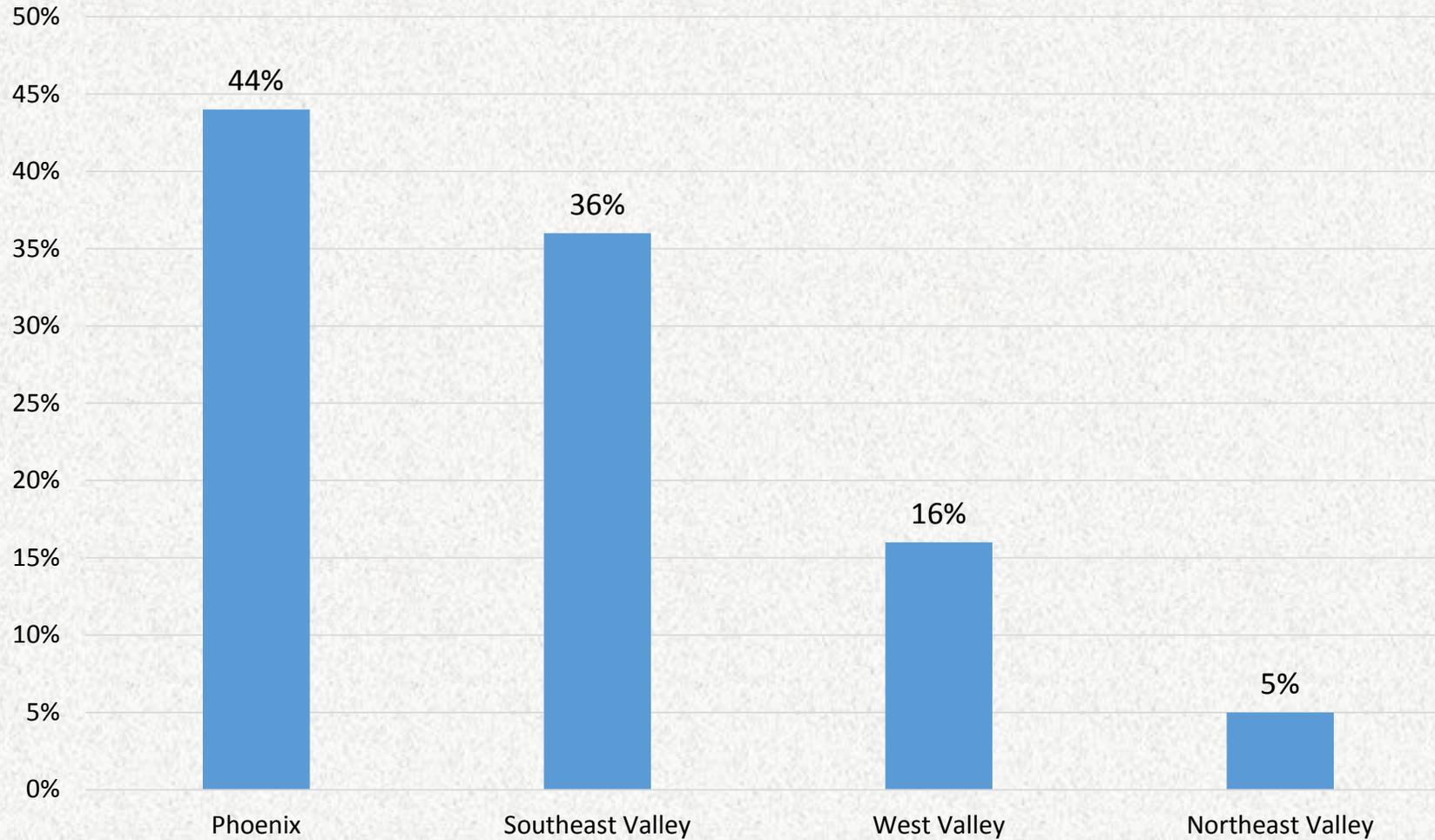
Victim by Age:



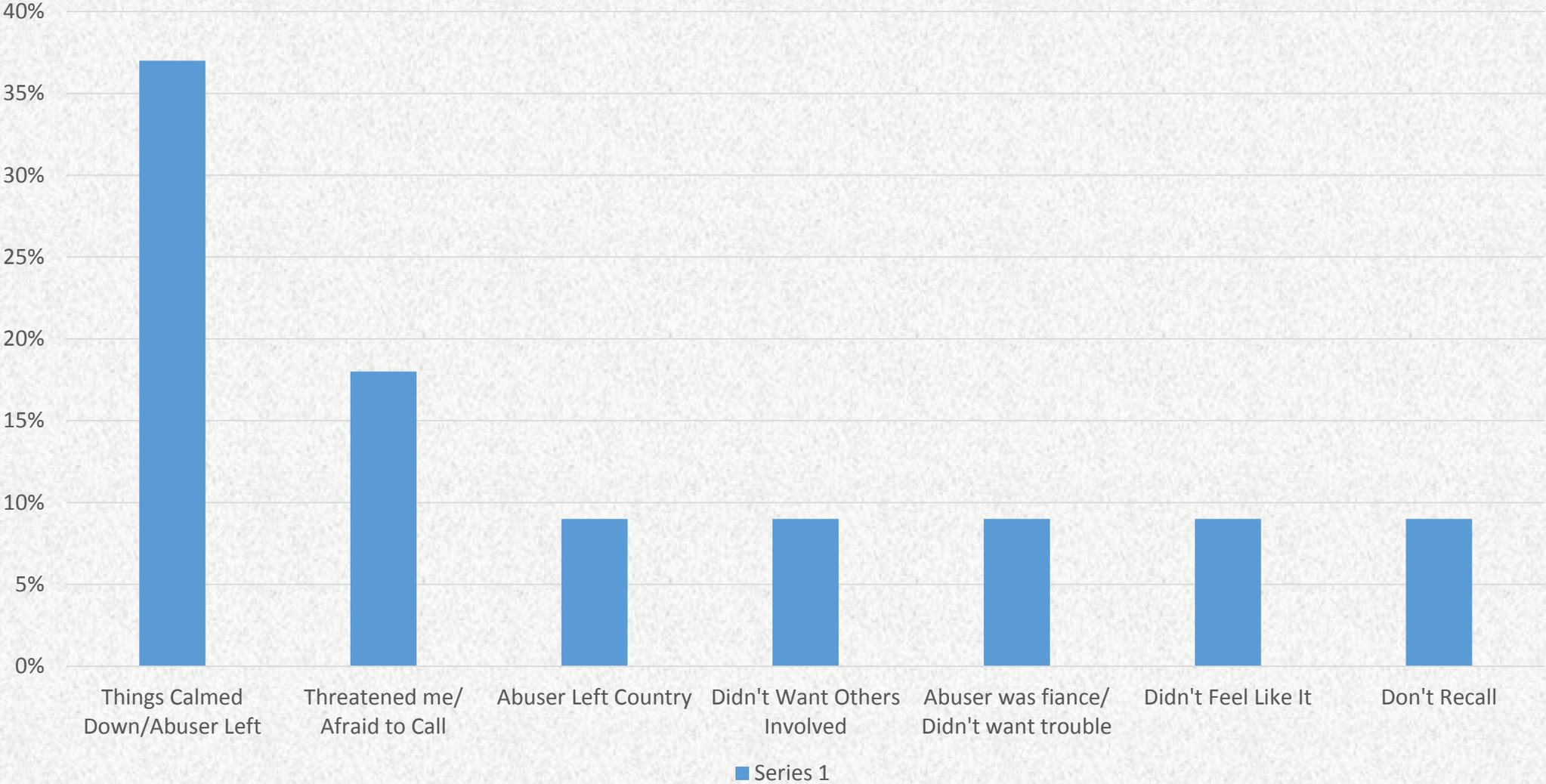
Ethnicity of Victim



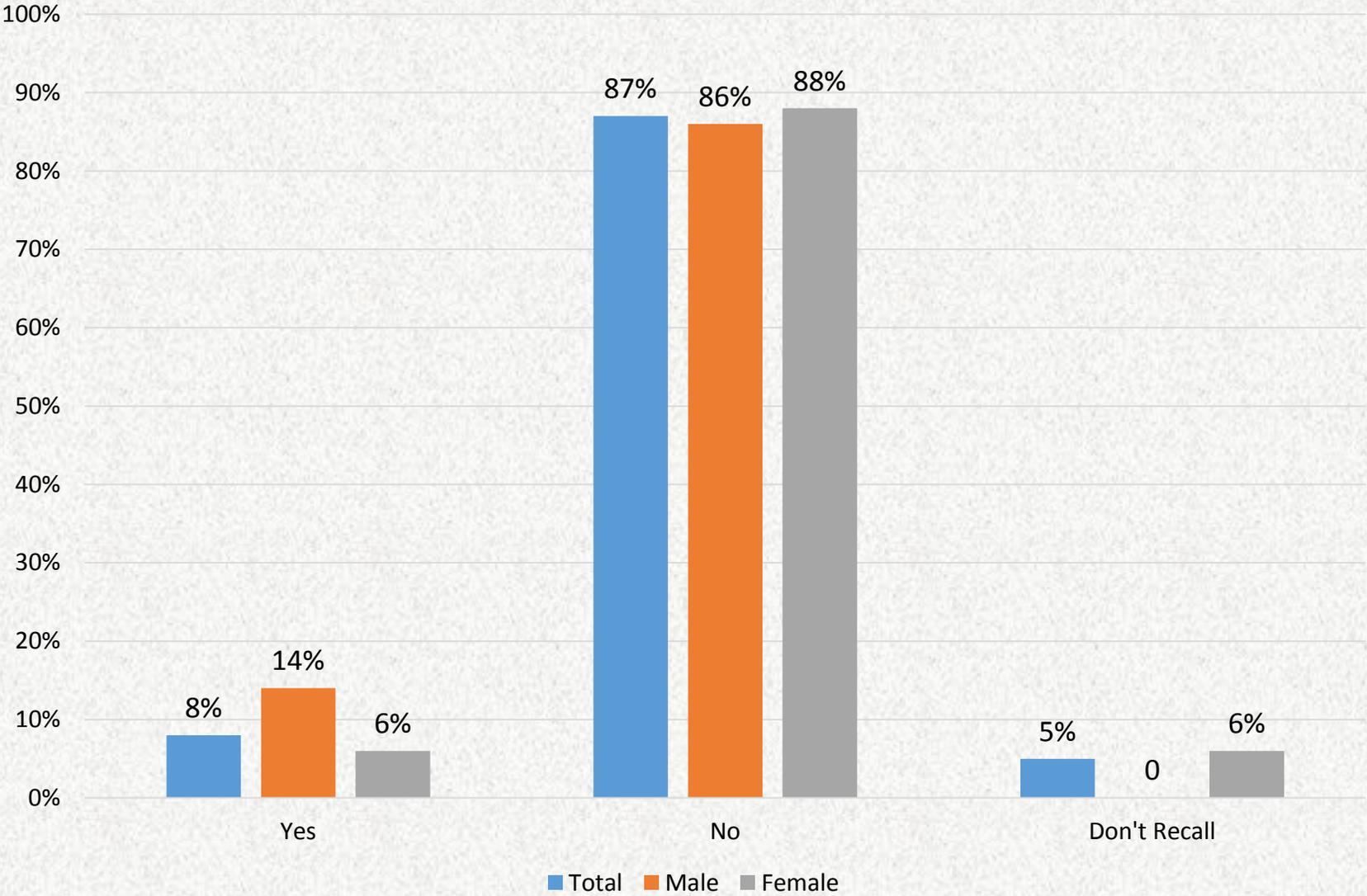
Location of Incident



Reasons Law Enforcement Not Involved in Incident



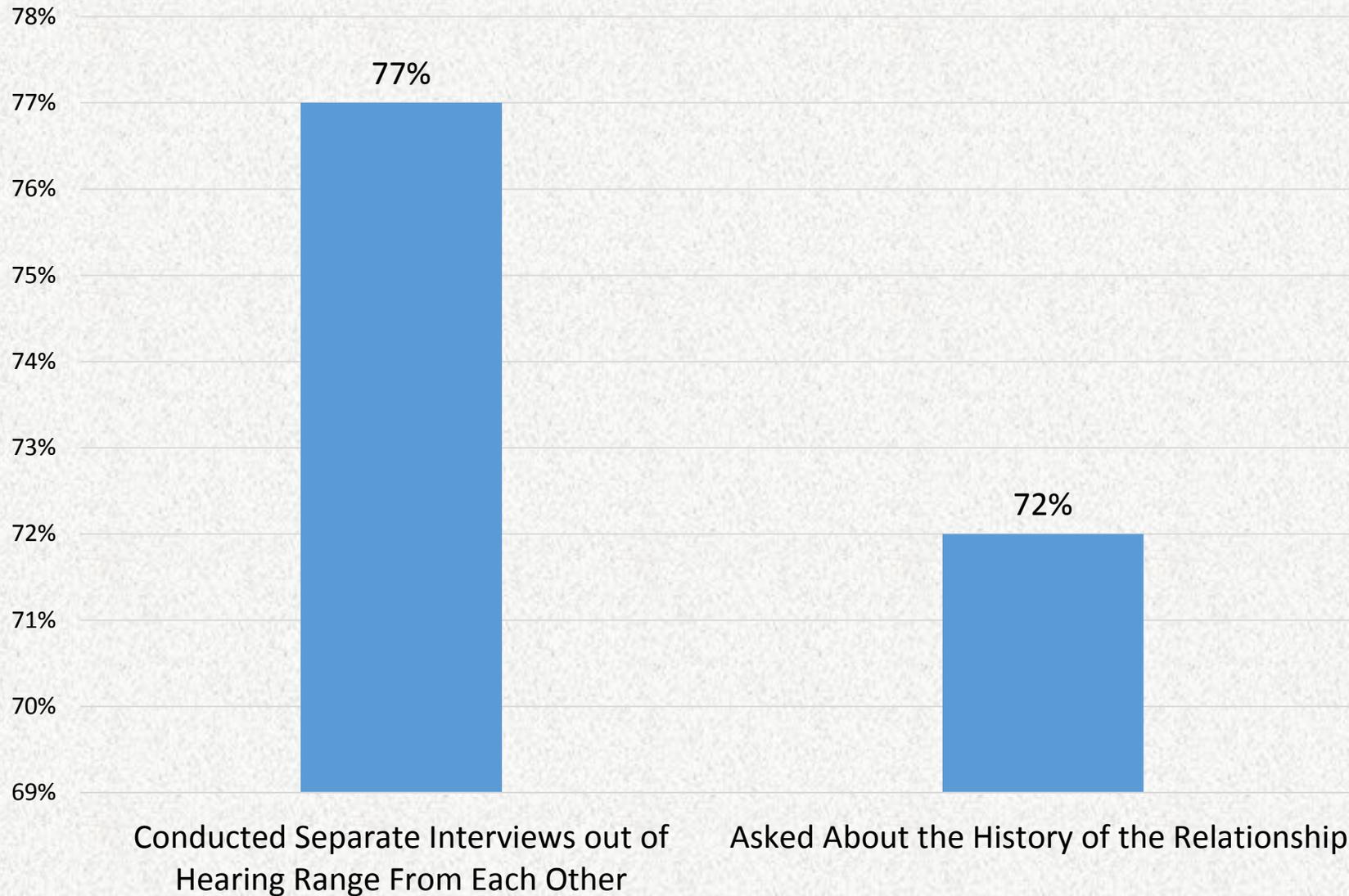
Did the officer call a victim advocate to assist you?



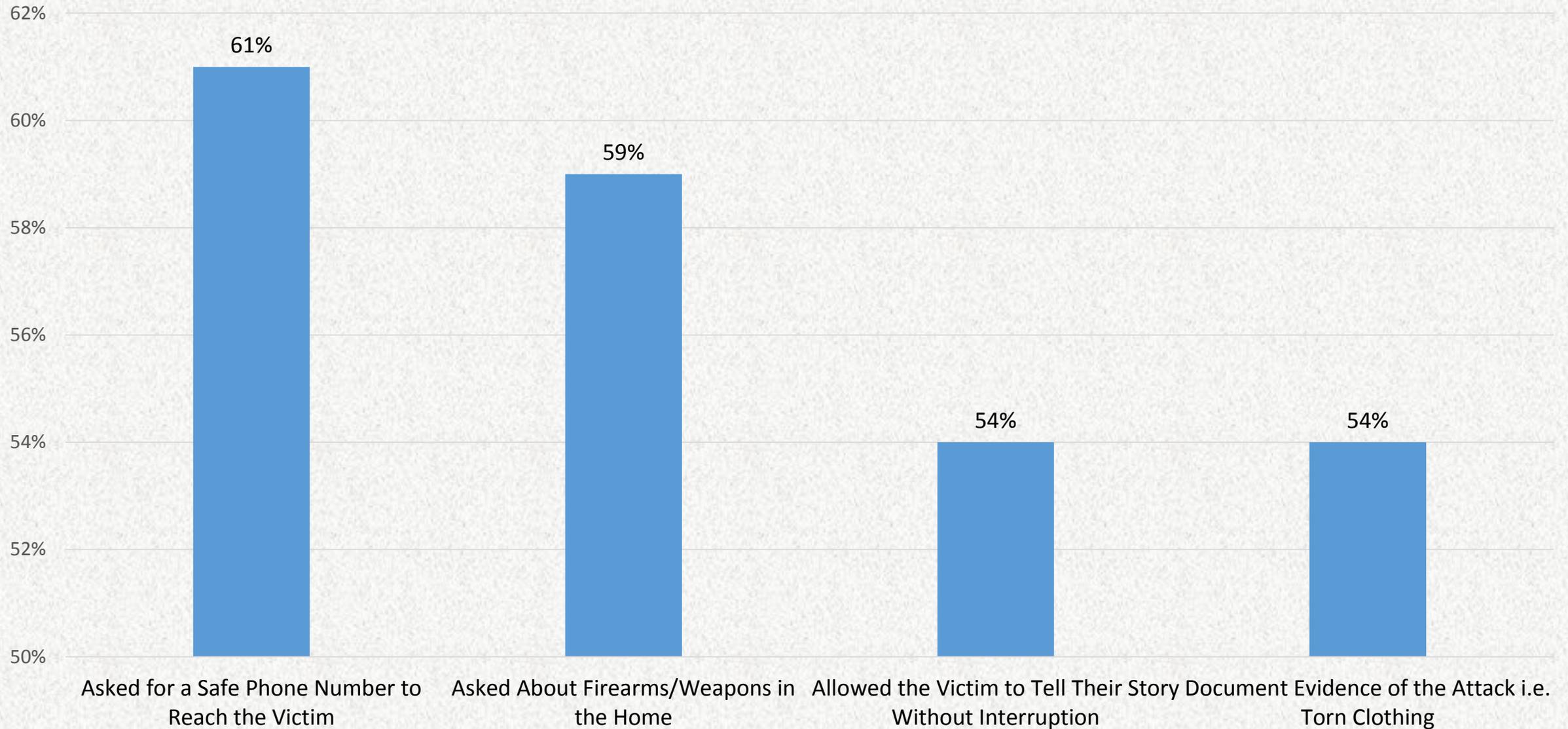
“Did the officer assist you in any of the following ways?”

	Yes	No	Don't Recall	Male	Female
Advise you to document any contact or acts of intimidation by your abuser?	53%	47%	0%	67%	50%
Provide resource materials to you like domestic violence shelter information?	36	61	3	50	33
Provide you with a Victims Rights Form and Victim Compensation Fund information?	36	64	0	50	33
Conduct safety planning with you?	22	75	3	33	20
Inform you of the suspect's status after an arrest is made?	14	69	17	33	10

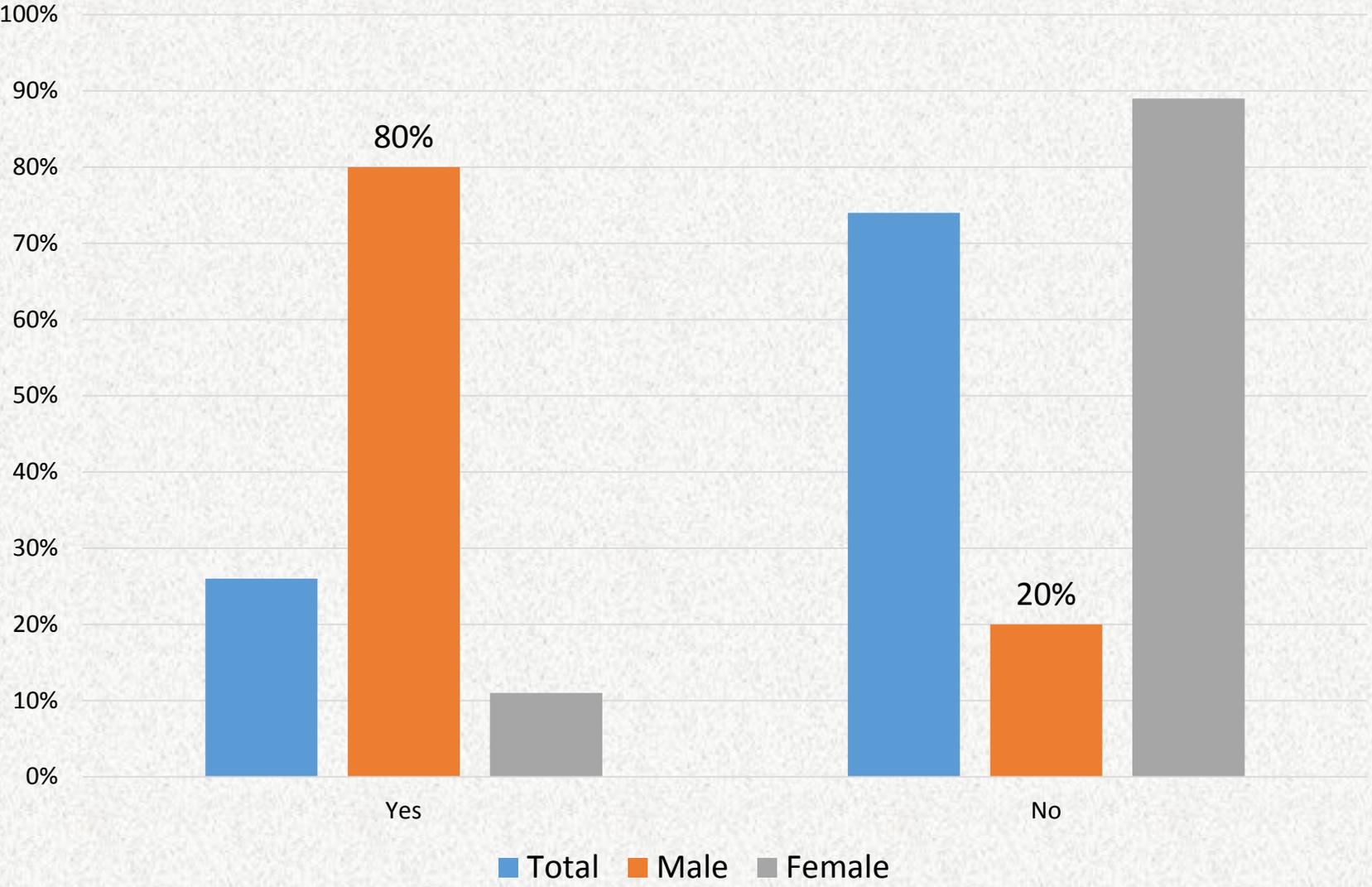
Better than 7 out of 10 officers did two of the items tested.



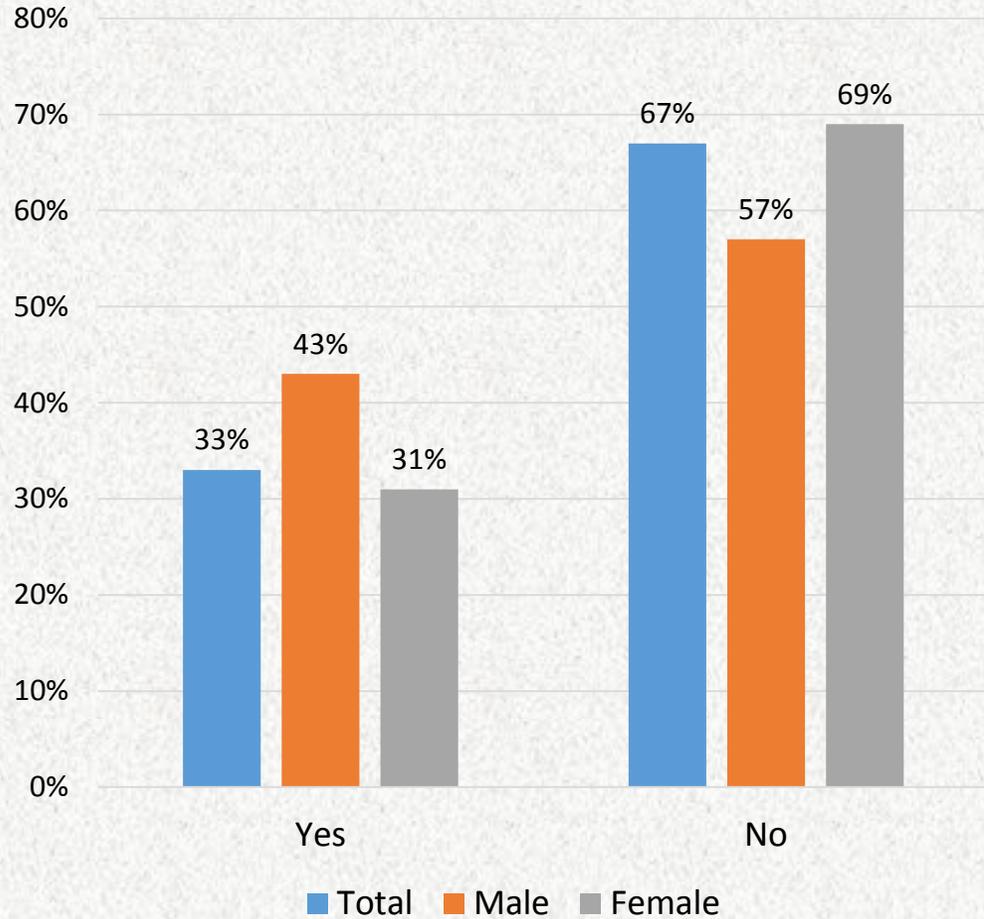
We also find that a majority of officers took four additional steps:



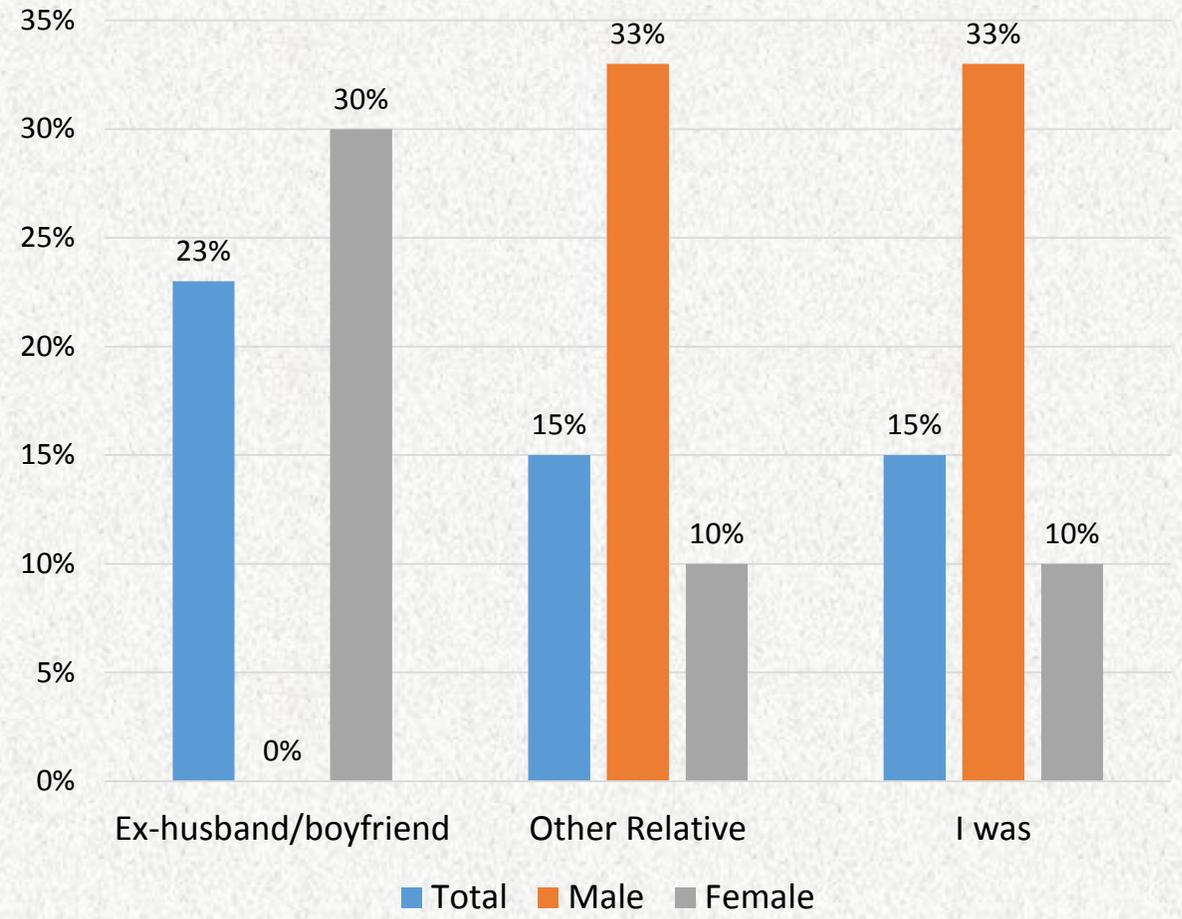
Did the officer request your consent to remove any firearms or weapons from the home?



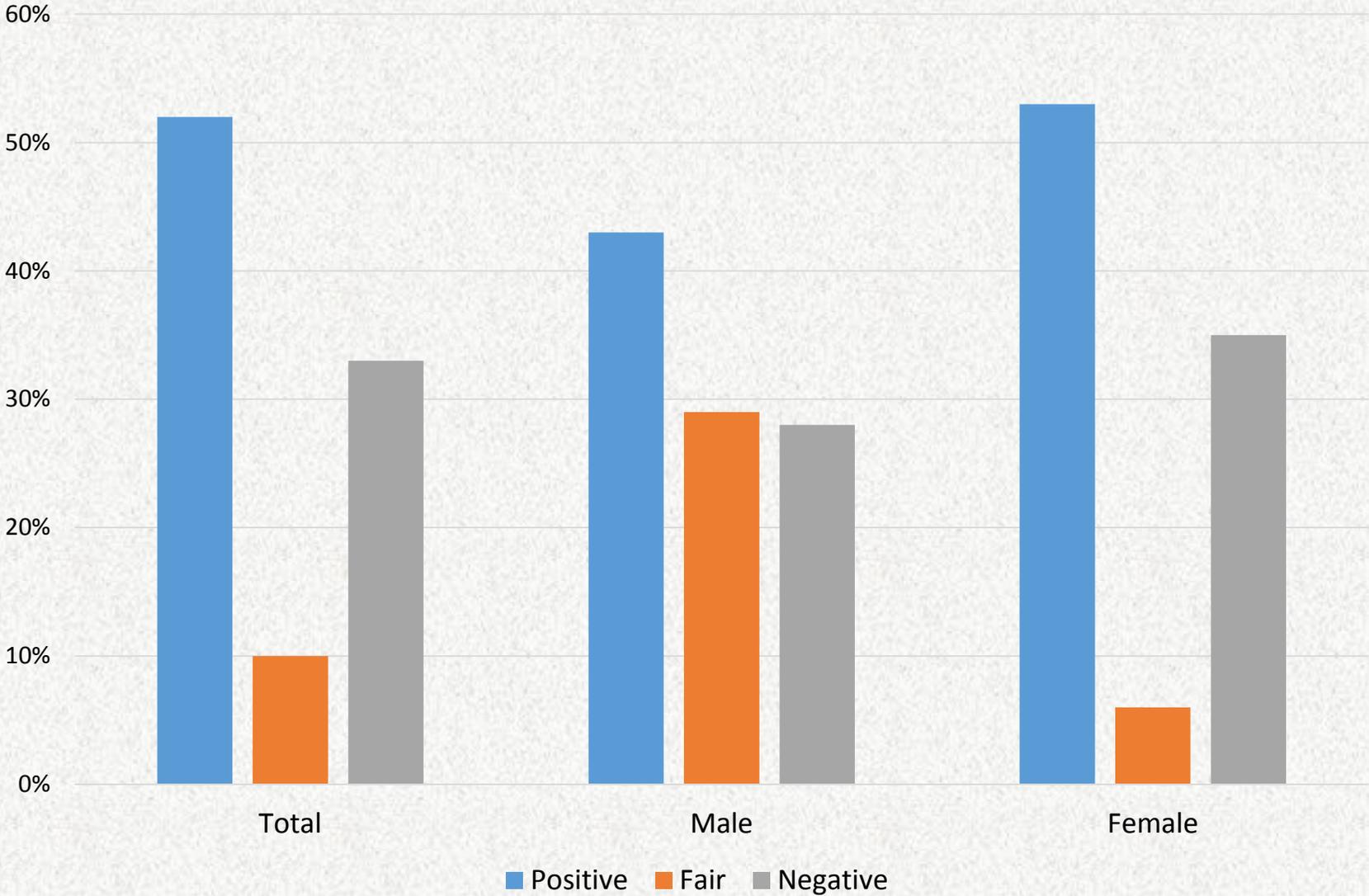
Was anyone arrested?



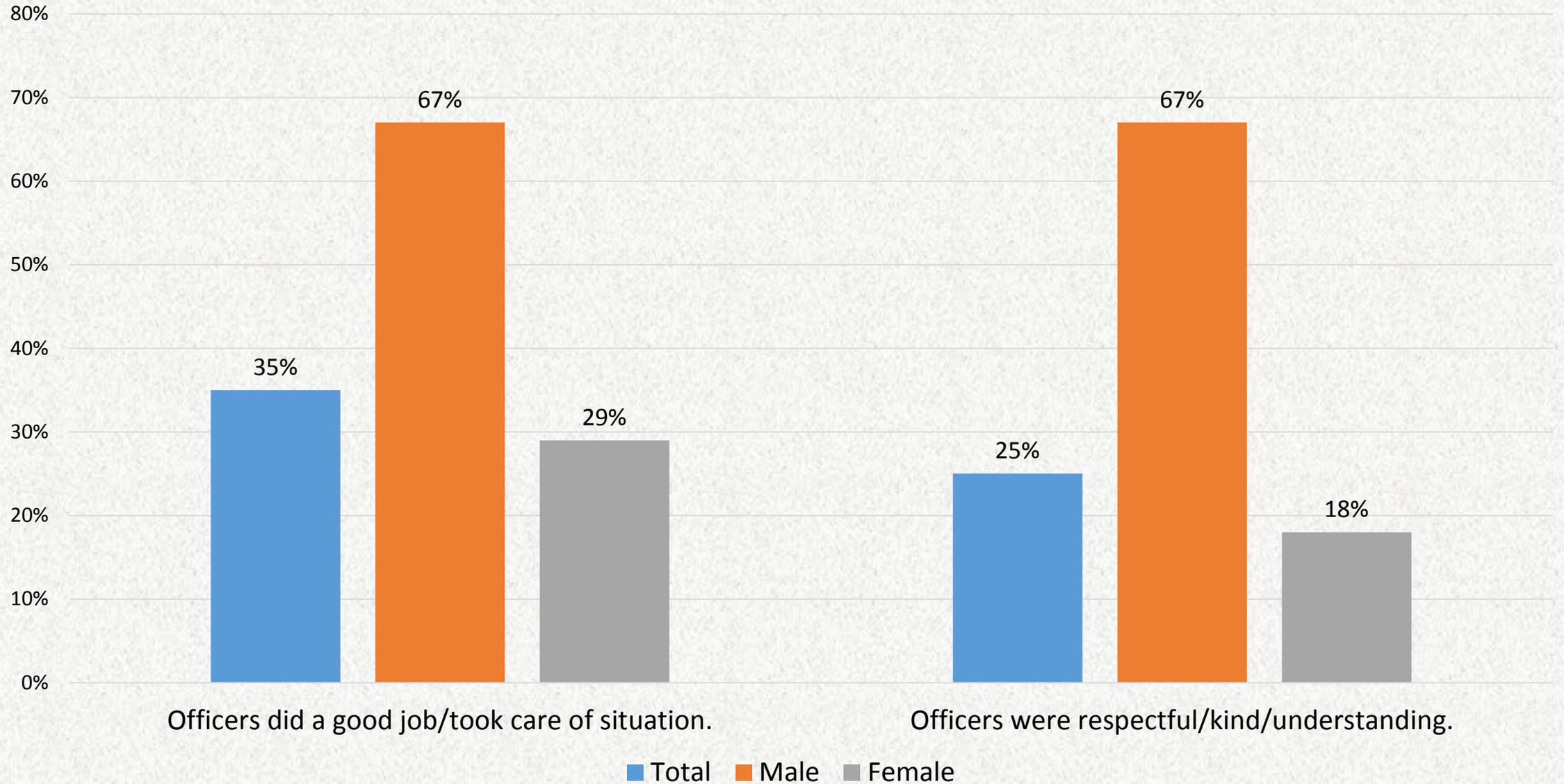
If so, who?



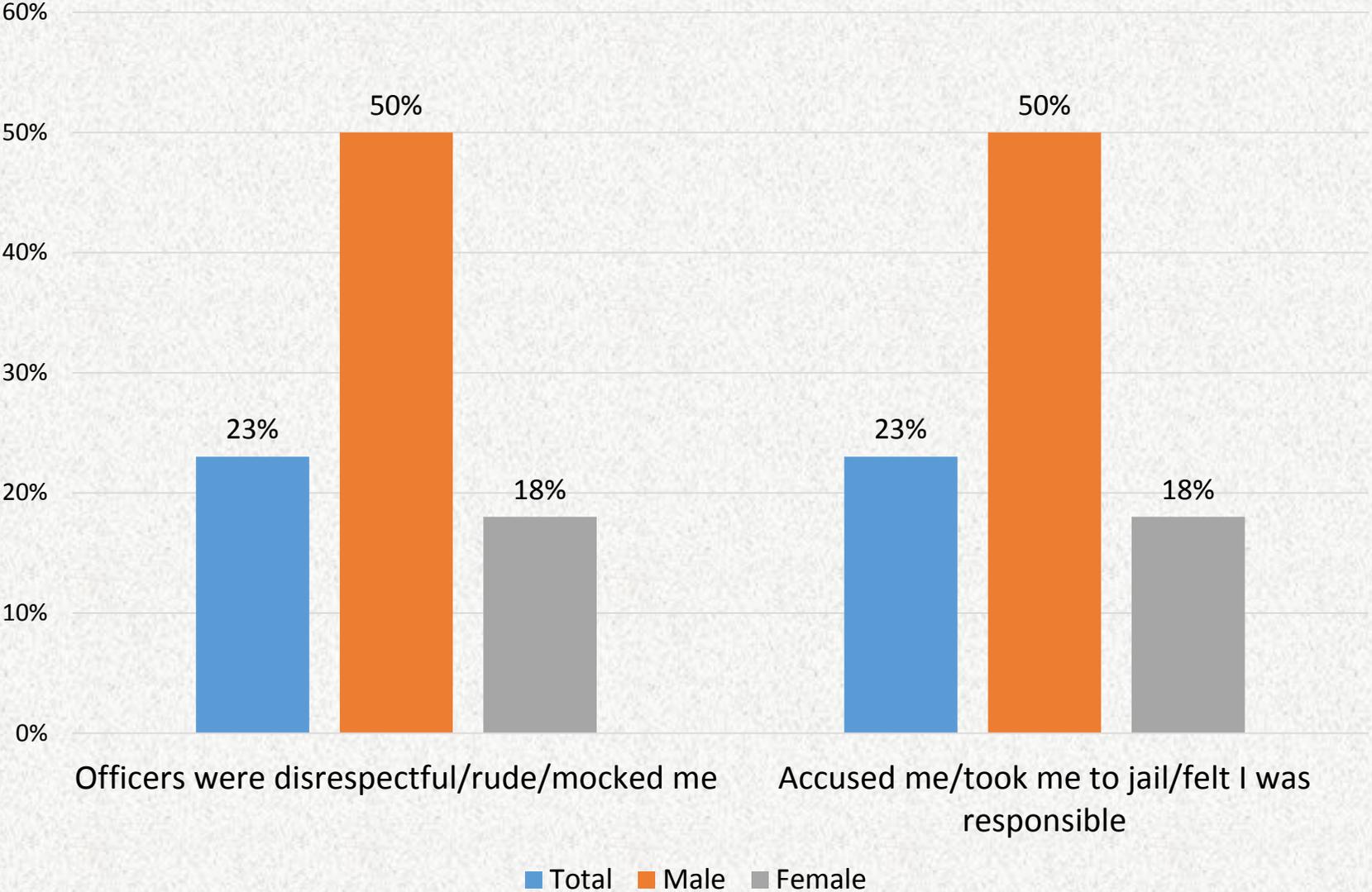
Overall Evaluation of Police Response:



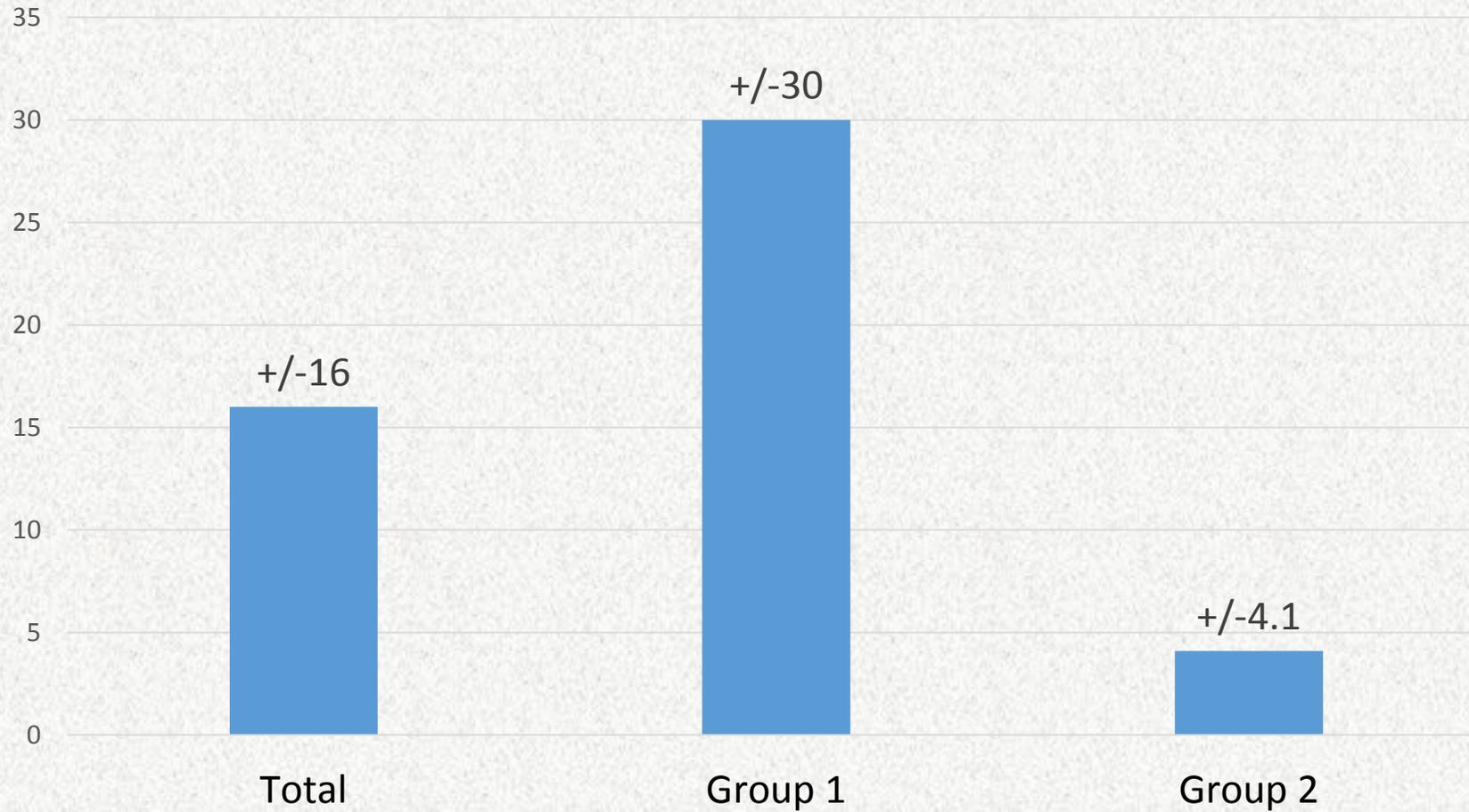
Evaluation of Positive Responses:



Evaluation of Negative Responses:



Margin of Error



**MARICOPA COUNTY DOMESTIC
VIOLENCE VICTIM'S SURVEY**

December 2014

Prepared for

Maricopa Association of Governments
Human Services Division

Prepared by

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INTRODUCTION

This study was commissioned by the Human Services Division of the Maricopa Association of Governments. The primary purpose of this effort was to obtain information to better understand domestic violence victims' perspectives about their experiences when dealing with law enforcement in the MAG region.

The information contained in this report is based on 39 in-depth telephone interviews conducted with a cross-section of individuals 18 years of age or older who were victims in the MAG region in the past ten years and involved law enforcement in their incident. The research plan originally called for the completion of 150 interviews; however this was not possible within the study deadline. To supplement for this reality, in the later stages of the interviewing process, two additional question areas were added: 1) victims who did not involve law enforcement in their incident were probed on their reasons for not doing so, and; 2) non-victims were probed on whether anyone close to them had been a victim of domestic violence in the past ten years. This supplement resulted in an additional 608 partial interviews – 11 with group 1) and 597 with group 2). The margins of error at 95 percent confidence levels for the various components of this effort are as follows: 39 victims, +/- 16.0 percent; 11 group 1), +/-30 percent; 597 group 2), +/- 4.1 percent.

Respondent selection for this project was accomplished via a computer-generated pure unweighted (EPSEM) random digit dial (RDD) telephone sample which selects households on the basis of telephone prefix. This method was used because it ensures a randomly-selected sample of area households proportionately allocated throughout the sample universe. This method also ensures that all unlisted and newly-listed telephone households are included in the sample. A pre-identification screening process was also utilized on this project. The computer procedure screens the sample to remove known business and commercial phone prefixes in addition to disconnects, faxes and computers. This process greatly limits contacts to residential phones. Both landlines and cell telephones were included in this research.

The questionnaire used in this study was designed by Behavior Research Center (BRC) in conjunction with the MAG Regional Domestic Violence Council (see appended questionnaire). After approval of the preliminary draft questionnaire, it was pre-tested with a randomly-selected cross-section of respondents. The pre-test focused on the value and understandability of the questions, adequacy of response categories, questions for which probes were necessary and the like. Following the pre-test, the final form was approved by the Council.

All of the interviewing on this project was conducted from early October to mid December 2014 at the Center's central location telephone facility where each interviewer worked under the direct supervision of BRC supervisory personnel. All of the female interviewers who worked on this project were professional interviewers of the Center. Each had prior experience with BRC and received a thorough briefing on the particulars of this study. During the briefing, the interviewers were trained on (a) the purpose of the study, (b) sampling procedures, (c) administration of the questionnaire, and (d) other project-related factors. In addition, each interviewer completed a set of practice interviews to ensure that all procedures were understood and followed.

Interviewing on this study was conducted during a cross-section of late afternoon and evening weekday hours and weekend hours. During the interviewing segment of this study, up to six separate attempts, on different days and during different times of day, were made to

contact each selected household. Only after six unsuccessful attempts was a selected household substituted in the sample.

As the data collection segment of this study was being undertaken, completed interviews were turned over to BRC's in-house Coding Department. The Coding Department edited, validated and coded the interviews. Upon completion of coding, a series of validity and logic checks were run on the data to ensure it was "clean" and representative of the sample universe.

The Behavior Research Center has presented all of the data germane to the basic research objectives of this project. However, if MAG management requires additional data retrieval or interpretation, we stand ready to provide such input.

BEHAVIOR RESEARCH CENTER

SUMMARY OF THE FINDINGS

DOMESTIC VIOLENCE INCIDENCE

Slightly under ten percent (8.5%) of the individuals interviewed during this effort indicated that they had been victims of domestic violence in metropolitan Phoenix in the past ten years and 68.4 percent of these victims involved law enforcement in their domestic violence incident. Overall we find that in the past ten years 5.8 percent of Maricopa County residents have been involved in a domestic violence incident that included law enforcement intervention.

DOMESTIC VIOLENCE INCIDENCE
IN METROPOLITAN PHOENIX – PAST TEN YEARS

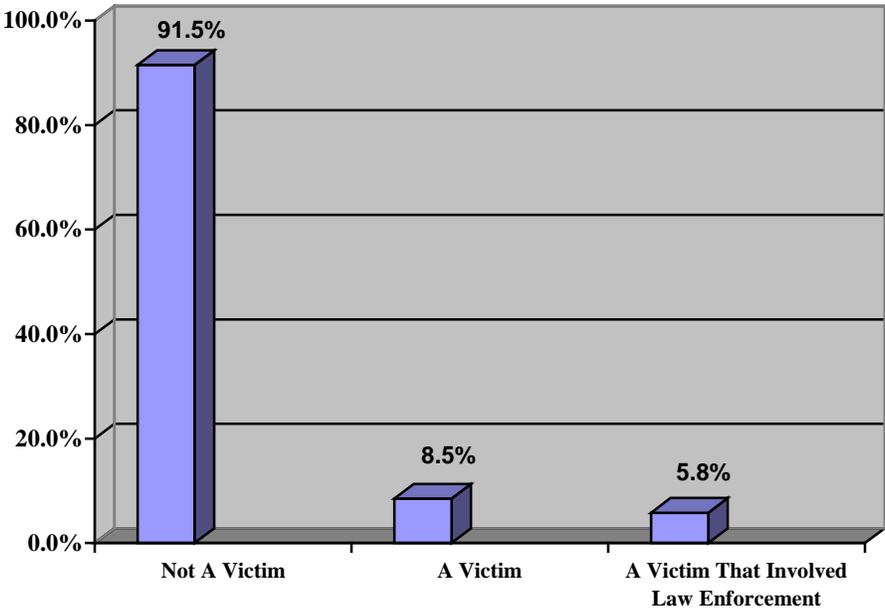


TABLE 1: DOMESTIC VIOLENCE INCIDENCE

“In the past ten years have you personally been a victim of domestic violence here in metropolitan Phoenix? Domestic violence is defined as a pattern of behavior that includes the use of threats or violence and intimidation for the purpose of gaining power and control over another person. (IF NECESSARY, INDICATE THAT VIOLENCE IS CHARACTERIZED BY PHYSICAL ABUSE, SEXUAL ABUSE, ECONOMIC ABUSE, ISOLATION, EMOTIONAL ABUSE, CONTROL OR VERBAL ABUSE).

Yes	8.5%
No	<u>91.5</u>
	100.0%

(IF YES)

“During your (most recent) domestic violence incident did law enforcement officers become involved?”

Yes	68.4%
No	<u>31.6</u>
	100.0%

INCIDENCE SUMMARY

Not a victim	91.5%
A victim	8.5
A victim and law enforcement was involved	5.8
(BASE)	(1155)

~~~~~

The demographic profile of victims included in this research is presented on the following table. Here we find that 82 percent were females and that nearly equal percentages were either under 35 (48%) or 35 or over (49%). Additionally, 66 percent of victims were Caucasian and 44 percent experienced their incident in the city of Phoenix.

TABLE 2: PROFILE OF DOMESTIC  
VIOLENCE INCIDENTS THAT INVOLVED  
LAW ENFORCEMENT

|                             |            |
|-----------------------------|------------|
| <u>GENDER OF VICTIM</u>     |            |
| Male                        | 18%        |
| Female                      | <u>82</u>  |
|                             | 100%       |
| <u>AGE OF VICTIM</u>        |            |
| Under 25                    | 15%        |
| 25 to 34                    | 33         |
| 35 to 44                    | 28         |
| 45 or over                  | 21         |
| Refused                     | <u>3</u>   |
|                             | 100%       |
| <u>ETHNICITY OF VICTIM</u>  |            |
| Caucasian                   | 66%        |
| Hispanic                    | 18         |
| Native American             | 5          |
| Mixed                       | 8          |
| Refused                     | <u>3</u>   |
|                             | 100%       |
| <u>DATE OF INCIDENT</u>     |            |
| 2010 to 2014                | 59%        |
| 2004 to 2009                | <u>41</u>  |
|                             | 100%       |
| <u>LOCATION OF INCIDENT</u> |            |
| Phoenix                     | <u>44%</u> |
| <u>Southeast Valley</u>     |            |
| Mesa                        | <u>36</u>  |
| Tempe                       | 23         |
| Chandler                    | 10         |
|                             | 3          |
| <u>West Valley</u>          |            |
| Goodyear                    | <u>16</u>  |
| Glendale                    | 5          |
| Surprise                    | 5          |
| Tolleson                    | 3          |
|                             | 3          |
| <u>Northeast Valley</u>     |            |
| Scottsdale                  | <u>5</u>   |
|                             | <u>5</u>   |
|                             | 101%*      |
| (BASE)                      | (39)       |

\*Total exceeds 100% due to rounding

~~~~~

Those victims who did not involve law enforcement did not do so primarily because things calmed down (37%) or out of fear (18%).

TABLE 3: REASONS LAW ENFORCEMENT
NOT INVOLVED IN INCIDENT

(AMONG VICTIMS WHO DID
NOT INVOLVE LAW ENFORCEMENT)

“Why didn’t you involve law enforcement officers in your domestic violence incident(s)? (PROBE) Why else?”

Things calmed down and accuser left	37%
Threatened me – afraid to call	18
Abuser left country	9
Did not want to involve other people	9
It was my fiancé and I didn’t want to cause trouble	9
Didn’t feel like it	9
Don’t recall	9
(BASE)	(11)

~~~~~

In two related questions which were added to the questionnaire half way through interviewing, we find that 14 percent of non-victims have known someone close who had been a victim in the past ten years. In 64 percent of these cases, the police became involved.

TABLE 4: AWARE OF DOMESTIC VIOLENCE  
AMONG SOMEONE CLOSE TO

(AMONG NON-VICTIMS  
OF DOMESTIC VIOLENCE)

“Has anyone close to you been a victim of domestic violence in the past ten years?”

|     |           |
|-----|-----------|
| Yes | 14%       |
| No  | <u>86</u> |
|     | 100%      |

|        |       |
|--------|-------|
| (BASE) | (597) |
|--------|-------|

(IF YES)

“During this person’s domestic violence incident, did law enforcement officers become involved?”

|          |          |
|----------|----------|
| Yes      | 64%      |
| No       | 32       |
| Not sure | <u>4</u> |
|          | 100%     |

|        |      |
|--------|------|
| (BASE) | (81) |
|--------|------|

~~~~~

INITIAL CONTACT – WHO CALLED POLICE

In nearly six out of ten cases (59%), the victims themselves contacted the police regarding their domestic violence incident, while in ten percent of the cases the victim went directly to a police station to report their incident.

TABLE 5: INITIAL CONTACT— WHO CALLED POLICE

“During your (most recent) experience, who called the police regarding the domestic violence incident?”

	TOTAL	GENDER	
		Male	Female
I called	59%	43%	63%
Police not called – went to station	10	0	13
A neighbor or friend called	5	29	0
My child called	5	0	6
My abuser called	5	14	3
Other relative	5	14	3
Spouse	5	0	6
Ex husband	3	0	3
Don't recall	3	0	3
	100%	100%	100%
(BASE)	(39)	(7)	(32)

~~~~~

## POLICE OFFICER IMPARTIALITY

In 64 percent of all cases, the victim felt the attending police did not take sides, while in 26 percent of cases they felt they did.

TABLE 6: POLICE OFFICERS IMPARTIALITY

“Do you feel the police officer who arrived on the scene did or did not take sides?”

|                      | TOTAL | GENDER |        |
|----------------------|-------|--------|--------|
|                      |       | Male   | Female |
| Took sides           | 26%   | 29%    | 25%    |
| Did not take sides   | 64    | 71     | 63     |
| One did, one did not | 2     | 0      | 3      |
| Don't recall         | 8     | 0      | 9      |
|                      | 100%  | 100%   | 100%   |
| (BASE)               | (39)  | (7)    | (32)   |

~~~~~

PROVISION OF VICTIM'S RIGHTS INFORMATION

Sixty-nine percent of victims indicate that the officer informed or provided them with information about their rights as a victim. Among this group, 85 percent were both advised of their rights as a victim verbally and in writing.

TABLE 7: PROVISION OF VICTIM'S RIGHTS INFORMATION

“Did the officer inform or provide you with information about your rights as a victim?”

	TOTAL	GENDER	
		Male	Female
Yes	69%	71%	69%
No	28	29	28
Don't recall	<u>3</u>	<u>0</u>	<u>3</u>
	100%	100%	100%
(BASE)	(39)	(7)	(32)

(IF YES)

“And did the officer do each of the following or not?”

	Yes	No	Don't Know	% YES	
				Male	Female
Advise you of your rights as a victim verbally	85%	15%	0%	100%	82%
Provide you with written information about your rights as a victim*	85	7	7	80	86
(BASE)		(27)		(5)	(22)

*Total does not equal 100% due to rounding

~~~~~

**OCCURRENCE OF PHYSICAL INJURIES**

One-third of victims (33%) indicate that they sustained physical injuries and 54 percent indicate that the officer on scene checked to see if they had any injuries. Among those who said the officer checked for injuries, 48 percent said the officer encouraged them to go to the emergency room for an exam, while 29 percent said the officer notified emergency medical service and 19 percent said the officer administered first aid.

TABLE 8: OCCURRENCE OF PHYSICAL INJURIES

“Did you sustain any physical injuries during your (most recent) experience?”

|     | TOTAL             | GENDER            |                   |
|-----|-------------------|-------------------|-------------------|
|     |                   | Male              | Female            |
| Yes | 33%               | 43%               | 31%               |
| No  | <u>67</u><br>100% | <u>57</u><br>100% | <u>69</u><br>100% |

“Did the officer on scene check to see if you had any injuries?”

|        |                   |                   |                   |
|--------|-------------------|-------------------|-------------------|
| Yes    | 54%               | 43%               | 56%               |
| No     | <u>46</u><br>100% | <u>57</u><br>100% | <u>44</u><br>100% |
| (BASE) | (39)              | (7)               | (32)              |

(IF YES)

“And did the officer take any of the following steps?”

|                                                       | Yes | No   | % YES |        |
|-------------------------------------------------------|-----|------|-------|--------|
|                                                       |     |      | Male  | Female |
| Encourage you to go to the emergency room for an exam | 48% | 52%  | 67%   | 44%    |
| Notify emergency medical services                     | 29  | 71   | 33    | 28     |
| Administer first aid                                  | 19  | 81   | 33    | 17     |
| (BASE)                                                |     | (21) | (3)   | (18)   |

~~~~~

REFERRAL TO VICTIM ADVOCATE

Eight percent of victims indicate the officer called a victim advocate to assist them and the advocate assisted them in the following manner: 1) getting an order of protection; 2) contacting the District Attorney; 3) help getting counseling; 4) help with paperwork and; 5) providing general information.

The 87 percent of victims for whom the officer did not call a victim advocate reveal that the officer assisted them in the following primary ways: 1) gave advice on documenting any contact or acts of intimidation by abuser (53%); 2) provided domestic violence shelter information (36%) and; 3) provided Victim's Rights Form and Victim Compensation Fund information (36%). In about one out of five cases or less the officer conducted a safety plan with the victim (22%) or informed the victim of the suspect's status after an arrest was made (14%).

TABLE 9: REFERRAL TO VICTIM ADVOCATE

"Did the officer call a victim advocate to assist you?"

	TOTAL	GENDER	
		Male	Female
Yes	8%	14%	6%
No	87	86	88
Don't recall	<u>5</u>	<u>0</u>	<u>6</u>
	100%	100%	100%
(BASE)	(39)	(7)	(32)

(IF YES)

"And what did the victim advocate assist you with?"

	TOTAL	GENDER	
		Male	Female
Getting an order of protection	33%	0%	50%
Contacting the District Attorney	33	0	50
Help with getting counseling	33	0	50
Help with paperwork	33	0	50
General info, don't recall	<u>33</u>	<u>100</u>	<u>0</u>
	165%*	100%	200%*
(BASE)	(3)	(1)	(2)

*Exceeds 100% due to multiple responses

(Continued)

(CONT.) TABLE 9: REFERRAL TO VICTIM ADVOCATE

(IF NO)

"Did the officer assist you in any of the following ways?"

	Yes	No	Don't Recall	% YES	
				Male	Female
Advise you to document any contact or acts of intimidation by your abuser	53%	47%	0%	67%	50%
Provide resource materials to you like domestic violence shelter information	36	61	3	50	33
Provide you with a Victims Rights Form and Victim Compensation Fund information	36	64	0	50	33
Conduct safety planning with you	22	75	3	33	20
Inform you of the suspect's status after an arrest is made	14	69	17	33	10
(BASE)		(36)		(6)	(30)

~~~~~

## STEPS TAKEN BY OFFICER DURING ENCOUNTER

Victims were asked to indicate if the attending officer did any of ten things. This line of inquiry reveals that better than seven out of ten officers did two of the ten items tested.

- Conducted separate interviews with all parties and witnesses out of hearing range from each other and bystanders (77%)
- Asked about the history of your relationship with the person who was the reason you called for help (72%)

We also find that a majority of officers took four additional steps.

- Asked for a safe phone number the victim could be contacted at (61%)
- Asked if there were any firearms or weapons in the home (59%)
- Allowed the victim to tell their story uninterrupted, before starting to ask you questions about the incident (54%)
- Documented evidence of the attack such as weapons or torn clothing (54%)

Each of the remaining four items tested was done by roughly one-third of officers or less.

**TABLE 10: STEPS TAKEN BY  
OFFICER DURING ENCOUNTER**

|                                                                                                                | “Next, did the officer do each of the following things?” |      |              | % YES |        |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|------|--------------|-------|--------|
|                                                                                                                | Yes                                                      | No   | Don't Recall | Male  | Female |
| Conduct separate interviews with all parties and witnesses out of hearing range from each other and bystanders | 77%                                                      | 15%  | 8%           | 100%  | 72%    |
| Ask about the history of your relationship with the person who was the reason you called for help              | 72                                                       | 23   | 5            | 86    | 69     |
| Ask for a safe phone number you could be contacted at                                                          | 61                                                       | 36   | 3            | 86    | 56     |
| Ask if there were any firearms or weapons in the home                                                          | 59                                                       | 36   | 5            | 71    | 56     |
| Allow you to tell your story uninterrupted, before starting to ask you questions about the incident            | 54                                                       | 36   | 10           | 71    | 50     |
| Document evidence of the attack such as weapons or torn clothing                                               | 54                                                       | 31   | 15           | 71    | 50     |
| Ask for the name and phone number of a friend or family member                                                 | 36                                                       | 56   | 8            | 57    | 31     |
| Take photos of visible injuries                                                                                | 33                                                       | 62   | 5            | 57    | 28     |
| Ask for an email address                                                                                       | 18                                                       | 72   | 10           | 43    | 13     |
| Followed up with you after the incident to collect more documentation of injuries                              | 15                                                       | 82   | 3            | 43    | 9      |
| (BASE)                                                                                                         |                                                          | (39) |              | (7)   | (32)   |

(Continued)

(CONT.) TABLE 10: STEPS TAKEN BY  
OFFICER DURING ENCOUNTER

(IF ASKED ABOUT FIREARMS)

“And did the officers request your consent to remove any firearms  
weapons from the home?”

|            | <u>TOTAL</u> | <u>GENDER</u> |           |
|------------|--------------|---------------|-----------|
|            |              | Male          | Female    |
| Yes        | 26%          | 80%           | 11%       |
| No         | <u>74</u>    | <u>20</u>     | <u>89</u> |
|            | 100%         | 100%          | 100%      |
| <br>(BASE) | <br>(23)     | <br>(5)       | <br>(18)  |

~~~~~

In 26 percent of those cases where the officer asked about firearms in the house, the officer requested the victim's consent to remove them from the home.

ARREST AS A RESULT OF INCIDENTS

One-third of victims reveal that there was an arrest as a result of their incident.

**TABLE 11: ARREST AS A RESULT
OF INCIDENT**

“Was anyone arrested as a result of your incident?”

	TOTAL	GENDER	
		Male	Female
Yes	33%	43%	31%
No	<u>67</u>	<u>57</u>	<u>69</u>
	100%	100%	100%
(BASE)	(39)	(7)	(37)

(IF YES)

“Who was arrested?”

Ex-husband/boyfriend	23%	0%	30%
Other relative (father/cousin)	15	33	10
The abuser	15	0	20
I was	15	33	10
Spouse	8	33	0
Unknown woman	8	0	10
Victim’s child	8	0	10
Me and spouse	<u>8</u>	<u>0</u>	<u>10</u>
	100%	99%*	100%
(BASE)	(13)	(3)	(10)

* Does not equal 100% due to rounding

OVERALL EVALUATION OF POLICE RESPONSE

A majority of victims (52%) offer an overall positive rating of either excellent (31%) or good (21%) regarding how well the police responded to their domestic violence incident. In comparison, ten percent offer a fair rating and 33 percent offer a negative rating of either poor (18%) or very poor (15%).

Additionally, 59 percent of victims believe their attending officers completed their duties as officers to the best of their ability – 36 percent disagree.

**TABLE 12: OVERALL EVALUATION
OF POLICE RESPONSE**

“Next, overall, how would you rate how well the police responded to your domestic violence-related incident – excellent, good, fair, poor or very poor?”

	TOTAL	GENDER	
		Male	Female
Excellent	31%	14%	34%
Good	21	29	19
Fair	10	29	6
Poor	18	14	19
Very poor	15	14	16
Not sure	<u>5</u>	<u>0</u>	<u>6</u>
	100%	100%	100%
(BASE)	(39)	(7)	(32)

“Why do you rate it as (rating)?”

	Positive <u>Responses</u>		
Officers did a good job/took care of situation	35%	67%	29%
Officers were respectful/kind/understanding	25	67	18
Officers gave me information/number to call	25	0	29
Officers were impartial/didn't take sides	10	0	12
Officers made me feel comfortable/relaxed	5	0	12
Got my son back safely	5	0	6
Did a follow-up/called to check on me	5	33	0
Officers responded quickly	5	0	6
Officers helped save my life	5	0	6
Not sure	<u>5</u>	<u>0</u>	<u>6</u>
	130%*	167%*	124%*
(BASE)	(20)	(3)	(17)

(Continued)

(CONT.) TABLE 12: OVERALL EVALUATION
OF POLICE RESPONSE

	Negative Responses	<u>GENDER</u>	
		Male	Female
Officers were disrespectful/rude/mockd me	23%	50%	18%
Accused me/took me to jail/ felt I was responsible	23	50	18
Officers not helpful/I did all the work	15	0	18
They were judgmental/took sides/biased	8	0	9
Took a long time to show up	8	0	9
I didn't want spouse arrested/just wanted fight to stop	8	50	0
Asked for emergency order of protection/told it didn't exist	8	0	9
Didn't tell me abuser wasn't arrested/still on the streets	8	0	9
Wasn't allowed to ride in ambulance with spouse	8	0	9
Officers didn't believe my story	8	0	9
Didn't let me talk	<u>8</u>	<u>0</u>	<u>9</u>
	125%*	150%*	117%*
 (BASE)	 (13)	 (2)	 (11)

*Exceeds 100% due to multiple responses

“In your opinion, do you feel the officer or officers who arrived on scene completed their duties as officers to the best of their ability?”

	Total	<u>GENDER</u>	
		Male	Female
Yes	59%	57%	59%
No	36	43	34
Not sure	<u>5</u>	<u>0</u>	<u>6</u>
	100%	100%	99%*
 (BASE)	 (39)	 (7)	 (32)

* Does not equal 100% due to rounding

~~~~~

**APPENDIX**

Survey Questionnaire

BEHAVIOR RESEARCH CENTER  
45 East Monterey Way  
Phoenix, Arizona 85012  
(602) 258-4554

JOB ID 2014061

DOMESTIC VIOLENCE VICTIM'S SURVEY  
Fall 2014

RDD VERSION

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of The Maricopa Association of Government. We're conducting a study on domestic violence in the metropolitan Phoenix area and I'd like to speak with someone in your household for a few minutes.

- A. In order to get a balanced sample of local residents, I need to speak with the person 18 years of age or older in your household who had the most recent birthday.

- IF RESPONDENT IS THE PERSON – GO TO QUESTION D
- IF OTHER PERSON COMES TO PHONE – GO TO QUESTION B
- IF RESPONDENT NOT AVAILABLE – ARRANGE CALLBACK
- IF REFUSE – THANK AND TERMINATE

- B. Hello, my name is \_\_\_\_\_ and I'm calling on behalf of The Maricopa Association of Government. We're conducting a study on domestic violence in the metropolitan Phoenix area and I'd like to speak with you for a few minutes.

- C. Before we get started, are you 18 years of age or older?

IF YES: GO TO QD

IF NO: ASK TO SPEAK WITH PERSON 18 OR OLDER,  
RE-INTRODUCE YOURSELF AND CONTINUE.  
IF NONE AVAILABLE, ARRANGE CALLBACK.  
IF NONE IN HOUSEHOLD, TERMINATE

Male...1  
Female...2

CELL PHONE VERSION

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of The Maricopa Association of Government. We're conducting a study on domestic violence in the metropolitan Phoenix area and I'd like to speak with you for a few minutes.

- A. Before we get started, are you 18 years of age or older?

IF YES: CONTINUE

IF NO: THANK AND TERMINATE

Male...1  
Female...2

- B. Is your residence located within the metropolitan Phoenix area which includes all of Maricopa County?

Yes...1  
No...2

IF YES: CONTINUE

IF NO: THANK AND TERMINATE

- C. Are you currently driving or doing anything else that would make it unsafe for you to be on the phone?

(ARRANGE CALLBACK) Yes...1  
(GO TO QD) No...2

- D. In the past ten years have you personally been a victim of domestic violence here in the metropolitan Phoenix? Domestic violence is defined as a pattern of behavior that includes the use of threats or violence and intimidation for the purpose of gaining power and control over another person. (IF NECESSARY INDICATE THAT VIOLENCE IS CHARACTERIZED BY PHYSICAL ABUSE, SEXUAL ABUSE, ECONOMIC ABUSE, ISOLATION, EMOTIONAL ABUSE, CONTROL OR VERBAL ABUSE.)

(GO TO QE) Yes...1  
(GO TO QI) No...2

- E. Have you been involved in more than one domestic violence incident in the past ten years here in the metropolitan Phoenix?

(GO TO QE1) Yes...1  
(GO TO QF) No...2

E1. How many? NUMBER: / / /

F. During your (most recent) domestic violence incident did law enforcement officers become involved?

(GO TO Q1) Yes...1  
(GO TO NEXT INSTRUCTION) No...2

**INSTRUCTION: IF ONLY ONE INCIDENT IN PAST TEN YEARS - GO TO QH. IF MULTIPLE INCIDENTS, GO TO QG.**

G. Has law enforcement been involved in any of your domestic violence incidences in the past ten years here in the metropolitan Phoenix area?

(GO TO Q1) Yes...1  
(GO TO QH) No...2

H. Why didn't you involve law enforcement officers in your domestic violence incident(s)? (PROBE) Why else?

(THANK, TALLY AND TERMINATE)

I. Has anyone close to you been a victim of domestic violence in the past ten years?

(GO TO QJ) Yes...1  
(THANK, TALLY AND TERMINATE) No...2

J. During this person's domestic violence incident, did law enforcement officers become involved? (IF MORE THAN ONE INCIDENT ASK ABOUT MOST RECENT)

Yes...1  
No...2  
Not sure...3

(THANK, TALLY AND TERMINATE)

1. What I'd like to talk to you about this (afternoon/evening) is your (most recent) domestic violence incident that involved the police. Are you in a situation at this time where you feel comfortable continuing this interview or would you prefer to do it at a different time?

(GO TO Q2) Do it Now...1  
(GO TO Q1a) Do it At Different Time...2

1a. And would you prefer to have us call you back at this number, at some other number or would you prefer to call us back at a number I can give you?

(GO TO Q1c) This Number...1  
(GO TO Q1b) Another Number...2  
(GO TO Q1e) Call In Number...3

1b. What is that number? (INCLUDE AREA CODE AND VERIFY) / / / / - / / / / - / / / / /

1c. When would be the best time to call you back? (RECORD DAY AND HOUR)

1d. And what is your first name so our interviewer will know who to ask for?

Thank you very much for agreeing to participate in this important study. We will be back in touch with you at the time you requested. **(FILE IN CALLBACKS)**

1e. The call back number you can use is xxx-xxx-xxxx. It is available X am to X pm Monday through Friday and X am to X pm Saturday and Sunday. When you call back, give our interviewer the last four digits of this number we're currently talking on, and they will complete the interview **(MAKE SURE RESPONDENT WRITES DOWN PHONE AND CODE NUMBER)**

Thank you very much for agreeing to participate in this important study. We look forward to hearing back from you. **(FILE IN CALLBACKS)**

2. To begin, in what local city did your (most recent) domestic violence incident that involved the police occur?
- Avondale...01
  - Buckeye...02
  - Cave Creek...03
  - Chandler...04
  - Fountain Hills...05
  - Gilbert...06
  - Glendale...07
  - Goodyear...08
  - Litchfield Park...09
  - Mesa...10
  - Paradise Valley...11
  - Peoria...12
  - Phoenix...13
  - Queen Creek...14
  - Scottsdale...15
  - Sun City/Sun City West...16
  - Surprise...17
  - Tempe...18
  - Wickenburg...19
  - Other (SPECIFY).....
3. And in what year did it occur? YEAR: / 2 / 0 / / /
4. During your (most recent) experience, who called the police regarding the domestic violence incident? (DO NOT READ LIST)
- I called...1
  - A neighbor or friend called...2
  - My child called...3
  - I asked someone to call for me...4
  - My abuser called...5
  - I do not know who called...6
  - Other (SPECIFY).....
5. Do you feel the police officer who arrived on the scene, did or did not take sides?
- Took sides...1
  - Did not take sides...2
  - One did, one did not...3
  - Don't recall...4
6. Did the officer inform or provide you with information about your rights as a victim?
- (GO TO Q6a) Yes...1  
No...2  
(GO TO Q7) Don't recall...3
- 6a. And did the officer do each of the following or not?
- |                                                                             | Yes | No | Don't Recall |
|-----------------------------------------------------------------------------|-----|----|--------------|
| A. Advise you of your rights as a victim verbally .....                     | 1   | 2  | 3            |
| B. Provide you with written information about your rights as a victim ..... | 1   | 2  | 3            |

7. Did you sustain any physical injuries during your (most recent) experience? Yes...1  
No...2
8. Did the officer on scene check to see if you had any injuries? (GO TO Q8a) Yes...1  
(GO TO Q9) No...2
- 8a. And did the officer take any of the following steps?
- |                                                                | Yes | No | Don't Recall |
|----------------------------------------------------------------|-----|----|--------------|
| A. Administer first aid .....                                  | 1   | 2  | 3            |
| B. Notify emergency medical services .....                     | 1   | 2  | 3            |
| C. Encourage you to go to the emergency room for an exam ..... | 1   | 2  | 3            |
9. Did the officer call a victim advocate to assist you? (GO TO Q9a) Yes...1  
(GO TO Q10) No...2  
Don't recall...3
- 9a. And what did the victim advocate assist you with?

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**(GO TO Q11)**

10. Did the officer assist you in any of the following ways?
- |                                                                                          | Yes | No | Don't Recall |
|------------------------------------------------------------------------------------------|-----|----|--------------|
| A. Conduct safety planning with you .....                                                | 1   | 2  | 3            |
| B. Provide resource materials to you like domestic violence shelter information ..       | 1   | 2  | 3            |
| C. Advise you to document any contact or acts of intimidation by your abuser ...         | 1   | 2  | 3            |
| D. Provide you with a Victims Rights Form and Victim Compensation Fund information ..... | 1   | 2  | 3            |
| E. Inform you of the suspect's status after an arrest is made .....                      | 1   | 2  | 3            |
11. Did the officer conduct separate interviews with all parties and witnesses out of hearing range from each other and bystanders? Yes...1  
No...2  
Don't recall...3
12. Did the officer allow you to tell your story uninterrupted, before starting to ask you questions about the incident? Yes...1  
No...2  
Don't recall...3
13. Next, did the officer do each of the following things?
- |                                                                                                            | Yes | No | Don't Recall |
|------------------------------------------------------------------------------------------------------------|-----|----|--------------|
| A. Document evidence of the attack such as weapons or torn clothing .....                                  | 1   | 2  | 3            |
| B. Take photos of visible injuries .....                                                                   | 1   | 2  | 3            |
| C. Followed-up with you after the incident to collect more documentation of injuries .....                 | 1   | 2  | 3            |
| D. Ask about the history of your relationship with the person who was the reason you called for help ..... | 1   | 2  | 3            |
| E. Ask for a safe phone number you could be contacted at .....                                             | 1   | 2  | 3            |
| F. Ask for the name and phone number of a friend or family member .....                                    | 1   | 2  | 3            |
| G. Ask for an email address .....                                                                          | 1   | 2  | 3            |
| H. Ask you if there were any firearms or weapon in the home .....                                          | 1   | 2  | 3            |

**INSTRUCTION: IF YES TO Q13H, GO TO Q14; OTHERWISE GO TO Q15**

14. And did the officers request your consent to remove any firearms or weapons from the home? Yes...1  
No...2  
Don't recall...3
15. Was anyone arrested as a result of your incident? (GO TO Q15a) Yes...1  
(GO TO Q16) No...2
- 15a. Who was arrested?  
\_\_\_\_\_
16. Next, overall, how would you rate how well the police responded to your domestic violence related incident – excellent, good, fair, poor or very poor? Excellent...1  
Good...2  
Fair...3  
Poor...4  
(GO TO Q16a) Very poor...5  
(GO TO Q17) Not sure...6
- 16a. Why do you rate it as (Rating)?  
\_\_\_\_\_
17. In your opinion, do you feel the officer or officers who arrived on scene completed their duties as officers to the best of their ability? Yes...1  
No...2  
Not sure...3
- Now before we finish, I need a couple of pieces of information about yourself for classification purposes only.
18. First, in what year were you born? YEAR:  / / / / /
19. Which of the following categories best describes your ethnic origin?  
(READ LIST AND RECORD ONE RESPONSE) Caucasian...1  
African-American...2  
Hispanic...3  
Native American...4  
Asian...5  
Or something else (SPECIFY)...6  
(DO NOT READ) Not sure...9
20. And finally, what is the zip code at your place of residence? ZIP CODE:  / / / / /

Thank you very much, that completes this interview. We very much appreciate your help on this most important study. If you would like to receive additional information or help on domestic violence you can contact either DOMESTICVIOLENCESTOP at (480) 835-5555 or you can contact the Maricopa Association of Governments at (602) 254-6300. Have a good day/evening.

Maricopa Association of Governments Protocol Evaluation Project  
Summary of Findings for the Building Bridges Event

**How can we establish a victim-centered approach to arresting and prosecuting domestic violence offenders?**

| Data/ Stories                                                                                 | Insights                                                                                             | Hypotheses                                                                                                                                                                               | Opportunities                                                                                            | Lead (Recommended)                                                  | Timeline |
|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|----------|
| <b>Systems Level</b>                                                                          |                                                                                                      |                                                                                                                                                                                          |                                                                                                          |                                                                     |          |
| The system is skeptical.                                                                      | The system needs to have more compassion for victims and offenders on all levels.                    | If practitioners continue to listen and be supportive, the victim will keep talking and practitioners will get better evidence and a better understanding from the victim's perspective. | Use start by believing language in all domestic violence trainings.                                      | ACESDV<br>Chief Monahan<br>End Violence Against Women International |          |
|                                                                                               |                                                                                                      | If we put a face to each case, the system will see the cases as people, and not just a case number.                                                                                      |                                                                                                          |                                                                     |          |
|                                                                                               |                                                                                                      | If we provide training for dispatch operators and patrol, then compassion and knowledge of new laws will increase.                                                                       | Have survivors talk to patrol at briefings.                                                              | Harper                                                              |          |
|                                                                                               |                                                                                                      |                                                                                                                                                                                          | Sensitivity training for Operators; DV calls require additional compassion.                              | AZ POST                                                             |          |
|                                                                                               |                                                                                                      |                                                                                                                                                                                          | Develop trauma-informed trainings for law enforcement agencies.                                          | AZ POST                                                             | 2015     |
|                                                                                               |                                                                                                      | If we utilize trauma informed interviewing, we will have a better narrative and understanding of the victim's experiences.                                                               |                                                                                                          |                                                                     |          |
|                                                                                               |                                                                                                      | If we have domestic violence experts at trial, the system will be better informed and more compassionate.                                                                                | SANE- Victim advocate prep for trial/ explain behaviors of victims.                                      |                                                                     |          |
| Subject Matter Experts (SMEs) can explain why victims recant or don't testify.                |                                                                                                      |                                                                                                                                                                                          |                                                                                                          |                                                                     |          |
| DV offenders on supervised probation are more compliant but only 20 percent have supervision. | There is a lack of oversight (for Lower Justice Courts in terms of supervision and victim services). | If offenders receive more supervision, they are more likely to be compliant and less likely to reoffend.                                                                                 | Provide awareness training and education to victims and offenders.<br>Increase supervision of offenders. | MCAO/MCAP/MCJP Partnership                                          |          |

| Data/ Stories                                                                  | Insights                                                                                                                    | Hypotheses                                                                                                                                         | Opportunities                                                                                                                                      | Lead (Recommended)                                                                                                             | Timeline          |
|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <b>Systems Level Continued</b>                                                 |                                                                                                                             |                                                                                                                                                    |                                                                                                                                                    |                                                                                                                                |                   |
| The various disciplines are challenged by fragmentation and competing agendas. | Arresting officers would like to know what plea has been offered.                                                           | If we scan plea offers and email to the officers, the officers will be better informed.                                                            | Establish communication protocol to keep arresting officers informed.                                                                              | DV Council                                                                                                                     |                   |
|                                                                                | Communication only flows one direction.                                                                                     | If advocates relay information from victim's to prosecutor's offices they can be better prepared for court.                                        | Establish reporting procedures to notify prosecutors of new evidence/information.                                                                  |                                                                                                                                |                   |
|                                                                                | Judges sign the order electronically. Law enforcement should be able to serve orders electronically.                        | If protective order service was timely and consistent across all jurisdictions and victims notified, we would close a big gap in multiple systems. | Create a protective order internet cloud. (Accessible by victims too).<br>Need to keep officer involved in personally serving the order.           | Avon O'Connor House Protective Order Task Force<br>All Police Chiefs                                                           | 2015              |
|                                                                                | Law enforcement agencies need to access prior convictions in other jurisdictions.                                           | If we improve criminal history records, we can increase charging of agg. DV.                                                                       |                                                                                                                                                    |                                                                                                                                |                   |
|                                                                                | A technology solution is needed for domestic violence, such as Gangnet.                                                     |                                                                                                                                                    |                                                                                                                                                    |                                                                                                                                |                   |
|                                                                                | The process to transfer domestic violence cases among the County and municipalities is often uncoordinated and ineffective. | If there is a faster handoff from the city to the county, victim participation will increase and prosecution outcomes will improve.                | Implement a pilot project through the Protocol Evaluation Project referring cases from MCAO to city prosecutors.                                   | MAG and MCAO with support from 30 partners                                                                                     | 2015              |
|                                                                                | Horizontal prosecution is not best for DV victims.                                                                          | If we implement vertical prosecution, we will provide a single and more effective point of contact for the victim.                                 |                                                                                                                                                    |                                                                                                                                |                   |
|                                                                                | A domestic violence court will better utilize and involve all parties.                                                      | If we involve the family courts, we can adopt a safety focus.                                                                                      | Research domestic violence courts, and assess strengths and weaknesses of existing models.                                                         | MAG                                                                                                                            | 2015              |
|                                                                                |                                                                                                                             | If we implement a regional DV court, this will lessen the case load on rural/small city judges.                                                    |                                                                                                                                                    |                                                                                                                                |                   |
|                                                                                | Judges and commissions handle cases on personal values and beliefs instead of following the statutes and bench book.        | More training is needed to ensure judges are better informed and follow protocol.                                                                  | If we train judges about domestic violence, then the level of information they have will increase and they will be more likely to follow protocol. | Train judges to understand the importance of placing children on orders of protection.<br>Report judges misconduct every time. | ACESDV Courtwatch |

| Data/ Stories                                                  | Insights                                                                                                                                              | Hypotheses                                                                                        | Opportunities                                                                                                                                                                                                    | Lead (Recommended) | Timeline |
|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------|
| <b>Systems Level Continued</b>                                 |                                                                                                                                                       |                                                                                                   |                                                                                                                                                                                                                  |                    |          |
| There is a high volume of cases and calls.                     | There needs to more accountability for first time perpetrators.                                                                                       | If we intervene more effectively with the first offense, we will prevent future acts of violence. | Add predominant aggressor to the statute to hold abusers more accountable and reduce the incidence of dual arrests.<br>Instead of probation, first time offenders on probation and mandatory offender treatment. | ACESDV             | 2015     |
|                                                                |                                                                                                                                                       | If we mirror DUI laws, there will be harsher penalties.                                           |                                                                                                                                                                                                                  |                    |          |
|                                                                |                                                                                                                                                       | Stalking happens frequently but is seldom charged.                                                | If we charge and prosecute stalking more frequently, we will reduce the incidences of stalking.                                                                                                                  |                    |          |
| If we change the statute language, prosecution will be easier. | Survey prosecutors- determine what change to the language of the statute allow for easier prosecution.                                                |                                                                                                   | APAAC                                                                                                                                                                                                            |                    |          |
| Repeat offenders are not being held accountable.               | If we change the procedure to get the Aggravated Domestic Violence conviction, we will hold more abusers accountable on the third misdemeanor charge. |                                                                                                   | Educate victims on domestic violence patterns so they can identify negative patterns in potential relationships.                                                                                                 |                    |          |
|                                                                | If we mirror DUI laws, there will be less recidivism.                                                                                                 |                                                                                                   |                                                                                                                                                                                                                  |                    |          |

| Data/ Stories                                      | Insights                                                                         | Hypotheses                                                                                                                                                                       | Opportunities                                                                                                                                                                                                                                                                                                                                              | Lead (Recommended)                                                                                                                                       | Timeline                       |
|----------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <b>Systems Level Continued</b>                     |                                                                                  |                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                          |                                |
| Jail calls and witness tampering occur frequently. | Provide coping techniques and collect evidence if victim is contacted by abuser. | If we utilize jail calls, we will more successfully prosecute witness tampering.                                                                                                 | <p>Improve relationship with MCSO to transmit jail call tapes more readily.</p> <p>Resurrect the MCAO jail call listening program and increase awareness at local universities to increase volunteers.</p>                                                                                                                                                 | <p>Witness tampering should always be charged if it can be proven.</p> <p>Prosecutor's should actively look for evidence of tampering in every case.</p> |                                |
|                                                    | Track social media and technology better.                                        | If we provide training on how abusers use social media to victimize others, then we will be better able to track and reduce incidences through better prosecution and protocols. | <p>Partner with social media providers to establish protocols to handle domestic violence.</p> <p>Provide education to victim and training to L.E/Pros./VA on how abusers use social media, and how that is used as evidence.</p> <p>Victim advocates should make themselves available for victims to ask if offender behavior qualifies as tampering.</p> | ACESDV                                                                                                                                                   | Add to existing tech training. |

| Data/ Stories                                                                                                                                                            | Insights                                                                                         | Hypotheses                                                                                                                                    | Opportunities                                                                                                                     | Lead (Recommended)    | Timeline |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------|
| <b>Individual Practitioner Level</b>                                                                                                                                     |                                                                                                  |                                                                                                                                               |                                                                                                                                   |                       |          |
| Self-care is important but can be elusive.                                                                                                                               | Failure to care for oneself results in reduce wellbeing and ability to do one's job effectively. | If we increase training and opportunities for self-care, practitioners will be better supported and better able to do their jobs effectively. | ACESDV Trauma Informed Supervision Training.                                                                                      | ACESDV                |          |
| A sense of humor helps to not become jaded.                                                                                                                              |                                                                                                  | If DV investigators form a professional association, they would experience greater support.                                                   | Establish a domestic violence investigator association.                                                                           | Staff with volunteers |          |
| Coworkers and colleagues can support each other.                                                                                                                         | Greater support will help prevent burnout.                                                       | If supervisors increase recognition of employees, practitioners will feel greater support.                                                    | Utilize team building exercises to create a bond between employees.<br>Recognize emergency responders who have made a difference. |                       |          |
| It is important to put themselves in each survivor's shoes.                                                                                                              | Look at non-verbal cues, how to talk to victims.                                                 | If we can provide refresher courses on "Start by Believing" we can improve officer perspective.                                               |                                                                                                                                   | AZ POST               |          |
| There is little cross over between disciplines, for example, between victim advocates and shelter/community based advocates and between law enforcement and prosecution. | A fragmented approach makes everyone's job harder.                                               | If we increase coordination among disciplines, then each discipline will be better able to perform their jobs effectively.                    | Increase phone calls between detectives and prosecutors.                                                                          |                       |          |
|                                                                                                                                                                          |                                                                                                  |                                                                                                                                               | Facilitate multi-disciplinary training.                                                                                           | Carl Mangold, LCSW    |          |
|                                                                                                                                                                          |                                                                                                  |                                                                                                                                               | Continue MAG trainings and offer specific multi-discipline trainings, so agencies understand their counterparts.                  | MAG                   |          |
| Balancing the needs of the client and one's role as a prosecutor is difficult.                                                                                           | Prosecutor's dubious of victim – may blame for case outcome.                                     | If we provide training then it will improve prosecutor's empathy.                                                                             | Train prosecutors in sensitivity using start by believing language (training rooms available at MCAO).                            |                       |          |
|                                                                                                                                                                          | Victim's goal may be to avoid prosecution.                                                       | If we provide information on a range of options, then victims will be able to make informed decisions.                                        | Explain the benefits of prosecution for both offender (treatment and education) and victim (safety/advocate/shelter/counseling).  |                       |          |
|                                                                                                                                                                          | Prosecutor's use advocates as secretaries rather than a resource.                                | If prosecutors see advocates as equals, establish a mutually beneficial relationship.                                                         | Use the advocates as a coworker, not a secretary or last resort.                                                                  |                       |          |

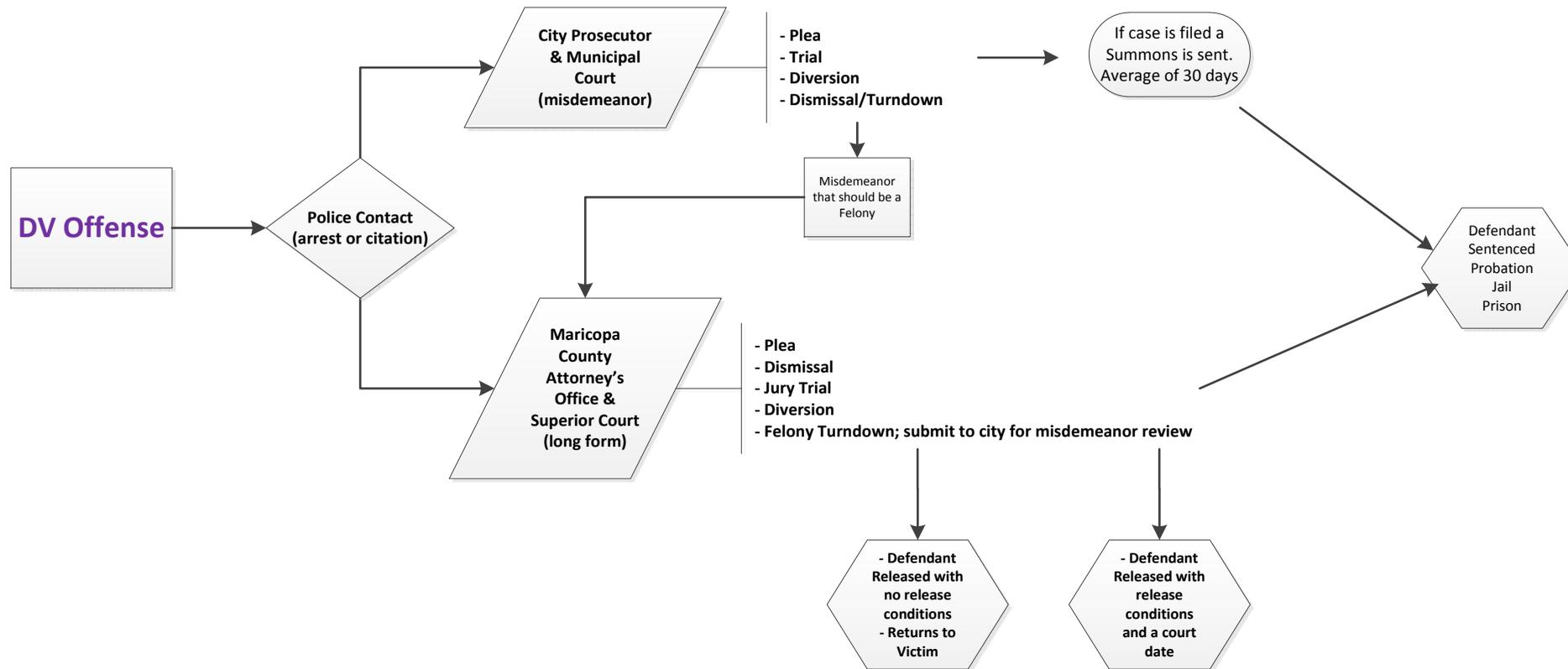
| Data/ Stories                                                           | Insights                                                                                                 | Hypotheses                                                                                                                                                           | Opportunities                                                                                                                                                                                                                                                                                    | Lead (Recommended)                                            | Timeline       |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|----------------|
| <b>Community Level</b>                                                  |                                                                                                          |                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                  |                                                               |                |
| Women are viewed as property. Some believe the Bible reinforces this.   | Religious leaders need more education on DV and focus on family safety.                                  | If we educate faith leaders about domestic violence, then places of worship will promote gender equality.                                                            | Partner with faith-based organizations for training and education.                                                                                                                                                                                                                               | Tamyra Spendley<br>ACESDV, UMOM<br>training w/Carl<br>Mangold | 2015 (Ongoing) |
| HIPPA prevents communication and collaboration.                         | Nurses may be unclear how best to document evidence and work other healthcare partners.                  | If we educate nurses on how and what to document regarding domestic violence, they will provide medical care for the patient and better evidence for the prosecutor. | Participate in Sexual Assault Nurse Examiner (SANE) internships.                                                                                                                                                                                                                                 | Chamberlain Nursing College/MCAO                              |                |
|                                                                         |                                                                                                          |                                                                                                                                                                      | Include domestic violence information in simulation training for nurses.                                                                                                                                                                                                                         | ACESDV is hiring FNE coordinator who could help.              |                |
|                                                                         |                                                                                                          |                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                  | Chamberlain Nursing College                                   |                |
| Neighbors are afraid to get involved and they ignore domestic violence. | There is a need to provide opportunities for continual community outreach and partnerships with schools. | If community leaders made domestic violence a priority, then neighbors may start talking and we can create a community crisis response.                              | Continue GAIN events regionally and resurrect/promote "Coffee with a cop".                                                                                                                                                                                                                       |                                                               | Ongoing        |
|                                                                         |                                                                                                          |                                                                                                                                                                      | Conduct impact panels in local communities.                                                                                                                                                                                                                                                      | Rebeca Rodriguez                                              |                |
|                                                                         |                                                                                                          |                                                                                                                                                                      | Events around Super Bowl on DV could be promoted to communities.                                                                                                                                                                                                                                 |                                                               | 2015           |
|                                                                         |                                                                                                          | If we partner with schools, then we can reach youth (tweens/teens) through guidance counselors and break the cycle before it begins.                                 | Sponsor more specific legislation for healthy relationships education in schools (currently only required to discuss whether or not to carry it).<br>Adopt phased education in schools:<br>Grade 1-6 General citizenship<br>Grade 7-8 Dating & treating each other well<br>HS Awareness training | Carl Mangold,<br>Donna Bartos,<br>Bobbi Sudberry              |                |
|                                                                         | Children are negatively affected by DV and are more likely to become parties to DV in future.            | Making the community aware of DV's effects on children may increase community action.                                                                                | Educate community on DV's impact on brain development in children.                                                                                                                                                                                                                               |                                                               |                |
| There are no economic boundaries to DV.                                 |                                                                                                          |                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                  |                                                               |                |

| Data/ Stories                                                                                                          | Insights                                                                                                   | Hypotheses                                                                                                                 | Opportunities                                                                                                                                                   | Lead (Recommended)                                  | Timeline |
|------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|----------|
| <b>Survivor/Abuser Level</b>                                                                                           |                                                                                                            |                                                                                                                            |                                                                                                                                                                 |                                                     |          |
| Victims face a variety of needs, and in misdemeanor and civil cases, do not always have access to a victims' advocate. | Financial dependence is a barrier, as well as needing employment, counseling, transportation, and support. | If the victim makes in-person contact with a victim advocate, their needs will be better met and they will feel empowered. | Place advocates in prosecutor's office to streamline the process.<br>Mirror Apache Junction (best practice) send an advocate (volunteer) to EVERY DV call 24/7. |                                                     |          |
|                                                                                                                        |                                                                                                            | If we provide the victim with financial resources, then more likely to leave.                                              | Partner with a micro-loan company to provide micro-loans to victims.                                                                                            |                                                     |          |
|                                                                                                                        |                                                                                                            |                                                                                                                            |                                                                                                                                                                 |                                                     |          |
| Survivors feel embarrassed and blame themselves. They feel shame.                                                      | Explain to victims they will be believed, and should not be embarrassed – not their fault.                 | If we believe victims, then they will feel more supported and less victimized.                                             | Start by believing.                                                                                                                                             |                                                     |          |
|                                                                                                                        |                                                                                                            | If we make dv arrest information confidential, then victims will not be re-victimized when the arrest is put in the paper. | Change the public records requirements to allow domestic violence information to stay out of paper, or to not contain identifiers.                              |                                                     |          |
|                                                                                                                        |                                                                                                            | Protect the victim rather than hiding them.                                                                                | Provide survivors with psychological abuse counseling/training.                                                                                                 |                                                     |          |
| Survivors feel isolated.                                                                                               | Victims are abandoned after their case is adjudicated.                                                     | If we follow up after case closure then victims will have access to more services.                                         | Mirror DOVES graduation BBQ and CAFA case management structure.                                                                                                 | Individual shelters                                 |          |
|                                                                                                                        | We need to widen the circle of support to include friends and family.                                      | If we have a survivor mentor program, victims will feel less isolated.                                                     | Have shelters invite survivors back to share their stories with new victims.                                                                                    | ACESDV Share Committee                              |          |
| There is a high recidivism rate among abusers.                                                                         | Victims are being re-victimized when the offender is released.                                             | If we give victims tape recorders to take home, they can document future incidences of violence.                           | Strangulation app to document bruising or marks.<br>Most smart phones have recording features. Explain and instruct victims before returning home.              | San Diego Family Justice Center<br>Strong Institute |          |
|                                                                                                                        | Offenders repeat violent behavior on new partners.                                                         | If we identify and treat serial offenders, recidivism will decrease.                                                       |                                                                                                                                                                 |                                                     |          |
| There is a stigma about males being abused.                                                                            | Men do not receive the support and services they need when abused.                                         | If we focus more on men as victims, we will validate them and they will seek services more successfully.                   | ACESDV has 3 scheduled trainings to address male survivors.                                                                                                     | ACESDV                                              | 2015     |

| Data/Stories                                                                                                              | Insights                                                                                                                 | Hypotheses                                                                                                                          | Opportunities                                                                                                              | Lead (Recommended)                                                              | Timeline       |
|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------|
| <b>Survivor/Abuser Level Continued</b>                                                                                    |                                                                                                                          |                                                                                                                                     |                                                                                                                            |                                                                                 |                |
| The cycle of violence escalates.                                                                                          | Involvement with the criminal justice system can increase potential for violence.                                        | If we check conditions of release and make home visits, victims will be safer.                                                      |                                                                                                                            |                                                                                 |                |
|                                                                                                                           |                                                                                                                          | If we conduct lethality assessments, we will be better able to understand the level of danger and take appropriate action.          | Connect, not just refer, victims with a high lethality to victim advocate. <sup>2</sup>                                    |                                                                                 |                |
| When juveniles are charged with DV they are charged as perpetrator but are often the victim of DV or other abuse as well. | Juveniles and teens are not being served as well as they could be by the system.                                         | If there is more education for both parent and child on effective ways to communicate & manage emotions then this will decrease DV. |                                                                                                                            | Donna Bartos<br>Bobbi Sudberry<br>Linda King<br>DV Youth & Education Task Force | Ongoing        |
| Parents are reluctant to access services for adolescents who are charged w/DV crimes, or allow them to return home.       |                                                                                                                          |                                                                                                                                     |                                                                                                                            |                                                                                 |                |
| Victims are not cooperative.                                                                                              | There have been more efforts with strangulation and all DV evidence as a result of recantation.                          | If we diversify the ways DV cases can be prosecuted, then victim recantation will not impact the case as much.                      | Increase initial and recurring prosecutor training on multiple forms of prosecution (victim centered/evidence based/ etc.) | APAAC                                                                           |                |
|                                                                                                                           | Victims try to help themselves through books and online instead of working with community resources and law enforcement. | If we implement targeted training for law enforcement to respond to DV, victim willingness to cooperate will increase.              | Law enforcement training.                                                                                                  | AZ POST<br>MAG                                                                  | 2015 - Ongoing |
|                                                                                                                           |                                                                                                                          | If we increase communication among victim advocates, victim participation will increase.                                            | Increased meetings of MAG Victim Advocates Affinity Group                                                                  | VA Affinity Group<br>MAG                                                        |                |

| Data/Stories                                                                                                                                    | Insights                                     | Hypotheses                                                                                                                                      | Opportunities                                                                                                                                                                | Lead <i>(Recommended)</i>                                         | Timeline |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|----------|
| <b>Survivor/Abuser Level Continued</b>                                                                                                          |                                              |                                                                                                                                                 |                                                                                                                                                                              |                                                                   |          |
| Victims are not cooperative, continued.                                                                                                         | Victims fear retribution from their abusers. | If we increase the strength of an order of protection, victims will feel safer.                                                                 | Keep victims involved in the process, but away from the offender.                                                                                                            | O'Connor House Orders of Protection Task Force                    |          |
|                                                                                                                                                 |                                              | If all law enforcement agencies utilize lethality assessments they will be able to identify the higher lethality cases and focus more on those. |                                                                                                                                                                              |                                                                   |          |
|                                                                                                                                                 |                                              | If we utilize lethality assessments to set high bonds or no bonds, victims will be safer.                                                       | Add bond structure to DV.                                                                                                                                                    | IACP risk assessment in pretrial services.                        |          |
|                                                                                                                                                 |                                              | If we conduct safety planning with victims, they will feel safer participating in the trial.                                                    |                                                                                                                                                                              |                                                                   |          |
|                                                                                                                                                 |                                              | If victims can testify via video feed, they will be safer and more likely to testify.                                                           |                                                                                                                                                                              |                                                                   |          |
|                                                                                                                                                 |                                              | If we implement and enforce mandatory conditions of release, the victim will be empowered and safer.                                            | Make release orders accessible to law enforcement through a database or cloud so that responding law enforcement will be aware of release conditions when arriving on scene. |                                                                   |          |
|                                                                                                                                                 |                                              |                                                                                                                                                 | Need to ensure the mandate doesn't eliminate victim's voice, or contain requirements that jeopardize victim safety.                                                          |                                                                   |          |
| If we provide victims with a copy of release conditions they will know when a condition is violated and can show to responding law enforcement. |                                              |                                                                                                                                                 |                                                                                                                                                                              |                                                                   |          |
|                                                                                                                                                 | Victims fear being left with nothing.        | If we provide more education and information about financial resources to victims, then victim participation will increase.                     | Create more support infrastructure.                                                                                                                                          | Partner with large child care providers for volunteer child care. |          |
|                                                                                                                                                 |                                              |                                                                                                                                                 | There needs to be greater financial resources like child care and SNAP available to victims.                                                                                 |                                                                   |          |

| Data/Stories                                                                       | Insights                                                                                                            | Hypotheses                                                                                                                   | Opportunities                                                                                                                    | Lead <i>(Recommended)</i>                                              | Timeline |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|----------|
| <b>Survivor/Abuser Level Continued</b>                                             |                                                                                                                     |                                                                                                                              |                                                                                                                                  |                                                                        |          |
| Victims are not cooperative, continued.                                            | Victims fear not knowing the criminal justice system.                                                               | If the court process is explained to victim, they'll feel less afraid and more cooperative.                                  | Create literature for DV victims that explains process, and common legal terminology. Include victim's rights.                   |                                                                        |          |
|                                                                                    |                                                                                                                     | If we ask victims what is their idea of justice, they will feel empowered and will cooperate more.                           | Adopt a victim centered approach to domestic violence.                                                                           |                                                                        |          |
|                                                                                    |                                                                                                                     | Explain victim's rights throughout the process. Check in to make sure they understand as they go, not just in the beginning. |                                                                                                                                  |                                                                        |          |
|                                                                                    | The system requires victims to participate in trial even if they don't want to.                                     | If we use evidence-based prosecution, then the needs of the victim can be balanced with the needs of the system.             | Adopt a victim-centered approach to domestic violence.                                                                           |                                                                        |          |
| Some abusers don't understand what they're doing is wrong.                         | Some abusers have a rule of thumb mentality (It is okay to beat with thumb-width instrument).                       | If we increase funding for offender treatment and counseling programs, abusers will better understand their actions.         | Need to be sure costs to offender are low enough they will comply. If too high, abuser might make victim pay for services.       |                                                                        |          |
|                                                                                    |                                                                                                                     |                                                                                                                              | Mandate the need to offer to include victim in offender treatment & ensure implementation.                                       |                                                                        |          |
|                                                                                    |                                                                                                                     |                                                                                                                              | Adopt phased education in schools: Grade 1-6 General citizenship, Grade 7-8 Dating & treating others well. HS-Awareness training | Carl Mangold, Donna Bartos, Bobbi Sudberry, <a href="#">Linda King</a> |          |
| People are in denial and make excuses. They want the perception of the happy home. | Abusers provide financial security & help with children making it hard for the victim to picture life without them. | If we present an accurate picture of the family dynamics, victims can see the reality of the situation.                      | Show victim (when possible) that existing family problems might not exist without the abuser.                                    |                                                                        |          |
| Abusers are driven by the need for control, not anger.                             | If we address DV through anger management, we're missing the root of the problem.                                   | If we change the paradigm from DV to coercive control, we'd better understand the problem.                                   |                                                                                                                                  |                                                                        |          |
| People struggle with mental illness.                                               | Have therapy dogs to help victims feel more comfortable.                                                            | If we utilize therapy dogs, then victims will feel less strain.                                                              | Partner with Gabriel's Angels.                                                                                                   |                                                                        |          |



**Procedure Upon Arrest**

- ◀ 24 Hours after Arrest, defendant must see a magistrate
- 48 hours after Arrest, a complaint must be filed or Defendant must be released