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5-Year Report Card (1999-2004)

Update of the Regional Domestic Violence Plan

X

September 2004

X





Regional Domestic Violence Council **5-Year Report Card (1999-2004)** *Update of the Regional Domestic Violence Plan*

The **MAG Regional Domestic Violence Council** has been working since 1999 to end domestic violence in Maricopa County. The Council has provided a forum where service providers, law enforcement officers, business leaders, elected officials and community representatives can come together to address the complex problem of domestic violence and work together on a coordinated approach to its solution. The Council has been a catalyst for increased awareness, education, collaboration, and change—all of which are needed to stop the violence.

This report outlines the original 41 initiatives in the Council's 1999 *Regional Domestic Violence Plan* and the steps that have been taken toward implementation over the past five years. So far, 11 of the initiatives have been implemented, while 13 are in progress. This level of success is owed to the tremendous efforts of more than 150 volunteers who are truly dedicated to the interdisciplinary work and collaboration that are required to develop an array of services, including prevention, early intervention, education, and supportive services.

The MAG Regional Domestic Violence Council is proud of its accomplishments over the past five years. We are committed to continuing to work together to provide creative and effective solutions to help end domestic violence. Unfortunately, there is still a long way to go. As we have raised public awareness of the problem, we have also raised expectations. Our beleaguered shelters are overflowing and have to turn away victims every day.

Our Regional Domestic Violence Council is ready for the challenges it faces. We encourage and look forward to greater community involvement to continue to meet the goals of the *Regional Domestic Violence Plan*. Through increased community partnerships, we can continue creative planning to implement innovative models of intervention in domestic violence. The key to this five-year collaborative effort has really been the passionate volunteers who have walked with us day after day in making families feel safe in Maricopa County.



Phillip Westbrook
Vice Mayor, City of Chandler
Chairman, MAG Regional Domestic Violence Council

With their help...and yours...we can continue to address domestic violence.

2004 MAG Regional Domestic Violence Council Committee* Chairs in **Bold**

Tom Ambrose, Phoenix Suns
Maria Armijo, Maricopa County
Attorney's Office

Tracy L. Bame, Phelps Dodge
(Employers Against Domestic
Violence (EADV) Outreach Chair,
former EADV Steering Co-Chair)

Vice Mayor Peggy A. Bilsten,
City of Phoenix (former Domes-
tic Violence (DV) Council Chair)

Commander Jim Brad, Town of
Gilbert

Dr. Mary Ellen Bradshaw,
Arizona Public Health Assoc.

Michael Branham, Arizona
Criminal Justice Commission

Secretary of State Jan Brewer,
State of Arizona

Dean Coonrod, MD, MPH, Mari-
copa Medical Center/MIHS/Med-
pro (Health Cares About Family
Violence (HCAFV) Co-Chair)

Gene D'Adamo, The Arizona
Republic (Fundraising/Walk
Chair, former EADV Steering
Co-Chair)

David Dube, Maricopa County
Dept. of Public Health

Jill Faver, Arizona Foundation
for Women

Martha Fraser Harmon, Men's
Anti-Violence Network (EADV
Communications Co-Chair)

Susan Glawe, Blue Cross/Blue
Shield of Arizona

Lisa Glow, Governor's Office of
Children, Youth and Families

Gabriella Guerra, Value Options

Cindy Hallman, John C. Lincoln
Health Network

Vicki Hill, City of Phoenix Law
Department

Chief Dan Hughes, City of
Surprise

Commander Kim Humphrey,
Vice Chair, City of Phoenix
Police Department

Roger Illingworth, Arizona De-
partment of Public Safety

Mary Lynn Kasunic, Area
Agency On Aging Region One

Loren Kirkeide, Salt River Project
(SRP)

Councilmember Phil Lieberman,
City of Glendale

Councilmember Sue Linney,
City of Goodyear

Councilmember Marie Lopez-
Rogers, City of Avondale

Jo Ellen Lynn, American
Express (EADV Steering Co-
Chair, EADV Communications
Co-Chair)

Donna Marcum, Arizona Crimi-
nal Justice Commission

Linda Martin, Paradise Valley
United Methodist Church

Judy Mattingly, Justice Services,
Inc.

Carolyn McBurney, Envision
Project Management

Marna McLendon, Office of the
Arizona Attorney General

Preston McMurry, Jr, McMurry
Publishing, Inc.

Robert B. Mills, Salt River Pima-
Maricopa Indian Community

Craig Mills, Affiliated Computer
Services, Inc. (EADV Steering
Co-Chair, former EADV Training
Chair)

Judge Karen O'Connor, Mari-
copa County Superior Court

Michael Parascandola, City of
Goodyear

Janice Parker, Save The Family
Foundation of Arizona

Karyn Parker-Reichert, Marley
House

Sandi Perez, Ph.D., BHHS Legacy
Foundation

R. Keith Perkins, Esq, Never
Again Foundation

Don Peyton, City of Phoenix
Fire Department (Crisis Re-
sponse Teams Chair)

Connie Phillips, Sojourner Cen-
ter (Victim Services Co-Chair)

John M. Pombier, City Of Mesa

Lynn C. Potts, City Of Mesa

Lonetta Sanders, City of Phoenix
Police Department

Marie A. Sullivan, Arizona Wom-
en's Education and Employment

Judy Tapscott, City of Tempe

Mary Thomson, Governor's Of-
fice for Women

Kerry G. Wangberg, City of
Phoenix Prosecutor's Office

**Vice Mayor Phillip West-
brooks, Chair**, City of Chan-
dler/Chandler Regional Hospital
(Chandler DV Council Chair)

Dale Wiebusch, Arizona Coal-
ition Against Domestic Violence

Terri Woodmansee, City of
Goodyear (West Valley DV
Council Chair)

*To accomplish the varied tasks of the Council, several subcommittees have been formed. These subcommittees are termed "committees" throughout this document.

A special thanks to some of the many people, organizations and committees who have helped over the years:

- **Cody Williams**, former Councilmember, City of Phoenix (Domestic Violence Subcommittee Chair), 1999 Human Services Coordinating Committee—Domestic Violence Subcommittee
- **Cynthia Lukas**, former Councilmember, City of Scottsdale (former Domestic Violence Council Chair)
- **Marsha Goodman**, US Business Interiors (Employers Against Domestic Violence (EADV) Training Chair)
- **Patricia Klahr**, Chrysalis Shelter (Fundraising/Walk Committee)
- **Anu Partap**, MD, Maricopa Medical Center/MIHS (Health Cares About Family Violence Co-Chair)

Additional support provided by:

- Office of the Governor, State of Arizona, Domestic Violence STOP Grant and Innovative Grant
- Arizona Attorney General's Office
- St. Luke's Health Initiative
- Family Violence Prevention Fund
- Philip Morris
- Doors of Hope

- Canyon Communications

Sponsors of the Annual Walk to End Domestic Violence:

- The Arizona Republic (Gene D'Adamo)
- 12 News (Lucia Madrid)
- Bank One (John Rogers)
- Verizon Wireless (Tami Erwin)
- Blue Cross/Blue Shield of Arizona (Sue Glawe)
- Safeway (Kerry Luginbill)
- Arizona Public Service (APS) (Cindy Slick)
- Phelps Dodge (Tracy Bame)
- American Express (Lonnie Padilla)
- Governor's Division for Women (Mary Thomson)
- City of Phoenix (Vice Mayor Peggy Bilsten)

And finally:

All the corporations, small businesses, governments, and nonprofits that have provided staff and funds to create many of the projects that have been implemented.



Prevention and Early Intervention

	Implemented	In Progress	Not Yet Established
Standardize and implement annual training for all hospital personnel.	X		
Implement universal screening and provide necessary follow-up services/resources to those who disclose in: hospitals, other health-focused environments, and substance abuse and mental health intakes.		X	
Integrate domestic violence training into the core curriculum of medical, nursing, physician assistant, and nurse practitioner programs, as well as master's degree programs in social work, psychology, and counseling.			X
Incorporate domestic violence early prevention and early intervention into mental health/substance abuse treatment programs.			X
Develop and implement employer/employee domestic violence workplace protocols and policy manuals.	X		
Assist businesses in developing a comprehensive action plan to address domestic violence in the workplace.	X		
Establish an ongoing faith-based group focused on domestic violence; incorporate domestic violence training into theological curriculum and pastoral programming.	X		
Teach children/teenagers/young adults about domestic violence, conflict resolution, and anger management.		X	
Provide counseling and education for adults and children involved in criminal justice systems.			X
Develop a media relations campaign promoting Zero Tolerance for domestic violence.	X		
Create a policy change within Boards of Certification to require cross training on domestic violence and mental health/substance abuse using Arizona Coalition Against Domestic Violence (ACADV) models.			X
Make domestic violence training for teachers a requirement for certification and recertification; require all school support staff to be trained on domestic violence.			X
Implement domestic violence education outside school settings.	X		

Prevention and Early Intervention

Significant Prevention and Education Achievements

- ✓ The **Regional Domestic Violence Council** developed safety plan brochures in English and Spanish containing information on how to plan for leaving an abusive situation. These brochures are often kept in public areas, such as restrooms and breakrooms.
- ✓ MAG cosponsored the *Religious Response to Domestic Violence* forum held in October 2001. The event united more than 250 clergy and lay leaders for an in-depth training on domestic violence.
- ✓ MAG and the Chandler Domestic Violence Coordinating Council cosponsored a forum on the religious response to domestic violence in October 2003.
- ✓ MAG and the Regional Domestic Violence Council developed a brochure for clergy and faith-based organizations on how to respond to domestic violence in their congregations.
- ✓ The Regional Domestic Violence Council developed a *Religious Response to Domestic Violence* training manual.
- ✓ All Maricopa Integrated Health System (MIHS) employees are now required to take training courses on domestic violence education and prevention.
- ✓ The **Health Cares About Family Violence Committee** (HCAFV) developed an award-winning domestic violence response training video for healthcare personnel.
- ✓ HCAFV has developed domestic violence response kits containing safety plans, shoe cards, bilingual information, tools for screening for domestic violence, provider brochures, sample protocols, and a training video. These kits were distributed to all hospitals in the Maricopa Integrated Health System, Banner Health, Sun Health, and John C. Lincoln hospitals.
- ✓ Maricopa Integrated Health System, Banner Health, Sun Health, and John C. Lincoln hospitals completed a self-assessment and reported findings on how they screen for domestic violence at intake.
- ✓ Health care partners and other providers received training in June 2003 on photographing domestic violence injuries, which enables health care providers to have photo documentation in medical files.
- ✓ Business leaders on the Domestic Violence Council formed **Employers Against Domestic Violence** (EADV) to work with employers of all sizes to form a united response in supporting domestic violence victims in the workplace. EADV has more than 120 members and maintains steering, training, outreach, and communications subcommittees.
- ✓ EADV training facilitates biannual forums for member and nonmember businesses to learn methods for employer response in the workplace. Eight forums have been held to date: *Business Leader Kick-Off* in May 2001; *Comprehensive Workplace Response* in July 2001; *How to Move the Issue Forward in Your Workplace* in December 2001; *Security Forum* in April 2002; *Promoting Domestic Violence Awareness in the Workplace* in August 2002; *State of Domestic Violence in Arizona* in March 2003; *Creating a Workplace Domestic Violence Policy* in September 2003; and *When Domestic Violence Comes to Work: Health Care Responds* in March 2004. A ninth forum is planned for October, 2004 titled *When Domestic Violence Comes to Work: Retail and Hospitality Industries Respond*.
- ✓ EADV and the Men's Anti-Violence Network partnered to develop and distribute a domestic violence awareness packet specifically designed for employers. By October 2004, 650 packets will have been distributed.
- ✓ EADV and *The Arizona Republic*, with other corporate sponsors, partnered in 2003 to hold the *First Annual Walk to End Domestic Violence*. It was the most successful first-time walk in Arizona history. More than 3,000 walkers participated and more than \$130,000 was raised to benefit nine domestic violence service providers.
- ✓ The *Second Annual Walk to End Domestic Violence* was held on April 24, 2004. More than 3,800 walkers participated with more than \$200,000 raised for domestic violence service providers.

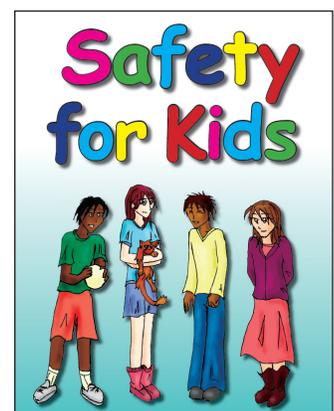
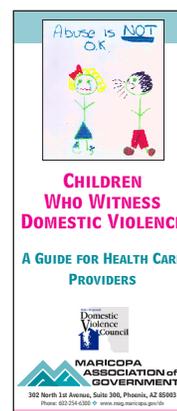
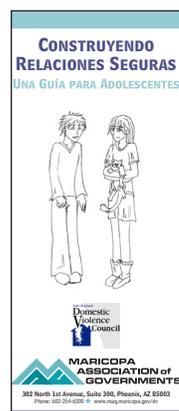
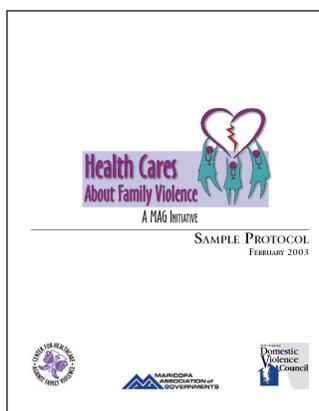
Crisis Intervention/ Transitional Response

	Implemented	In Progress	Not Yet Established
Standardize training for criminal justice personnel including: judges, <i>pro tem</i> judges, court staff, prosecutors, and police/fire departments.			X
Victims requesting Orders of Protection should be given priority service.			X
Noncompliant offenders held accountable by the criminal justice system through: expeditious handling of cases, collection of relative data on the offender for judges, supervised probation.		X	
Consider adopting the Family Violence Center model for larger communities.	X		
All local governments implement the Maricopa County Attorney's Domestic Violence Protocols.			X
Establish and implement hospital protocols as mandated by the Health Resources and Services Administration; involve victims in the decision by hospital personnel whether to report the incident to police—unless a report is mandated by statute.			X
Establish and implement emergency service pre-hospital protocols (fire departments and emergency departments).		X	
Establish and implement medical/dental clinic and doctor's office protocols.		X	
Create a better link between social services and emergency service personnel at the scene through the utilization of Crisis Response Teams.	X		
Provide victim advocates at critical stages in the crisis response.		X	
Create standards for the provision of services to victims of domestic violence in transitional housing programs.			X
Establish and implement a treatment framework based on assessment and evaluation; expand services for offenders.			X
Provide an array of culturally diverse emergency and age-appropriate support services to victims of domestic violence; create a program that addresses victims with substance abuse/mental illness problems.		X	
Provide services to children affected by domestic violence; improve linkages with Child Protective Services.		X	

Crisis Intervention/ Transitional Response

Significant Achievements

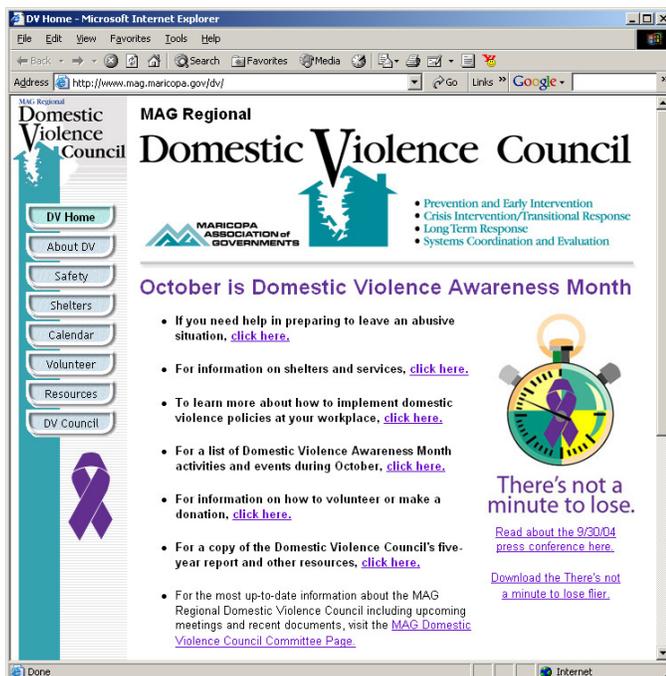
- ✓ Phoenix, Glendale, Scottsdale, and soon Chandler, have Family Advocacy Centers available to provide domestic violence related services. Mesa also has a Center Against Family Violence.
- ✓ The newly formed **Victim Services Subcommittee** took on a modeling project to utilize domestic violence data and MAG mapping capabilities to further develop a gaps analysis and projections for domestic violence services.
- ✓ The **Health Cares about Family Violence Committee** (HCAFV) and Maricopa Integrated Health Systems (MIHS) have developed materials for children who have witnessed domestic violence. The materials include age-appropriate coloring books and brochures for smaller children and a brochure with more advanced content for teens.
- ✓ HCAFV and MIHS developed an interactive training CD-ROM to help pediatricians identify potential cases of domestic violence, where either the child or the parent is the victim.
- ✓ The City of Phoenix has done a complete inventory of domestic violence protocols in their internal operations.
- ✓ Training curriculum was developed for Emergency Medical Technicians to work with children who have witnessed domestic violence.
- ✓ The **Crisis Response Work Group** developed a resource manual for use in training all Crisis Response Teams (CRT) across the region, and worked on developing a Regional Training Center for all CRTs to train in mutual/automatic aid.
- ✓ As of 2004, the Regional Training Advisory Council (RTAC) has provided training to first responders and volunteers from 22 municipalities and other organizations in Maricopa County.
- ✓ Ten cities in Maricopa County have 14 formalized Crisis Response Teams. The participating cities are: Avondale, Buckeye, Chandler, Glendale, Goodyear, Phoenix, Mesa, Scottsdale, Surprise and Tempe. Overall, 22 governments or other organizations have participated in the trainings.
- ✓ Since 1999, the level of participation in an average RTAC training session has increased almost 700 percent.
- ✓ RTAC offers nine regional training sessions per month in which approximately 300 volunteers and staff are trained annually.
- ✓ The **Regional Domestic Violence Council** developed shoe cards with emergency numbers and safety information. These cards are designed to fit inside a person's shoe, underneath the sole, in order to hide it from an abuser.



Materials published include the *Health Cares About Family Violence Sample Protocol*, a brochure for *Safety for Teens* in both English and Spanish, the *Safety Shoe Cards*, a brochure for *Children Who Witness Domestic Violence*, and the *Safety for Kids* coloring book.

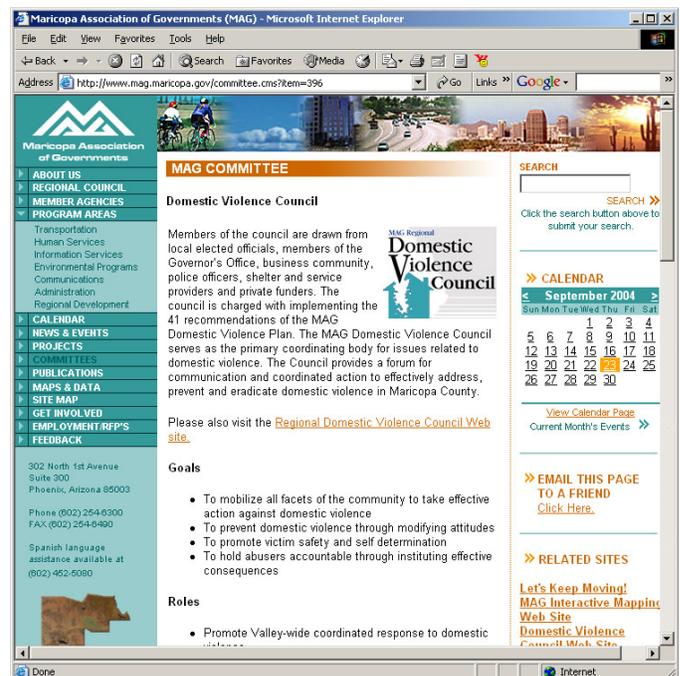
System Coordination/ Evaluation

	Implemented	In Progress	Not Yet Established
Establish and implement city-based or regional interdisciplinary domestic violence action teams.	X		
Establish a Regional Domestic Violence Coordinating Council.	X		
Develop a Web site that lists available social services and existing prevention programs and links with other domestic violence initiatives and organizations.	X		
Expand the victim services database collected by the Department of Economic Security to include other victim service providers besides shelters.			X
Implement a coordinated data collection and retrieval system in order to hold offenders accountable.		X	
Develop and implement a Collaborative Training Network.			X
Expand the CONTACTS Shelter Hotline system to include a computerized resource notebook of transitional and affordable rental housing sources and eligibility criteria.			X



An informational Web site lists available services and prevention programs with links to other domestic violence initiatives.
www.mag.maricopa.gov/dv

Regional Domestic Violence Council

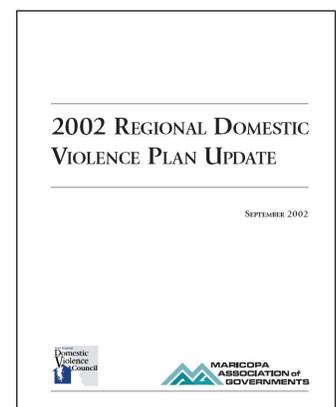
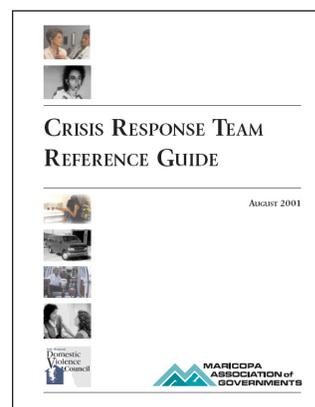
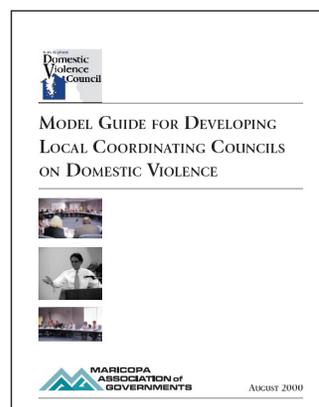
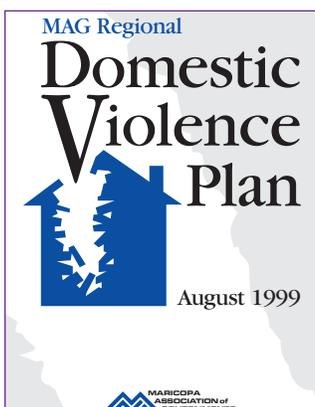


The MAG Domestic Violence Council also has a page on the MAG Web site that includes upcoming meetings and related documents.
www.mag.maricopa.gov/committee.cms?item=396

System Coordination/ Evaluation

Significant Achievements

- ✓ The MAG **Regional Domestic Violence Council** was formed in 1999. The council continues its work with local elected officials, municipal, and nonprofit employees as members. Today, there are 52 members on the Regional Domestic Violence Council, with approximately 100 others participating in Council meetings, subcommittee meetings and in various related activities.
- ✓ The MAG Regional Domestic Violence Council developed the *Model Guide for Developing Local Coordinating Councils* in 2000. Since then the council has provided training to local coordinating councils. Cities/regions in attendance included Mesa, Scottsdale, Chandler, Phoenix, Northwest Valley and Southwest Valley.
- ✓ The MAG Regional Domestic Violence Council provided an update to the *Regional Domestic Violence Plan* in 2002.
- ✓ With the combination of five local domestic violence coordinating councils in Chandler, Mesa, Phoenix, Scottsdale and the West Valley—as well as the ten communities that operate Crisis Response Teams—there is now a combination of interdisciplinary teams who are informally working on domestic violence issues.
- ✓ A **Municipal Approach Subcommittee** is being formed to inventory what member cities already offer to victims, employees and citizens. This asset mapping and inventory will assist both the community, as well as the Regional Domestic Violence Council, in determining potential gaps in services and in developing a strategy for action.
- ✓ MAG's domestic violence Web site, www.mag.maricopa.gov/dv, serves as an information link about council activities and provides statewide and national domestic violence resources links.
- ✓ The Arizona Department of Housing maintains a Web site at www.socialserve.com that provides access to affordable housing availability in real time, as well as information on eligibility criteria.
- ✓ Since 1998, Community Information and Referral has operated a 24-hour hotline to provide up-to-the-minute shelter information for domestic violence victims, as well as for homeless individuals and families.



The MAG Regional Domestic Violence Plan was first published in August 1999. This led to the creation of the *Model Guide for Developing Local Coordinating Councils* and the *Crisis Response Team Reference Guide*. Progress was summarized in the *2002 Regional Domestic Violence Plan Update*.

Long-Term Response

	Implemented	In Progress	Not Yet Established
Increase access to safe and affordable childcare for victims through the following means: on-site childcare in shelters and court buildings, obtaining higher level child-care subsidies, and sharing of information on existing child care resources.		X	
Institute a comprehensive long-term case management system for victims.		X	
Implement supervised visitation centers to ensure the safety of women and children in custody exchanges. Potential locales: court buildings, churches, community-based organizations, family service centers.			X
Increase the amount of permanent affordable housing.		X	
Integrate employment support (job readiness, placement, retention, and peer support) into a long-term case management approach to assist victims in achieving economic independence.		X	
Mobilize neighborhood and tenant homeowner associations to become involved in the area of domestic violence awareness and prevention.			X
Create a companion brochure to the MAG <i>Domestic Violence Safety Plan</i> that will focus on the role of informal helping networks.			X

Long-Term Response

Significant Achievements

- ✓ A long-term case management program is available at the Sojourner Center.
- ✓ Employment support program is available to participants in Sojourner Center’s long-term case management program.
- ✓ Save the Family Transitional Housing Program provides long-term case management.
- ✓ The Governor’s Office and the Children’s Action Alliance have worked toward expanding childcare subsidies.
- ✓ Shelters have developed pilot programs for employment support.
- ✓ An affordable housing coalition has been developed through the Department of Housing and Urban Development (HUD) and the Arizona Department of Housing to mobilize community leaders to increase permanent affordable housing.

Barriers to Implementation/ Issues to Address

Barriers to Implementation

- There is a need for ongoing sources of funding for direct service programs, as well as prevention, education and coordination.
- Domestic violence victims have a difficult time becoming self sufficient because of rising childcare costs, unpaid child support, and limited availability and access to affordable housing.
- Permanent affordable housing becomes increasingly difficult to find as housing costs in Maricopa County continue to rise due to rapid population growth.
- There is a shortage of existing mental health and substance abuse treatment programs where domestic violence prevention and intervention can be incorporated.

Issues to Address

- Not all cities in the region have a complete assessment of the domestic violence related services that are already available in their communities.
- Some of the initiatives create a need for policy changes at both the state and local level. Implementation would require partnerships to develop policy changes.
- There needs to be broader membership among healthcare systems in the **Health Cares About Family Violence Committee**, as well as within hospital departments.
- Members of **Employers Against Domestic Violence** must find ways to ensure that new and active members are fully committed to the issue in terms of policies, trainings, practices and participation in the *Annual Walk to End Domestic Violence*.
- There continue to be low levels of awareness and education about the prevalence of domestic violence in our communities, and there exists a common sentiment that it is always “someone else’s problem.”
- There is a lack of awareness of the cost of domestic violence on the taxpayer.
- There needs to be more collaborative technology for law enforcement when abusers cross jurisdictions or state lines.
- There is a continued need for reliable data on the number of victims in need of services, as well as data on the availability of existing services.

Major Priorities for 2004

The MAG Regional Domestic Violence Council developed the following priorities for action at the last strategic planning meeting in October 2003:

- | | |
|---|--|
| • Health Cares About Family Violence | • Emergency Services |
| • Behavioral Health Response | • Crisis Response Team |
| • Employers Against Domestic Violence | • Domestic Violence Housing Options |
| • Religious Response | • Coordinated Community Response and Evaluation of Domestic Violence Services |
| • Primary Prevention: Community Education and Outreach | • Establish Collaborative Training Networks |
| • Municipal Approach | • Victim Services |





The MAG Regional Domestic Violence Council, in conjunction with the strong and dedicated leadership of several committed individuals, continues to develop priorities and action plans annually. Each year, as we increase momentum, establish work groups and gain volunteer support, we continue to implement strategies, one initiative at a time.

As we move forward with our regional approach, we ask each person in the Maricopa region to determine what you can do to help. It is time to collaborate on preventing domestic violence.



**There's not a
minute to lose.**

So use that minute to find out
how to stop domestic violence.

visit

www.mag.maricopa.gov/dv



Or call the
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Points of view in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice, the Governor's Division for Prevention of Family Violence, or the Governor's Division for Women.

This document is available in alternate formats. Please contact Debra Determan at 602-254-6300 for more information.