Litigant Assessment Tool
Development of a Tool to Assess the Experiences of Litigants in the Tulsa County Integrated Domestic Violence Court

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Prepared for:
Kelly Greenough, Director of IDV Court
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INTRODUCTION

A. About the Project

This report describes the development of a broader research project that will assess the experiences of litigants—victims and offenders—with civil and criminal domestic violence cases before the Tulsa County Integrated Domestic Violence Court (IDV Court). This project is the first opportunity for the newly-created IDV Court in Tulsa County to undertake an assessment of this depth and breadth. The ultimate goal of this project is to understand how litigants experience the IDV Court and based on this understanding gain insights and develop recommendations that will shape the future of the IDV Court.

This project is possible through a collaboration between the IDV Court and an interdisciplinary team of students and faculty from The University of Tulsa (the Project Team), in particular, the College of Law’s Family Advocacy Clinic and the College of Arts and Science’s Psychology Department. The Director of the IDV Court, Ms. Greenough, has authorized the Project Team to undertake an ongoing research project to assess the development of the IDV Court. This document is an interim report on the progress of this project.

B. About the Integrated Domestic Violence Court

In the fall of 2014, the Tulsa County District Court (TCDC) opened the IDV Court, the first of its kind in Oklahoma and one of over two hundred domestic violence courts nationwide. The TCDC’s goal in creating the new court was to improve how the judicial system handles situations where intimate partners are involved in multiple civil and criminal matters related to the same underlying issues of domestic violence. Today, the new Tulsa County IDV Court places criminal misdemeanor and civil

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protective order cases involving the same intimate partners on a single docket before one judge. Key goals for the IDV Court include developing efficient processes, promoting consistent case outcomes, increasing offender accountability, and improving safety and services for victims.³

IDV Courts like Tulsa’s exist in the broader context of a nationwide movement to create new legal and judicial responses to complex social problems.⁴ For more than 15 years, state courts have been developing new judicial models, often called specialized courts, to address a range of challenging issues such as drug addiction, mental illness, homelessness, prostitution, juvenile crime, and domestic violence, among others.⁵ A critical element of the success of any specialized court is assessment to identify strengths, uncover challenges, and suggest paths for future growth and development. This research project is one aspect of the Tulsa IDV Court’s on-going process of assessment.

C. Summary of this Report

Part I of this report presents the goal and anticipated stages of this project. Part II describes the constituent interview model developed and implemented by the Project Team in the development phase of the project. Part III presents the results of the Project Team’s background research on the factors that have been found to influence litigants’ experiences in IDV Courts, as well as information on other specialized courts’ use of litigant assessment tools.

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³ Id.
PART I. PROJECT GOAL AND PHASES

A. Project Goal

The ultimate goal of this project is to understand how litigants experience the IDV Court and based on this understanding gain insights and develop recommendations that will shape the future of the IDV Court. To reach this goal, the Project Team is developing a survey tool that will meaningfully assess litigants’ experiences in the IDV Court. As the project progresses, the Project Team may develop additional, complementary research methods, such as focus groups, interviews, and case-level data collection. As currently conceptualized, the project will include four phases: development; creation; implementation, and analysis, as described below.

B. Project Phases

1. Development

The project is currently in the development phase, which includes two parts. First, the project team surveyed research on IDV Courts from across the country to identify areas for assessment and factors that have been found to affect victim and offender experiences. Second, using the areas of assessment and related factors identified in the national-level research as a starting point, the team developed a plan for interviewing constituents of the IDV Court and began conducting those interviews. In the constituent interviews, people who interact with the IDV Court or litigants (such as judges, police, prosecutors, and advocates, to name a few) are asked to identify factors that might affect the experiences of litigants in Tulsa County’s IDV Court. The results of these interviews will shape the development of the litigant assessment tool and ensure that the assessment tool is tailored to Tulsa County. This phase of the research began in January of 2015 and will likely continue until August of 2015.
2. *Creation*

In the creation phase, using the information gathered through constituent interviews, the Project Team will create and test the litigant assessment tool. This process will involve collaboration with Ms. Greenough, the IDV Court Director, and will draw on the resources of the various disciplines engaged in the research, including law, psychology, sociology and anthropology. In this phase, the Project Team may also determine whether additional data collection will be possible or useful, such as focus groups, interviews, or case research. This phase is expected to begin in August of 2015 and end in December of 2015. A team of students from the Family Advocacy Clinic has been lined up to lead the work in the creation phase.

3. *Implementation*

The litigant assessment tool will be administered to litigants in the implementation phase, which may begin as early as the fall of 2015. This phase may also include the implementation of other research methods as additional data-collection tools.

4. *Analysis*

During the analysis phase, the data collected in this project will be synthesized and analyzed to identify the key results of the research and the implications for the future development of the IDV Court.
PART II: THE DEVELOPMENT PHASE – CONSTITUENT INTERVIEWS

The term constituents, as we use it here, refers to people who interact with the IDV Court, have a role in the Court’s operations, or who interact with the litigants whose cases are before the Court. The purpose of interviewing constituents is to gather initial information on how the IDV Court operates, how litigants might experience the IDV Court, and the factors that might influence litigants’ experiences. The Project Team will use this information to guide the development of the litigant assessment tool. In addition, the information gathered through these interviews will add substantive value in the final data analysis for this project. The Project Team began conducting interviews in April of 2015 and plans to complete the interviews by August of 2015.

To identify subjects for the constituent interviews, the Project Team collaborated with Ms. Greenough and developed the following list: victims, offenders, family members of victims and offenders, judges, criminal defense attorneys, prosecutors, police, sheriff’s deputies, bailiffs, court clerks, court interpreters, advocates, and counselors, as well as Family Safety Center, Domestic Violence Intervention Services, and Transformations staff.

The Project Team will conduct individual interviews of all constituents, other than victims, offenders, and their family members, with whom the team plans to hold focus groups. A focus group is a small group of people led in an open discussion by a moderator. By the time the interviews are complete, the Project Team anticipates speaking with upwards of 30 people in individual interviews and more in the focus groups. The names of all interview or focus groups participants in this project are confidential.

We have developed four forms for the constituent interviews, which are presented in the Appendices.

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6 BRYAN W. BARRY, STRATEGIC PLANNING WORKBOOK FOR NONPROFIT ORGANIZATIONS (Fieldstone Alliance 1997).
1. Constituent Interview Questions. Appendix I.

These are open-ended questions to allow participants to answer in their own words and provide thoughtful responses. To prevent vague answers that are hard to interpret, each question includes probes that can be used by the interviewer to obtain more specific responses when needed.

2. Informed Consent Form. Appendix II.

The purpose of the Informed Consent Form is to inform the participant of the goals of the constituent interviews, how the information will be used, and to obtain consent to participate and record the interview. Each participant will be provided a copy of the signed form for their own records.

3. Internal Protocol. Appendix III.

The Protocol is a confidential internal form created for each Project Team member conducting constituent interviews. This form serves as a guide to each interviewer on recording the interviews, taking notes during interviews, where and how to save the recordings and notes, the manner in which interviews should be conducted, as well as the procedure immediately following the interviews. Furthermore, each interviewer is provided blank pages attached to the end of this form for note-taking during interviews.

4. Interview Evaluation Form. Appendix IV.

Following each interview, the interviewer must fill out the Interview Evaluation Form within 48 hours. This form serves as a platform to summarize the interview and constituents’ responses. Future members of the Project Team who are working on creating the survey questions for the Litigant Assessment Tool will be able to look at the Interview Evaluation Forms for each constituent and quickly identify patterns.
PART III: DEVELOPMENT PHASE – BACKGROUND RESEARCH

This Part summarizes the four key areas of assessment and related factors that other IDV Courts have identified as important for understanding litigants’ experiences and the effectiveness of an IDV Court. This Part also summarizes the current assessment practices used by Mentor Courts.

A. Areas for Assessment

IDV Courts were developed in part to improve litigants’ experiences in the court system, increase victim safety, and encourage rehabilitation and compliance for offenders.7 IDV Courts have taken approaches that include screening or intake processes focused on identifying domestic violence cases, services for victims and offenders, specialized court personnel trained in domestic violence, and coordination with community partners such as batterers’ intervention programs, probation departments, shelters, and counseling services for victims.8 IDV Courts have faced unexpected consequences, both negative and positive, that impact litigants’ experiences9—a result that is inevitable in any type of systems change.

To understand the outcomes of reform efforts, most IDV Courts engage in some form of assessment to understand the effectiveness of the court and to learn about litigants’ experiences. Assessment strategies include offender and victim interviews, professional court stakeholder interviews, surveys, and case file review, or a multi-faceted effort where a combination of qualitative and quantitative evaluation approaches are used.10 By reviewing other IDV Courts’ research and self-

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7 Wellman, supra, note 1, at 461-62.
8 Id. at 462-63; PORTER ET AL., supra, note 5, at 1.
9 Wellman, supra, note 1, at 466.
assessments, the Project Team identified four key areas for assessment: victims’ experiences, offenders’ experiences, case processing, and community awareness. These areas of assessment formed the basis of the questions for court constituent interviews.

1. *Victims’ Experiences*

One of the main goals of Tulsa County’s IDV Court is to enhance victim safety. Our research indicated some key factors that relate to victim safety, including: a law enforcement presence in the courtroom; linking victims to outside support services; separate waiting rooms for victims and offenders; training court staff to be prepared and alert if disputes arise between litigants; and keeping the judge informed about any altercations in the courthouse. Furthermore, victim safety has been found to be promoted by courts' integration of criminal sanctions, mandatory batterers' intervention programs, and intensive monitoring of batterer compliance with court orders. Finally, the presence of victim advocates who can help women understand and navigate the court system while providing support and referrals to social services agencies may also promote safety by preserving victims' self-determination and autonomy.

2. *Offenders’ Experiences*

Holding offenders accountable is one of the aims of Tulsa’s IDV Court. Some factors that influence accountability include: offenders’ understanding of court orders, effective systems for court

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14 Wellman, *supra*, note 1, at 461.
15 *Id.* at 465.
monitoring of offender compliance, penalties for non-compliance of court orders, and whether the offenders believe they are being treated fairly throughout the process.

Our research into IDV Court assessments suggests that courts and researchers tend to focus on learning about victims’ experiences and their needs, a focus that is appropriate and understandable. However, the Project Team recommends that the Tulsa IDV Court also look at offenders’ experiences, with the goal of obtaining a holistic and complete picture of the Court. Learning more about offenders’ experiences may lead to important insights that could improve the experiences of all litigants as well as case outcomes.

Understanding offenders’ experiences, including an offender’s perception of fairness and the extent to which due process is protected, may be critical in assessing any IDV Court. There is strong evidence of a relationship between an offender’s perception of fairness and the likelihood he will comply with court orders and not re-offend. Research suggests that perceptions of fairness may be more important in assuring compliance than the overall outcome of a case. In other words, a defendant who loses a case may be more likely to comply with court orders if he perceives that he was treated fairly throughout the court process.

3. Case Processing

Another key goal of the Tulsa County IDV Court is to improve domestic violence case processing—specifically through expedited resolution and case coordination. Other IDV courts have

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18 LABRIOLA, ET AL., supra, note 4, at 58; HARPER ET AL., supra, note 9, at 59-60.
19 LABRIOLA ET AL., supra, note 4 (reviewing domestic violence courts generally).
20 GOVER ET AL., supra, note 9, at 622.
22 Id.
23 TCDC, supra, note 2.
found the following factors important in case processing: the time it takes to resolve a case; the number of appearances a litigant must make in court; the existence and nature of case screening protocols; and consistency of orders between the civil and criminal courts.

4. Community Awareness

The IDV Court’s mission states that the “IDV Court is collaboration between the justice system and the local community to effectively respond to domestic violence…” Research shows that community awareness of IDV Courts may influence victim safety or litigants’ knowledge of available services, thus, the Project Team included questions about this issue in the constituent interviews.

24 Erika Rickard, Civil Protective Orders in Integrated Domestic Violence Court: An Empirical Study (Mar. 3, 2011), http://nrs.harvard.edu/urn-3:HUL.InstRepos:4772900 (suggesting that longer case processing time may lead to more appearances and dissatisfaction in litigants, but it may also be mitigated by increased satisfaction with attention and assistance from advocates and services).

25 Id.

26 ROBERT C. DAVIS, et. al., supra, note 13; GERALD T. HOTELLING & EVE S. BUZAWA, VICTIM SATISFACTION WITH CRIMINAL JUSTICE CASE PROCESSING IN A MODEL COURT SETTING (2003), available at http://www.nij.gov/journals/253/pages/victim.aspx (suggesting that victims with more control over whether criminal charges are pressed against their offender tend to be more satisfied with the case screening approach than those who do not get a choice, and that victims who are not satisfied with the process were six times less likely to report recidivistic occurrences).


28 TCDC, supra, note 2.

29 BRETT A. ZOLLINGER ET AL., DOCKING INST. OF PUB. AFFAIRS, DOMESTIC VIOLENCE VICTIM SERVICES AWARENESS, USE, AND SATISFACTION PROJECT 33 (2007), available at www.fhsu.edu/ (use the search bar to search for this title). “About 91% of victims indicate that their situation has improved since receiving domestic violence services. About 86% indicate that the amount of violence has decreased since receiving domestic violence services.”
B. Mentor Courts’ Assessment Strategies

The Project Team reached out to IDV Mentor Courts named by the Department of Justice to learn what litigant assessment strategies these courts are using. The Mentor Courts reported the following strategies: Case management satisfaction surveys for victims; mandatory online surveys for defendants; victim surveys focused on the court process, offender’s sentence, the victims’ perceptions of the defense attorney’s tactics; and a method in which Victim Assistance Coordinators stay in contact with victims throughout the court process in which the Coordinators encourage the victims to communicate their thoughts and concerns as the case is moving through the court system. Other courts have used assessment to prevent and address misunderstandings for litigants, to correct problems as they occur, and to translate responses into meaningful ideas for improvement.

The Ada County Domestic Violence Court in Idaho is currently working on a voluntary victim survey in response to an audit done by an outside source to assess where the court may be falling short regarding victim safety. Ada County may use this victim safety tool to gauge the victims’ perception of safety at the beginning of the court process and at the end, to see what, if anything, changes.

While the Rockford, Illinois, IDV Court does not administer any surveys of its own, an organization it works with administers surveys to victims that are focused on outcome measures. This

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31 DeKalb and Dallas County have not used an assessment tool, and we were unable to get any information on their thoughts over the use of these tools. Emails from Lakesiya Cofield, Compliance Officer, DeKalb County Magistrate Court, to authors (Mar. 9, 2015) (on file with authors); Telephone Interview with Terri Neal, Court Coordinator, Dallas County Criminal Court #10 (Mar. 6, 2015).
32 Telephone Interview with Ann Goldes-Sheahan, Domestic Violence Court Coordinator, Ada County Domestic Violence Court (Mar. 6, 2015); Email from Hannah Dolan, Special Assistant Stearns County Attorney, to authors (Mar. 5, 2015) (all notes file with authors).
33 Dolan, supra, note 32; Goldes-Sheahan, supra, note 32.
34 Goldes-Sheahan, supra, note 32.
35 Goldes-Sheahan, supra, note 32.
36 Dolan, supra, note 32.
form of survey does not measure the victims’ perceptions of the outcome of the court proceedings, but how victim service organizations helped them to achieve their outcome.  

The King’s County IDV Court in New York is not currently using a litigant assessment tool, but has expressed interest in partnering with a school to develop a tool. The court would use this tool to determine whether victims are satisfied with assigned attorneys; whether the court’s referral to services are helping victims; what is happening outside of the courtroom between the litigants and with outside services; perceptions on the litigants’ overall experiences; and satisfaction with court remedies. This information would allow the court to improve protocols and proceedings.

The interviews with the Mentor Courts raised a few concerns in the use of litigant assessment tools. One of those concerns was that if a litigant is given a survey immediately following a court proceeding, the way they felt about that specific proceeding might influence their overall answers to the detriment of gaining feedback about the overall court process. Another concern is that victims may have concerns and reactions not related to the court process that may influence their responses. Though the Mentor Courts vary in their use of these tools or thoughts on these tools, the information gathered from these interviews support the Project Team’s belief that Tulsa County’s IDV Court litigant assessment tool needs to be tailored to the goals of the court and the community it serves.

37 Id.
38 Telephone Interview with Diane Costanzo, Court Attorney, Kings County Supreme Court, IDV (Mar. 11, 2015).
39 Id.
40 Id.
41 Telephone Interview with Jessica Maveus, Project Manager, Rockford Illinois 17th Judicial Circuit DVCC, and Karen Gill, Vice President of Operations, Remedies Renewing Lives (Mar. 6, 2015).
42 Id.
Appendix I

Constituent Interview Questions
Constituent Interviews

Introduction

To begin, we will briefly tell you about ourselves and the purpose of this interview. We are students from TU’s [name department based on who is doing interview] and are currently working with Tulsa’s Integrated Domestic Violence Court. Our primary goal is to learn more about how victims, offenders, and their families experience the IDV Court by conducting a survey of litigants.

The survey will help the court develop and grow by identifying areas for improvement, as well as areas of success. Today, we want to ask you questions about the IDV Court and victim and offender experiences from your perspective. The purpose of this interview is not to evaluate you, your work, or your experiences. Rather, it is to help us develop the litigant survey by predicting the factors that may affect how victims and offenders experience the court.

If you don’t understand what we are asking, please let us know. Some of the questions we ask may not be relevant to you—that’s OK, just let us know and we will move on.

This interview is being recorded and you have signed a recording consent form. This interview is confidential and you any information you provide today will not be identifiable.

Role

• What is your official position or job title?
• What is your role with the IDV Court?
• Would you tell us more about how you work with the IDV Court?

Opening

• Would you define what the IDV Court is, as you understand it?
• Do you have any general thoughts about how the court works?
• Are you aware of any unique needs of victims going through the IDV Court?
  o Offenders?

Case Processing

• Interactions between civil and criminal cases
  o What could you tell us about the interactions between civil and criminal cases in the IDV Court?
• Screening
  o How do cases get to the IDV Court?
• Appearances
  o What effect does the IDV Court have on the number of appearances a victim or offender makes in court?
• Time
  o What could you tell us about the processing time of each case in the IDV Court?
• Orders
Do you know whether IDV Court has led to more consistent court orders in civil and criminal matters, as compared to non-IDV Court protective order and criminal misdemeanor cases?

**Victims**
- **In General**
  - What could you tell us about how victims experience the IDV Court?
    - Probe, if necessary:
      - We are looking for information about all aspects of the court, from the initial incident to final disposition of the case.
  - How might the IDV Court be different, from a victim’s perspective, from the regular protective order docket?
    - From a regular criminal docket?
- **Safety**
  - What do you know about victim safety at the courthouse?
    - If needed, probe with the following:
      - Where they park
      - Where they sit in court
      - Navigating the courthouse – hallways, entrances, finding the courtroom, where to file documents or pick up papers, etc.
  - Are you aware of any specific procedures currently in place to ensure safety?
  - Do you know whether victims at the courthouse have safety concerns?
- **Navigating the System: Services and Advocacy**
  - What could you tell us about the services and advocacy available to victims with cases before the IDV Court?
    - When preparing protective order documents?
    - Preparing for court appearances?
    - Lawyers?
    - Advocates?
    - Mental health services?
    - Judges involvement with the victim?
    - Childcare?
    - Other services?
  - Are there some services you think should be provided that are currently not available?
- **Catch-all**
  - Is there anything else about victims’ experiences in the IDV Court that we should know about?

**Offenders**
- **In General**
  - What could you tell us about how offenders experience the IDV Court?
  - How might the IDV Court be different, from an offender’s perspective, from the regular protective order docket?
    - From a regular criminal docket?
• Perceptions of Fairness
  o Do you have a sense of whether offenders perceive the court as procedurally fair? (If needed: in other words, do offenders perceive the court’s processes as fair?)
  o Do you have a sense of whether offenders perceive the court’s final orders, such as a final PO or a sentence in a criminal case, as fair?

• Navigating the System: Services and Advocacy
  o What could you tell us about the services and advocacy available to offenders with cases before the IDV Court?
    ▪ Legal representation?
    ▪ Treatment or mental health programs?
    ▪ Other programs or services we should know about?

• Accountability
  o What steps does the IDV Court take to ensure offender accountability with court orders?
  o How do these steps affect offenders?

• Follow up
  o Is there anything else about offenders’ experiences in the IDV Court that we should know about?

Community Awareness
• Do you have any sense of what the community knows about the IDV Court?
  o About services offered to victims and offenders?
  o How do people find out about the court?

Catch-all
• If you could change one thing about the IDV Court and you had unlimited resources and authority, what would it be?
• Is there anything we should know that we have not yet discussed?

Closing
Thank you so much for your time today. We really appreciate all of your input and it has been very helpful. If you have any additional thoughts to share in the future, please feel free to contact us via email or phone [hand them an FAC business card].
Appendix II

Informed Consent Form
Title of Project: Litigant Assessment Tool: Development of a Tool to Assess the Experiences of Litigants in the Tulsa County Integrated Domestic Violence Court

Family Advocacy Clinic
University of Tulsa College of Law, Tulsa, OK 74104

Description of the Project: You have been asked to speak with us today because you have been identified as someone with knowledge about the Tulsa County District Court’s Integrated Domestic Violence Court (“IDV Court”), including insight into how the IDV Court works and litigants’ experiences. This project is being conducted by an interdisciplinary team of TU students from various departments including law, psychology, and anthropology (“the Project Team”). This project has been approved by Kelly Greenough, Director of the IDV Court, and is directed by Professor Anna Carpenter, the College of Law, and Dr. Joanne Davis, the Department of Psychology.

The project focuses on improvement of the IDV Court with specific interests in understanding how victims, offenders, and their families experience and view the court system as well as how the constituents of the court understand victim and offender experiences.

The goal of this interview is not to evaluate you, your work, or your experiences. Rather, we are trying to learn about different perspectives on the strengths and challenges of the IDV Court. After conducting these interviews, the next stage of the project is to develop a survey that will be used to directly assess victim and offender experiences.

If you agree to this interview, the following will happen:

- You will be interviewed by someone from the Project Team;
- The full Project Team will synthesize the information gathered through interviews to identify patterns that will be used to develop survey questions for victims and offenders;
- The survey questions will assess litigants’ experiences with the IDV Court.

Confidentiality: All data, forms, and recordings will be stored at the Family Advocacy Clinic in a protected file cabinet and a secure server. A project code will be assigned to each participant and a Master list will be used to record names, contact information, and project codes of all interview participants. Your identifying information contained on the Master list will be stored separately from the information you provide today. This means you will not be identified in our records or in any reports provided to the IDV Court. This file is only accessible to Project Team members, Professor Carpenter and Dr. Davis.

Conditions of Participation: Your participation in this interview is completely voluntary. You may choose not to participate in this interview without penalty. You reserve the right to terminate your consent and participation at any time during the interview.
Recording of Interviews: With your permission, the interviews will be recorded to facilitate our note-taking and to further share our findings with members of the Project Team. You are not obligated to consent to the recording in order to participate.

*(check on one line and sign below)*

_____ I agree to have the interview recorded.

_____ I decline to have the interview recorded.

__________________________________
Signature of Participant  Date

Contacts: If you have any questions or concerns about this interview or the IDV Court project in general, please feel free to contact any member of the Project Team at the Family Advocacy Clinic at (918) 631-5799.

**I hereby agree to participate in the above-described project.** I have been given a copy of this form for my own records. I understand my participation is voluntary and that I may stop at any time without penalty.

*If you wish to participate, please sign below.*

__________________________________
Signature of Participant  Date  *Name of Participant  Date

_________________________________
Signature of Interviewer #1  Date

_________________________________
Signature of Interviewer #2  Date
Appendix III

Internal Protocol
Constituent Interview Protocol (for internal use only)

Interviewee Code:______________________________________________________

Interviewer:___________________________________________________________

Interview Section Used:

___A: Role
___B: Opening
___C: Case Processing
___D: Victims’ Experiences
___E: Offenders’ Experiences
___F: Closing

Other topics discussed:
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Post interview comments:
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

All notes must be returned to the FAC no later than 48 hours following the interview.

Once you have returned all notes, please sign and date below.

______________________________________________________________________________
Signature of Interviewer ___________________________ Date ______________________

1
Constituent Interview Protocol (for internal use only)

The constituent interview recordings will be confidential.

To facilitate our note-taking, the interviews will be recorded. Either a tape recorder provided by the psychology department or a laptop will be used as the recording device. The camera of the laptop must be covered at all times during the interview. Following the interview, the recording must be transferred to a flash drive from the recording laptop. The recording must be deleted off the laptop immediately. The flash drive and tapes will be kept in the client’s paper file at the FAC clinic in a protected file cabinet. This file is only accessible to Project Team members, Professor Carpenter and Dr. Davis.

Constituents will need to sign a recording consent form.

Constituents should be informed that the interview is being recorded only for the use of the Project Team. This interview will not be played for the Client or anyone outside of the Project Team.

The constituent interview notes will be confidential.

Each interviewer has 48 hours to return all notes to the FAC. The front page of this form must be signed and dated once all notes have been returned. Paper will be provided to each interviewer to take notes. All notes must be stored in the dedicated file at the FAC.

A Confidentiality Statement will be included as a header to each document.

Each interviewer must sign a form indicating that the constituents and their results will be kept confidential.

Interview questions must be kept flexible.

Each constituent has a different background and plays a different role in the IDV Court. Interviewers must remain flexible in the final list of constituent questions. Each interviewer must carefully listen to each response and tailor questions accordingly.

Ex: Constituent is a victim who obtained a civil protective order and never went through the IDV Court.
Solution: Modify questions to obtain information about the Protective Order docket and the constituent’s experiences.
Constituents are not required to answer each question.

Constituents may not have an answer to some questions. It’s okay.

Constituents may not feel comfortable answering some questions. It’s okay.

Constituents may not want to answer some questions. It’s okay.

Let them know it is okay at the beginning of the meeting while discussing the informed consent form.

Clarification may be needed.

Not every constituent is familiar with each step of the process in IDV Court. If a certain question is not clear to the constituent, explain—but first give them a chance to answer based on their understanding. As the interview goes on, you may clarify the questions when needed.

Listen.

Pay close attention to what your partner is asking and how the interviewee is responding. Do not unnecessarily repeat questions. If a question has been asked that was one of the probes from a different category, do not ask it again.

Interview responses will be used to find patterns.

We are looking for patterns in responses. Patterns will be identified at the conclusion of all of the constituent interviews. During interviews, if an answer appears to be important information, but you have not heard that answer from any of the other constituents, it is okay to follow-up on that answer and obtain more information. You do not need to worry about identifying the patterns during interviews.

The final report turned into the client will not contain any identifiable constituent information.

The client will not see or hear these interviews. The report will not contain any information directly connecting the interviewee to the responses.

The final report will contain a section regarding what the next steps should be and will include identified patterns in interviews conducted as well as future predictions. None of this information is final; it is subject to change until the constituent interviews are completed.

What happens after the interview?

Each interviewer will be provided an Interview Evaluation form in which they summarize the interview and the constituent’s responses. The Interview Evaluation Form must be returned along with this form within 48 hours of the interview. Please only list the assigned project code of the constituent on this form as well as the Interview Evaluation Form.
Appendix IV

Interview Evaluation Form
INTERVIEW EVALUATION FORM
(Please return within 48 hours of each interview)

Interviewer:______________________________

Interviewee Code:___________________________
(please do not list the constituent’s name on this page)

Date of Interview:___________________________

A. ROLE

1. Official position

2. Role with the IDV Court

3. Other involvements with the IDV Court

B. OPENING

1. Define IDV Court

2. General thoughts about IDV Court

3. Awareness of unique needs of victims

4. Awareness of unique needs of offenders

C. CASE PROCESSING

Court interactions

1. Civil and criminal case interactions in IDV Court

2. Civil and criminal case interactions in non-IDV Court
3. Other thoughts

Screening

1. Screening of IDV Court cases

2. Other thoughts

Appearances in court

1. Number of appearances in IDV Court

2. Number of appearances in non-IDV Courts

3. Other thoughts

Time

1. Case processing time in IDV Court

2. Case processing time in non-IDV Courts

3. Other thoughts

Orders

1. Consistency in IDV Court protective order and criminal misdemeanor cases

2. Consistency in non-IDV protective order and criminal misdemeanor cases

3. Other thoughts
D. VICTIMS

General Thoughts

1. Victim experiences in IDV Court

2. Differences between IDV Court and non-IDV Court from victims’ perspective

3. Other thoughts

Safety

1. Victim safety at the courthouse

2. Specific procedures currently in place

3. Other thoughts

4. Safety concerns

Navigating the system

1. Available services and advocacy

2. Suggestions

3. Other thoughts

E. OFFENDERS

General Thoughts

1. Offender experiences in IDV Court
2. Differences between IDV Court and non-IDV Court from offenders’ perspective

Perceptions of Fairness

1. Procedural Fairness and Due Process

2. Final Orders

3. Other thoughts

Navigating the System

1. Available services and advocacy

2. Other thoughts

Accountability

1. Steps to ensure accountability

2. Effects on offenders

3. Other thoughts

General Thoughts

F. COMMUNITY AWARENESS

1. Awareness of IDV Court

2. Awareness of victim services
3. Awareness of offender services

4. Ways people find out about IDV Court

G. CATCH-ALL

1. One thing interviewee would change

2. Suggestions and other thoughts