

MARICOPA ASSOCIATION OF GOVERNMENTS  
 REGIONAL DOMESTIC VIOLENCE COUNCIL  
 MEETING MINUTES – APRIL 7, 2011

MEMBERS ATTENDING

\*Celeste Adams, Save the Family  
 Christina Avila, City of Avondale  
 \*Lt. Robert Bates, Phoenix Police Dept.  
 John Belatti, City of Chandler  
 Larry Grubbs for John A. Blackburn, Jr., AZ  
 Criminal Justice Commission  
 Lindsay Simmons for Allie Bones, Arizona  
 Coalition Against Domestic Violence  
 Town Manager Rick Buss, Town of Gila  
 Bend  
 Chris Christy, Salt River Pima-Maricopa  
 Indian Community  
 \*JoAnn Del-Colle, Phoenix Family  
 Advocacy Center  
 \*Councilmember Roy Delgado, City of El  
 Mirage  
 \*President Diane Enos, Salt River Pima-  
 Maricopa Indian Community  
 Kristen Scharlau for Naomi Farrell, City of  
 Tempe  
 Will Gonzalez, City of Phoenix Prosecutor's  
 Office  
 Laura Guild, Arizona Dept. of Economic  
 Security  
 Cmdr. Kim Humphrey, City of Phoenix  
 Police Dept., Chair  
 Lynette Jelinek, Glendale Fire Dept.  
 \*Mary Lynn Kasunic, Area Agency on  
 Aging  
 Patricia Klahr, Chrysalis Shelter Inc.  
 \*Councilmember Suzanne Klapp, City of  
 Scottsdale  
 \*Councilmember Sheri Lauritano, City of  
 Goodyear  
 \*Councilmember Phil Lieberman, City of  
 Glendale  
 \*Jodi Beckley Liggett, Arizona Foundation  
 for Women  
 Barbara Marshall, Maricopa County  
 Attorney's Office, Vice Chair  
 +Linda Melendez for City of Surprise  
 Mary Murphy, Governor's Office for  
 Children, Youth, and Families

Maribel Castro for Dottie O'Connell,  
 Chicanos Por la Causa  
 Connie Phillips, Sojourner Center  
 Lynn Potts for John Pombier, City of Mesa  
 Kerry Ramella, City of Phoenix Fire Dept.  
 Sarah Youngblood, Community Legal  
 Services

OTHERS PRESENT

David Albertson, Phoenix Police Department  
 Rita Coronado, Peoria Police Department  
 Lauren Davis, Arizona Coalition Against  
 Domestic Violence  
 Kellee Ellis, Chrysalis  
 Vicki Florschuetz, Bravery Project  
 Kelly Gremmel, Phoenix Prosecutor's Office,  
 Victim Services Unit  
 Frankie Grimsman, Maricopa County  
 Attorney's Office  
 Frances Graham, Scottsdale Victim Services  
 Bill Hart, Morrison Institute  
 Lindsay Johnson, Avon Program at  
 O'Connor House  
 Iva Klippel-Rody, Citizen  
 Kristen Krey, City of Glendale Council  
 Office  
 Commander Ralph McLaughlin, Goodyear  
 Police Department  
 Jill Messing, Arizona State University  
 Leah Meyers, Governor's Office for  
 Children, Youth, and Families  
 Kevin Moran, Peoria Police Department  
 Milon Pitts, Homeward Bound  
 Lora Reid, Valley of the Sun United Way  
 Sandra Robertson, A New Leaf  
 Wendy Shepherd, Voices Empowered  
 Eugene Tokosh, Avondale Police  
 Department  
 Rachel Brito, MAG  
 Amy St. Peter, MAG  
 Renae Tenney, MAG

+ Those attending by video/audio conference  
 \* Those not present or represented by proxy

1. Call to Order

Chair Kim Humphrey, Phoenix Police Department, called the meeting to order at 1:39 p.m. Chair Humphrey announced the Council was selected to receive the 2011 Arizona Attorney General's Distinguished Service Award. He expressed appreciation to staff and Committee members for their efforts. Chair Humphrey welcomed new member Mary Murphy, Governor's Office for Children, Youth and Families. Introductions ensued.

2. Call to the Audience

An opportunity was provided for members of the audience to address the Council on non-agenda items that fall under the jurisdiction of MAG, or agenda items for discussion but not for action. No comments were made.

3. Approval of the February 3, 2011, Meeting Minutes

Chair Humphrey called for approval of the February 3, 2011, MAG Regional Domestic Violence Council meeting minutes. Lynn Potts, City of Mesa, motioned to approve the minutes. Town Manager Rick Buss, Town of Gila Bend, seconded the motion. The motion passed unanimously.

4. Web-Based Safety Planning Project

Chair Humphrey invited Dr. Jill Messing, Arizona State University, to present on a research project using web-based safety planning for domestic violence victims. Dr. Messing said the project will study intimate partner violence and research how to provide services to women in innovative ways and to women who would not otherwise access services. The project recently launched a clinical trial in four states. Health literature has found using a safety decision aide to be effective in helping people make decisions. She shared an example of when a woman who has had a previous caesarean section tries to determine whether to have another caesarean section or a natural birth, the safety decision aide helps balance priorities. Dr. Messing said the same concept will be used in domestic violence.

Dr. Messing is trying to recruit women who are currently in abusive relationships and are not accessing traditional services. She noted this is difficult to accomplish. Cards and flyers have been distributed to help with the recruitment process. She requested any suggestions on how to recruit women. Dr. Messing noted the project is also posted on Craig's List under Iris Project for Women.

Committee members asked what measures are in place to keep information confidential. Dr. Messing advised the safety of women accessing the study was taken into consideration. Secure email accounts will be set up for each participant to use. Assistance will be available to help set up the email accounts as necessary. All information gathered will be stored on one server and identifying information will be separated from the data every night. Committee members inquired what screening methods are in place to ensure a male is not completing the survey. Dr. Messing advised women interested in participating will go through a 45-minute telephone screening prior to determine their eligibility for the study.

Dr. Messing advised the four states participating in the study include Arizona, Missouri, Maryland, and Oregon. The study is funded by the National Institute of Health. A Spanish version of the study tool is being developed and will be available within two months. Her goal is to have 720 women enrolled in the study with a good portion of those from Arizona. Women participating will be given additional resources such as emergency safety plans. A recommendation was made to distribute flyers to various locations where women may go to such as employment service centers and Head Start offices. Another recommendation was to inform police officers about the study.

Committee members inquired about the timeframe, statistical data, and outcome of the study. Dr. Messing stated the project is a five-year study. The goal of the study is to have all participants enrolled within the next two years. Women will go through the safety decision aide as well as participate in follow-up questioning at three, six, nine, and twelve months. The study will assess if the women have increased their safety, decreased the violence, and felt an increase in their mental health. Participants will receive an email reminder prior to the follow-up points. They will also have the option of accessing the decision aide, resetting their priorities, and accessing additional safety planning information at any time during the study. The program will offer a small incentive if they initiate the follow-up prior to being reminded via email. Alternative safe contact information is requested in advance from each participant. Committee members inquired about the incentive. Dr. Messing advised electronic gift cards will be provided to participants from vendors including Amazon, Wal-Mart, and Target.

An overview and description of the safety decision aide was requested. Dr. Messing advised the demo site is not yet available. She offered to return at a later time to offer an update to the Committee. The safety decision aide asks specific questions about the participant's safety behaviours. Based on the response, they will receive information and recommendations. For example, if the individual has never attended a support group, they may receive a recommendation to do so. The decision aide consists of a danger assessment. On completion, the participant will receive a danger level score, advised on what the results mean, and told how her score compares to others in her situation. The participant will then balance her priorities based on a scale and be able to determine her greatest priority. Dr. Messing commented the safety strategies presented to the participant relate to the priorities she indicated.

A recommendation was made to add a link for connecting participants to have a live chat with a domestic violence hotline. Dr. Messing agreed to research the recommendation. She noted calls are placed to individuals who demonstrate they are at high risk for suicide. Dr. Messing reported 11 individuals from Arizona are currently enrolled in the program. Chair Humphrey requested Dr. Messing return at a future date to share the project demo site. Dr. Messing agreed to do so.

5. Phoenix Police Department Protocol Update

Chair Humphrey invited Sgt. David Albertson, Phoenix Police Department, to provide an update on implementation of the city's new domestic violence protocol. Sgt. Albertson advised three years ago, the bureau's domestic violence unit was asked to research ways of better impacting victim safety. He noted over the last few years, both budgets and staff capacity have decreased. There are 44,000 calls for service per year and 12,000

police reports. The number of detectives has decreased from 26 to 19. Sgt. Albertson said domestic violence cases have historically been treated the same. He noted not every situation is the same, nor should it be treated the same.

The department questioned how to better triage case loads which then lead to research being conducted with the assistance from Dr. Jill Messing at Arizona State University. It was determined if the officers could better identify which incidents include the component of coercive control, they could focus their energy on those cases and better serve the victims. Coercive control was defined as a pattern of conduct over a period of time aimed at gaining controlling by using acts of intimidation. An assessment tool was developed in the form of a 3x5 card containing four questions for officers to ask on scene. The card assists officers in recognizing coercive control and responding differently to those incidents. Sgt. Albertson noted coercive control is a better indicator of violence than injury. He added a minor misdemeanor with a low level of injury but a high level of coercive control may ultimately be more serious in the long-term than when someone sustains serious injury but low levels of control.

Sgt. Albertson advised officers and first responders have been trained and policies have been changed to include the new process. Additionally, meetings were held with the county attorney and prosecutor's office to request input on what information they look for in a police report. Sgt. Albertson advised all of the information from the assessment card is inputted into the police report. He said they want to hold the suspect accountable quickly. He noted that, in the past, the suspect often never had any interaction with police. The department wants to work in close partnership with advocates and prosecutors to get victims the services they need.

The process has been in place since December 2010. Sgt. Albertson said it is too soon to label it a success or failure. Sgt. Albertson said for many years it has been frustrating for officers to respond to repeated calls at the same locations, see the same victims, and then no one shows up in court. He said the department is dealing with an overall culture change. They are trying to teach officers they can do a better job if they became better investigators. Sgt. Albertson shared the successful outcome of a recent case in which the officers did a very thorough job and the judge went with the prosecutor's recommendation on sentencing. He stressed having everyone on the same page can make an impact.

Committee members asked how officers have adapted to using the card. Sgt. Albertson said the department continues efforts to enforce the new process. Some detectives have been reassigned to precincts so they are able to work side-by-side with the officers. Sgt. Albertson advised officers have access to a translator through a language line to address language barriers. Victims are referred to advocates for additional resources. Committee members inquired how training is delivered to officers. Sgt. Albertson advised all training was done in-person at each of the precincts. An extensive annual training module is being designed for use at the academy.

Committee members asked if tape recordings are made of interviews. Sgt. Albertson confirmed this is done. Chair Humphrey noted incidents are recorded when follow-up is required. He said the new tool is used to identify which reports receive the highest

priority. The card helps officers obtain the information needed to make an arrest and engage victim advocates as needed as quickly as possible. Committee members asked if the new tool is considered admissible evidence through the discovery process. Sgt. Albertson advised meetings were held with county attorneys and prosecutors. In addition, the computer reporting system was changed to include everything reported on the card. Once data are entered into the system, the cards are destroyed. Will Gonzales, City of Phoenix Prosecutor's Office, said the new tool has helped to improve the reports and helps the prosecutor gain a better understanding of the person they are seeing in court.

An inquiry was made about whether or not the card can be used in the booking paperwork (Form 4). Sgt. Albertson noted officers have been asked to input the card information in Form 4. He said officers' awareness of domestic violence dynamics has increased. Sgt. Albertson said the tool provides guidelines for asking more investigative questions. Meeting attendees asked about whether suspect information is made available to each officer who responds to the same household on a future calls. Sgt. Albertson advised the protocol helps to categorize suspects into three distinct groups, but the information is more relevant for the investigators. The department is researching ways to provide more information to patrol officers on the scene when a suspect has been identified at a higher danger level.

Sgt. Albertson was asked if patrol officers are being taught different interview techniques for suspects as well. He responded there are no specific questions that have been identified for suspects. He noted the training instructs officers to ask more open-ended questions about patterns of control. Chair Humphrey thanked everyone for their input. He suggested the new protocol may provide a research opportunity for Bill Hart, Morrison Institute, and Dr. Messing, to assess the success of triaging cases that have the most potential for danger.

#### 6. Snapshot of Domestic Violence Calls

Chair Humphrey noted previous requests from the Committee to get a better picture of the number and types of domestic violence calls received by police. He shared an overview of a 24-Hour Snapshot of Domestic Violence Calls in Phoenix for February 5, 2011. He noted it is not a scientific report, but it does a good job of showing what happens when calls are received and how each call does not necessarily mean a crime has been committed.

Chair Humphrey provided a brief overview of the Phoenix Police Department information. The overview included the number of calls received, the types of reports written, and the calls that didn't result in a report. Vice Chair Barbara Marshall noted information she had gathered from the Maricopa County Attorney's Office (MCAO) reflected similar results. She noted of the 18 Phoenix incidents that resulted in police reports, very few are viable cases by the time they reach MCAO.

Chair Humphrey said the report is a reality check on what happens on any given day. He noted a scientific approach may provide different results. He stressed the need to determine realistically what can be done when a domestic violence call is received given the resources available.

Council members asked for more information on why the 27 domestic violence calls did not result in a report. Chair Humphrey noted officers will often arrive at the incident and not find anyone. He noted this is a good example of why reviewing the reports provides a stronger case than using the number and types of calls as success indicators.

Kristen Scharlau, City of Tempe, stated it is common for the Tempe Fire Department to send out several units when a 911 call is received. Once they arrive and are able to determine the severity or need at the incident, units may be recalled. Officers are relied on to assess a situation as the department cannot solely depend on what is said by the caller. With regard to resources, it may not be possible to respond to all calls, but to those more serious ones, it is important to do so. She said this not only provides resources for the victim, but also relieves the officers allowing them to get back on the street.

Chair Humphrey said there is a misconception regarding call types. He stressed the outcome of a call is not always the same as when it is initially received. He noted the different methods in which calls are reported throughout Arizona. For example, he noted the Tucson Police Department reports the number of calls received based on the number of reports written.

Amy St. Peter, MAG, thanked everyone for the discussion. She said there is a natural inclination when looking at domestic violence to focus on felony levels. However, the purpose of PEP is to address domestic violence at the misdemeanor level. She noted the discussion helps to put everything into perspective so the work can be completed more effectively. She addressed previous inquires regarding domestic violence call types that did not result in a report. An example of a call may be of an ex-boyfriend who calls because he is locked out of the house. Chair Humphrey thanked everyone for their input noting further research is needed.

7. MAG Domestic Violence Protocol Evaluation Project

Chair Humphrey invited Renae Tenney, MAG, to present a progress report on the MAG Domestic Violence Protocol Evaluation Project. Ms. Tenney thanked the Committee for the opportunity to report on implementation of the project. She acknowledged the Governor's Office and STOP Violence Against Women Grant funding for supporting the project. The purpose of the project is to assess the protocols used to arrest and prosecute domestic violence offenders at the misdemeanor level. Ms. Tenney said a no-cost extension was granted extending the project through the end of the year. The extension will allow for additional activities, such as affinity group meetings, that will ultimately support the project's overall success.

Since the February Regional Domestic Violence Council meeting, the project has moved forward in three areas. Work has continued on the protocol inventory, a concept design was developed for the public service announcement, and affinity group meetings were initiated.

*Protocol Inventory:* Ms. Tenney advised surveys were conducted with 17 police departments across the region for development of the Misdemeanor Arrest and Investigation Protocol Inventory. The regional protocol inventory was compared with

promising practices and information gathered from field experts to identify 15 local priority protocols. A follow-up survey was conducted asking police departments what key elements support or hinder the implementation of these 15 protocols.

Ms Tenney noted the draft 2011 MAG Regional Priority Protocol Inventory was recently emailed to council members and is available in the meeting handouts. She gave a brief overview of the inventory and asked for input on potential opportunities based on the information shown in the chart. She suggested opportunities for focusing on supportive interviewing techniques for on-scene police officers and the use of lethality assessments to help police departments triage domestic violence calls. Ms. Tenney noted information from the inventory and Council member input will help inform the development of a training curriculum as part of the project.

Lynette Jelinek, Glendale Fire Department, discussed the MAG Regional Crisis Intervention Training. The training specifically goes into detail about domestic violence and is attended by many first responders including representatives from fire, police and victim advocates. Ms. Jelinek noted whether from police, fire or victim advocacy, all are considered crisis interventionists. She recommended removing the word "Police" from "Use Police Crisis Intervention Section to assist victims" under number 13 in the protocol inventory.

Vice Chair Marshall commented the priority protocol inventory seemed to be missing some investigation protocols. Ms. St. Peter clarified the protocols listed are those recognized as national best practices, that partner agencies viewed at a high level of implementation, but were not reflected in the manuals. A regional protocol inventory listing all 106 protocols reported by the police departments is available. Ms. St. Peter noted the project does not include an audit to ensure what is and is not being done.

Ms. St. Peter advised MAG staff is compiling project data in several layers. An aggregate regional protocol inventory was developed. In addition, information specific to each municipality is being pulled together to reflect the protocols listed in their manuals and which of these are considered best practices. She noted input has been received from departments wanting to revise their manuals. Committee members asked if MAG will assist with training and revising manuals. Ms. St. Peter responded that a full-scale training will be offered in the fall. Training will be developed specific to the feedback received and will include development of a webinar and training video. The training will highlight the most important issues in the region. Ms. Tenney said these enhancements will increase victim engagement and assist with report writing while directing limited resources to help victims and hold more abusers accountable. She thanked everyone for their feedback and noted additional follow up is underway.

*Affinity Groups:* Ms. Tenney said affinity groups have been added as another layer of information gathering for the project. A series of affinity group meetings will invite only members of a particular discipline to meet for open dialogue. The first group held with city prosecutors on March 9, 2011, was a great success. The group discussed how to move forward with prosecution when victims are not involved and what key evidence allows for pursuing prosecution. Evidence identified as helping prosecution included

alternate contact information for victims, conducting more interviews with neighbors and child witnesses, and obtaining handwritten statements from victims.

Ms. Tenney noted prosecutors referred to best practices such as the Domestic Violence Form used by King County, Washington; and the Phoenix Police Department's new card. The group placed emphasis on gathering certain types of information and passing it along to prosecutors while understanding that each agency's process for this communication may be different. John Belatti, Chandler, volunteered to speak with the Law Enforcement Legal Advisors about strengthening how this evidence is communicated to city prosecutors for misdemeanor cases. The group also mentioned looking into joint trainings with AZ POST and AZ Prosecuting Attorney's Advisory Council to emphasize the importance of gathering this evidence and the impact it has on allowing for prosecution when the victim doesn't appear in court.

Two new affinity groups are planned for this month. The Victim Advocate meeting is scheduled for 2:00 p.m. on Tuesday, April 26. Ms. Tenney advised she will be scheduling the Law Enforcement meeting for late April. Affinity group meetings are structured differently than most MAG meetings. They are more informal and provide an opportunity for deeper discussion around a couple of topics. Ms. Tenney asked for any suggestions on discussion topics or questions to pose to the affinity groups. No suggestions were offered.

*Public Service Announcement Video:*

Ms. Tenney said PEP includes development of a public service announcement and a training video. While the training video will be developed later this year, work has begun on the public service announcement video. The purpose of the PSA is to inform victims of domestic violence about their rights and provide tips to the general public on how to help those who are experiencing abuse. Proposed messages include that domestic violence affects everyone, give hope to victims and encourage them to seek help, and provide information on how family and friends can help those experiencing domestic violence.

Ms. Tenney advised the messages were developed from previous input received from the Council as well as project partners. She asked for input on any other messages that should be included. Committee members inquired where the PSA would be shown. Ms. Tenney advised the PSA, in the past, has been distributed to Channel 11 stations, placed on the MAG website, and distributed throughout the domestic violence community. A question was raised about providing the PSA in languages other than English. Ms. Tenney said there has been discussion about developing an additional PSA for the Spanish-only speaking community. She noted this would require additional funding and is under consideration for next year.

Ms. Tenney concluded her presentation. She advised this item is on the agenda for the Council's approval of next steps. These include further exploration of any opportunities surfacing from assessment of the local priority protocol inventory, suggestions on discussion topics or questions to pose at affinity group meetings, and creating the PSA video based on the proposed concept design and feedback received. Vice Chair Marshall made a motion to approve next steps for the MAG Domestic Violence Protocol

Evaluation Project. Lynn Potts, City of Mesa, seconded the motion. The motion passed unanimously.

8. Shelter Mobility Manger

Vice Chair Marshall invited Ms. St. Peter to report on an opportunity to support a Shelter Mobility Manager to work with the homeless and domestic violence shelters. Ms. St. Peter advised the project will map out employment centers, medical centers and transportation options in relation to homeless and domestic violence shelters. Domestic violence shelter locations will remain confidential. In terms of researching the need for the proposed project, Ms. St. Peter noted Ms. Tenney met with the Executive Directors of the domestic violence shelters. A second meeting was held with Community Action Program personnel. These discussions led to the following strategies for moving the project forward:

- Gathering the following data:
  - The number of clients that need transportation from the shelters.
  - The reason for transportation needed.
  - The amount of money spent on transportation.
- Identifying underutilized vehicles or resources available through the shelters that could help this program.
- Identifying different funding options such as federal and foundation funding.
- Identifying a lead agency and gathering feedback on a Mobility Manager to help coordinate among different shelters.

Ms. St. Peter advised MAG can continue to support the project. Vice Chair Marshall suggested discussing the project with victim advocate groups. Patricia Klahr, Chrysalis, expressed interest in the project. She stated Chrysalis spends a lot of money on providing services and bus passes.

Vice Chair Marshall noted the Committee no longer had a quorum. The meeting was immediately adjourned per MAG policy.

9. Adjourn:

The meeting adjourned at 3:09 p.m. due to no longer having a quorum. The next MAG Regional Domestic Violence Council meeting is scheduled for June 16, 2011 at 1:30 p.m. in the Saguaro Room at the MAG offices.