



*When you choose **hope**,  
anything is possible.*

VENTURA COUNTY  
FAMILY JUSTICE CENTER  
1.0 OPERATIONS MANUAL

FEBRUARY 27, 2019

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## **Introduction**

The Ventura County Family Justice Center (FJC) Operations Manual is designed to assist the professionals working on site at the startup center located in the County of Ventura Government Center located at 800 South Victoria Avenue in Ventura, California. The FJC is housed in the Hall of Justice, Suite 308.

The manual is intended to provide basic information and guidelines regarding day-to-day procedures and operations.

## **Vision, Mission, and Objectives**

### **Vision**

The Ventura County Family Justice Center is a welcoming community that empowers and supports survivors of all ages and their families through comprehensive, holistic services that focus on the whole person. Our collaborative approach creates a safe space where we use strength-based practices to end abuse and exploitation, pursue justice, and create pathways to hope.

### **Mission**

To support and improve the lives of those impacted by family violence and trauma.

### **Objectives**

The FJC will work in a united effort to achieve the following objectives on behalf of victims of domestic violence, child abuse, sexual assault, human trafficking, elder abuse, dependent adult abuse and their families:

- Ensure perpetrators are prosecuted.
- Provide help and resources to children exposed to violence.
- Refer to appropriate medical.
- Offer appropriate legal assistance.
- Reduce case recidivism and family violence homicides.

## **Development and Organization**

In October 2015, the District Attorney's Office began the development of a Family Justice Center for Ventura County. FJCs are based on a successful model of multi-agency co-located services that provide assistance to victims of domestic violence, child abuse,

sexual assault, human trafficking, elder abuse, dependent adult abuse and their families. FJCs integrate government service, non-profit organizations, local law enforcement, civil legal assistance and other victim advocacy resources within one location.

In 2016, FJC development efforts focused on building a base of support for the FJC concept via hundreds of one-on-one meetings with law enforcement, non-profit service providers, governmental and municipal agencies and presentations before educators, service clubs, religious and community groups.

In January 2017, Voices of Ventura County (Voices) was formed. This is a group of survivors who volunteer their time to serve as guideposts in the development of the FJC to identify gaps in services and ensure our services remain victim/survivor focused. In February 2017, the District Attorney hosted a community forum and study tour over two days with more than 90 attendees to discuss the FJC model with experts and survivors. With the will and intention of bringing an FJC to Ventura County, efforts then turned to the task of developing a strategic plan. In August 2017, a highly successful two-day Strategic Planning Session was held, which yielded the Strategic Plan publication for the FJC.

In 2018, survivors and 40 stakeholders participated in workgroup meetings and formed several subcommittees focusing on the developing coalitions of organizations that would eventually provide services within the FJC. A Ventura County Family Justice Center Foundation was formed as a non-profit 501 (c)(3) organization committed to providing funds and facility resources for the FJC and its programs.

## FJC Governance

The FJC governance framework was developed that includes an FJC Director, Leadership Team, On-Site Partners Board, Advisory Board, Voices of Ventura County, FJC Volunteers, and The Ventura County Family Justice Center Foundation.

The Director and Leadership Team will work collaboratively with consideration for the needs, requests, and leadership of all other parts of the governance structure. The Leadership Team will include key service providers and partners that will consult with the Director (and various boards) to provide the most information on decisions and plans. There are open channels of communication between the Director, Leadership Team, Voices, On-Site Partners, and the Advisory Board.

## **On-Site Partners Board**

The Partners Board consisting of on-site staff will convene regularly to discuss and evaluate operations on day-to day issues and needs within the FJC.

## **Advisory Board**

The Advisory Board is a larger board comprised of on-site and off-site FJC partners, government and community stakeholders

## **Voices of Ventura County**

This survivor-based leadership group will act as the face of the FJC in outreach and will provide feedback to FJC Leadership Team to ensure our services remain victim and survivor focused.

## **Volunteers**

Under the supervision of the Development and Outreach Manager, FJC volunteers assist with the day-to-day operations of the FJC. Primary duties include assisting clients seeking information and services at the FJC as outlined in the Volunteer Manual.

## **The Ventura County Family Justice Center Foundation**

The Ventura County Family Justice Center Foundation will function solely as the funding-body of the FJC. The Foundation Board will have contact with the Director and Leadership Team to address fundraising needs and issues related to the FJC.

## **Hours of Operation**

The normal business hours for the FJC shall be Monday through Friday from 8:00 a.m. to 5:00 p.m., except on county-approved holidays.

## **Client Services**

The FJC provides client services to victims of domestic violence, child abuse, sexual assault, human trafficking, elder abuse, dependent adult abuse and their families, who reside in Ventura County.

Clients who live outside of Ventura County, may or may not be eligible for services at the FJC for several reasons including but not limited to jurisdictional issues, availability

of services or a legal conflict. Nevertheless, it is the policy of the FJC to **never turn a client away without some assistance, information and/or referral.**

## Confidentiality Agreement

All FJC staff acknowledges and recognizes that existing laws restrict access to certain records and information. In order to accomplish the goals of the FJC, the highest level of confidentiality and security must be maintained. As such, all FJC Staff agree to honor the confidentiality rights of clients and community partners.

## Security Plan

To provide a safe and secure environment, the following security procedures shall be maintained by the FJC:

## Staff Policy

Staff at the FJC will always be required to wear their identification card in a visible location **at all times** while on the premises.

All visitors will be required to display their identification in a manner that is easily visible on their outermost garment. There should never be anyone inside the FJC without visible identification. If anyone is seen without visible identification, it is the responsibility of the FJC staff to stop this person and ensure that they obtain proper identification immediately.

It is the responsibility of each staff member of the FJC to ensure this procedure is followed.

## Visitor Policy

All visitors shall check-in with the front desk and sign the visitor log provided to them and a confidentiality agreement.

A visitor is any individual seeking services or meeting with anyone on-site, FJC staff or community partner.

If the visitor has a scheduled appointment, the front desk staff shall:

1. Verify the identity of the visitor.
2. Notify the appropriate FJC staff representative of visitor arrival.

3. Issue visitor identification.
4. Advise the visitor to remain in the reception area until the arrival of the FJC staff representative unless other specific arrangements are made.

If the visitor does not have a scheduled appointment, the front desk shall:

1. Verify the identity of the visitor
2. Evaluate the visitor's request. Notify appropriate personnel.
3. Issue visitor identification if FJC Staff agrees to meet with visiting individual.
4. Advise the visitor to remain in the reception until the arrival of the FJC staff representative.

At the conclusion of all appointments, the visitor needs to check out with a Navigator, Companion or Partner.

## **Building Security**

800 South Victoria Avenue is monitored 24/7 by contracted security through the Ventura County General Services Agency. Security can be reached at: (805) 654-2931.

### **FJC Access**

All visitors and members of the public, unless escorted by an FJC staff member, will only have limited access to the Hall of Justice, 3<sup>rd</sup> Floor, Suite 308.

### **Identification/Access Key Cards**

Each person working within the FJC will have an identification/access key card with their name, organization name and photograph. The FJC recognizes Law Enforcement and Office of the District Attorney photo identification cards as valid identification cards.

The identification/access key cards will allow access to the FJC as well as the restrooms Monday through Friday, 8:00 a.m. to 5:00 pm, but not afterhours or on weekends.

### **Emergency Evacuation Plan**

In the event of an emergency or when requested to do so, the FJC occupants will follow the emergency plan mandated by building management. The Operations Manager will work to assist with the implementation of that plan. As requested by building management, the FJC will participate in all emergency drills. Participation in the drills are a requirement for every occupant of the building at 800 South Victoria Avenue,

Ventura, CA 93009. All FJC employees and community partners are expected to review the building evacuation map and instructions.

## Suspect Response Plan

The FJC is a one-place justice and service center for victims and their families. To enhance the safety of clients, children and staff the FJC, a screening process will be conducted on all visitors seeking services at the FJC. A limited criminal background check will be conducted to determine if a visitor or client has any local pending domestic violence, child abuse, sexual assault, human trafficking, elder abuse, or dependent adult abuse cases, restraining orders or warrants. Visitors with pending cases, restraining orders or warrants will be referred to the Victim Services Manager or designee for an assessment. Factors to be reviewed include but are not limited to the following:

- Type of service requested
- Date of the prior incident(s)
- Type and date of warrant
- Status of criminal case(s)
- Status of restraining and/or protective orders
- Prior history of victimization
- Consideration of dominant aggressor issues
- Risk to clients and/or staff

Depending on the circumstances, the FJC may declare a conflict, decline to provide services, provide referrals for services at nearby agencies and/or seek law enforcement intervention when appropriate. In the event of a conflict, FJC staff will:

- Discreetly advise the client of the conflict and/or warrant
- Provide referral to nearby agencies
- Provide appropriate literature and directions
- Answer any questions or concerns in a respectful and patient manner

Clients with active non-violent warrant as determined by the Victim Services Manager or designee will additionally be provided a courtesy notice of their warrant and information on how to appropriately address the matter the court.

## Violent Incident Response

Due to the design of the FJC, it is anticipated that most incidents involving violent individuals will occur at the 3<sup>rd</sup> floor, Room 311 walk-up window.

The following procedure is designed to address individuals who pose a threat to staff at the FJC:

- Activate panic alarm

If possible and practical immediately notify on-site FJC Law Enforcement personnel at (805) 654-3716.

- Call building security at (805) 654-2931.
- Call DA duty investigator at (805) 654-5059.

If the panic alarm is accidentally activated, call building security at (805) 654-2931 IMMEDIATELY to advise of false alarm.

## Client Emergency Protocol

### Client Emergencies

Client emergencies involving violent incidents, medical emergencies or suicidal ideation may occur at the FJC. Such emergencies require all staff, community partners, and volunteers to follow established protocols. If possible or practical notify the on-site FJC Law Enforcement personnel.

### Suicide Ideation

“Suicidal Ideation” is defined by the Vocabulary of Loss: A Glossary of Suicide Related Terminology as “thoughts about completing suicide.”

**Expressions of suicidal thought must always be taken seriously.** If a client comes to the FJC and makes a statement regarding suicide or of harming themselves, careful attention must be given to any signs or indications of what the client is thinking. Verbal clues may include:

- “I wish I were dead”
- “All of my problems will end soon”
- “Everyone will be better off without me”
- “No one can do anything to help me”

If no one is available to make an assessment or if there is an immediate credible threat of suicide:

- Do NOT leave the client alone.

- Call and request the Mobile Crisis Team.
- Alert on-site FJC Law Enforcement personnel.
- Activate panic alarm for further Police response if there is an active threat of physical violence.

If the client voluntarily requests to go County Mental Health and needs transportation, call the Ventura County Behavioral Health (VCBH) Mobile Crisis Team at **(866) 998-2243**.

To increase staff and client safety, also consider the following:

- The person calling on-site FJC Law Enforcement personnel or the VCBH Mobile Crisis Team should not be in the same room with the client.
- Remove all other clients from the FJC.
- Encourage staff not involved with the incident to remain within their assigned work areas.
- Wait for law enforcement/VCBH Mobile Crisis Team in the hallway outside of the FJC.
- Be prepared to give law enforcement officers/VCBH personnel a description of the client in crisis.

Once resolved, document event on attached incident report form.

## **Tarasoff Warning**

The Tarasoff decision deals with the responsibility of the psychotherapist to warn victims of **potential** violence by clients. Simply stated, this means that the psychotherapist-patient privilege is overshadowed by the therapist's responsibility to warn an intended victim. Full description of the Tarasoff warning is available at the front desk for reference.

## **New Staff Orientation**

Community Partners are responsible for providing the Operations Manager written or email notice of any new staff (employee, volunteer, or intern) at least 5 days prior to commencing work at the FJC. Community Partners are also responsible for making arrangements for the proper orientation of new FJC staff. New staff orientation includes:

- Assignment of work space
- Tour and orientation to the FJC and facilities

- Issuance of ID badge or approval of use of existing ID badge
- Completion of Contact Information and Emergency Contact
- Review of parking procedures
- Copy of FJC Phone Directory
- Copy of FJC Operations Manual

New Staff Orientation Checklist attached.

## **Internships and Volunteers**

The goal of this FJC program is to match each intern and volunteer with a fulfilling area of service and to provide them with the training and support they need to assist those affected by trauma.

The FJC offers un-paid student internships for students seeking hands-on experience with our on-site community partners. Internships will be regulated by the Volunteer Coordinator, and all interns must pass a background check and complete a mandatory training.

Community partners who wish to bring on interns or volunteers must pass that partners' background check and complete mandatory training. Interns must be issued an Identification/Access Key Card and are limited to the FJC and restrooms.

## **Dress Code**

All FJC staff shall maintain a professional appearance:

- Dress in clean clothing, free of rips and tears.
- Maintain an inoffensive level of personal hygiene.
- Dress in a professional manner.\*
- Clothing which bears a sexually suggestive, obscene, or profane symbol or word is prohibited.
- If in doubt, ask or don't wear it.

\* No torn jeans, work-out, sweat pants, or shorts will be allowed. No spaghetti straps, no low-cut dresses or blouses or any clothing baring midriffs will be allowed. No sandals, flip flops or athletic shoes.

## Site Visitor Protocol and Tours

All requests to visit the FJC should be directed to the Development and Outreach Manager at (805) 654-2503. General FJC presentations, volunteer orientations and tours will be arranged by appointment only.

## Intake and Navigator Guidelines

### Intake

1. Clients must complete a half-sheet FJC Conflict Check.
2. If the client has come with a support person over the age of 18 (limit one), the support person must also complete and pass the FJC Conflict Check.
3. Once the client and any support person have been cleared, the intake desk will record their names, and admit them into Room 311 to complete an FJC Intake Form. The Intake desk will notify FJC Navigator when complete.
4. The FJC Navigator or companion will greet the FJC client in Room 311.
5. If a client conflict check does not clear, Intake will advise client they cannot seek services at the FJC and provide appropriate resources and referrals. If the support person does not clear they will not be allowed entry to Room 311 or the FJC and must remain outside for the duration of the clients visit.
6. If the client is a threat to them self or any others, call the DA duty investigator for assistance. In case of an emergency, press the panic alarm and refer to emergency protocols.
7. All FJC Client Visitor Sheet for clients and support persons who do not clear the conflict check will be provided to the FJC navigator at the end of day.

### Navigator

1. All client calls or visits must be logged in the Visitor Register.
2. Greets client in Room 311 and escorts client back to FJC to complete intake process.
3. Reviews intake for completeness and assessment of needs.
4. Review confidentiality policy with client.
5. Will discuss available services and establish a service plan with client.
6. FJC Navigator, companion or partner will provide a warm handoff and a copy of client intake to the service providers established in clients service plan.

7. Once client has met with all service provider within service plan, client will meet with Navigator or companion to establish off-site referrals and conduct an exit interview.

## **Complaint Resolution**

Every effort is made to provide our services in a manner which is both high-quality and non-discriminatory.

In the event of a complaint about FJC services, ask the client to do the following:

1. Discuss their concerns with the Victim Services Manager or designee.
2. The FJC Victim Services Manager or designee will then ask/confirm the client for their name, address, phone number, and some specifics about the incident or concern, which has led to the complaint.
3. The FJC Victim Services Manager or designee will then contact the involved agency/supervisor and advise the client when their can expect to hear back from that agency.
4. If the client is not satisfied that their concerns were adequately addressed by the involved agency, the client may then request a review by the Victim Services Manager who will then advise the client of when their can expect to hear back from the FJC.
5. If the client is not satisfied that their concern has been resolved by the FJC Victim Services Manager, then client may then request the Director of the FJC to review and/or make a final decision.

## **Courtesy Reports**

Occasionally clients seeking services at the FJC may wish to report a crime. Under such circumstances, FJC staff should contact the on-site law enforcement officer. In the event the crime occurred outside the onsite agency's jurisdiction, the "Courtesy Report" guidelines in the Ventura County Domestic Violence Law Enforcement Protocol will be followed.

## **Cleaning Maintenance**

The cleaning maintenance crew will be responsible for the vacuuming, trash pick-up, and mopping. All other routine office maintenance is the responsibility of the occupants. If there are any issues, questions or concerns, please contact the Operations Manager at (805) 654-3713.

## Supporting Documents and Forms

Attachment A - New Staff Orientation List

Attachment B - FJC Staff Confidentiality Agreement

Attachment C - Conflict Check

Attachment D - Intake Form

Attachment E - Client Confidentiality and Waiver

Attachment F - Follow-Up Intake Form

Attachment G - Exit Survey

Attachment H - Incident Report



## Ventura County Family Justice Center

### New Staff Orientation Checklist

|                          |  |                                |  |
|--------------------------|--|--------------------------------|--|
| <b>Today's Date:</b>     |  | <b>New Staff Member's Name</b> |  |
| MM / DD / YYYY           |  |                                |  |
| <b>First Day of Work</b> |  | <b>Name of Partner Agency</b>  |  |
| MM / DD / YYYY           |  |                                |  |
| <input type="checkbox"/> | Assignment of Work Space   |                                |  |
| <input type="checkbox"/> | Tour and Orientation to the Family Justice Center and Hall of Justice Facility |                                |  |
| <input type="checkbox"/> | Issuance of ID Badge and Approval of Use of Existing ID Badge                  |                                |  |
| <input type="checkbox"/> | Completion of Contact Information and Emergency Contact                        |                                |  |
| <input type="checkbox"/> | Completion of Staff Confidentiality Agreement                                  |                                |  |
| <input type="checkbox"/> | Provide Copy of FJC Phone Directory  |                                |  |
| <input type="checkbox"/> | Provide Copy of FJC Operations Manual  |                                |  |
| <input type="checkbox"/> | Review Parking Procedures  |                                |  |
| <input type="checkbox"/> |  |                                |  |
| <b>Date Completed:</b>   |  | <b>Checklist Completed by:</b> |  |
| MM / DD / YYYY           |  |                                |  |



## Ventura County Family Justice Center

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### Staff Confidentiality Agreement

I, \_\_\_\_\_, understand that maintaining a client's confidentiality is paramount to a client's safety. I am required to keep clients' confidences and may not disclose (including to other project personnel) any information regarding a client without express permission, preferably in writing.

I will not discuss client matters in public spaces.

I will not publicly acknowledge a client without their express permission.

I will direct my questions regarding confidentiality to my immediate supervisor.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Staff Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor (if needed)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Witness



## Ventura County Family Justice Center

| Today's Date:  | Is this your first time visiting the FJC?          | If no, when was your last visit?  |
|----------------|--|---|
| MM / DD / YYYY | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> 0-3 months <input type="radio"/> 3-6 months <input type="radio"/> 6-9 months<br><input type="radio"/> 9-12 months <input type="radio"/> more than 12 months |

| Your Name:    First    Middle    Last  | Other Names:    Maiden, Alias, etc.  |
|--|--|
| Age Range  | Date of Birth  |
| <input type="radio"/> 0-12 <input type="radio"/> 13-17 <input type="radio"/> 18-24 <input type="radio"/> 25-59 <input type="radio"/> 60+ | MM / DD / YYYY   |
| Gender Identity  | Primary Language   |
| <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other: _____ <input type="radio"/> Choose not to report    | <input type="radio"/> English <input type="radio"/> Spanish <input type="radio"/> Other: _____ |

| Offender's Name:    First    Middle    Last  | Other Names:    Maiden, Alias, etc.  |
|--|--|
| Age Range  | Date of Birth  |
| <input type="radio"/> 0-12 <input type="radio"/> 13-17 <input type="radio"/> 18-24 <input type="radio"/> 25-59 <input type="radio"/> 60+ | MM / DD / YYYY   |
| Gender Identity  | Primary Language   |
| <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other: _____ <input type="radio"/> Choose not to report    | <input type="radio"/> English <input type="radio"/> Spanish <input type="radio"/> Other: _____ |

Conflict Check Updated 2/26/19



## Ventura County Family Justice Center

| Today's Date:  | Is this your first time visiting the FJC?          | If no, when was your last visit?  |
|----------------|--|---|
| MM / DD / YYYY | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> 0-3 months <input type="radio"/> 3-6 months <input type="radio"/> 6-9 months<br><input type="radio"/> 9-12 months <input type="radio"/> more than 12 months |

| Your Name:    First    Middle    Last  | Other Names:    Maiden, Alias, etc.  |
|--|--|
| Age Range  | Date of Birth  |
| <input type="radio"/> 0-12 <input type="radio"/> 13-17 <input type="radio"/> 18-24 <input type="radio"/> 25-59 <input type="radio"/> 60+ | MM / DD / YYYY   |
| Gender Identity  | Primary Language   |
| <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other: _____ <input type="radio"/> Choose not to report    | <input type="radio"/> English <input type="radio"/> Spanish <input type="radio"/> Other: _____ |

| Offender's Name:    First    Middle    Last  | Other Names:    Maiden, Alias, etc.  |
|--|--|
| Age Range  | Date of Birth  |
| <input type="radio"/> 0-12 <input type="radio"/> 13-17 <input type="radio"/> 18-24 <input type="radio"/> 25-59 <input type="radio"/> 60+ | MM / DD / YYYY   |
| Gender Identity  | Primary Language   |
| <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other: _____ <input type="radio"/> Choose not to report    | <input type="radio"/> English <input type="radio"/> Spanish <input type="radio"/> Other: _____ |

Conflict Check Updated 2/26/19





## Ventura County Family Justice Center

### Initial Service Request

#### What can we help you with today?

|  |   |
|--|---|
| <input type="checkbox"/> Talk to a Domestic Violence, Sexual Assault, or Human Trafficking Counselor | <input type="checkbox"/> Talk to Law Enforcement  |
| <input type="checkbox"/> Find a shelter  | <input type="checkbox"/> Talk to a chaplain to obtain spiritual support                                     |
| <input type="checkbox"/> Talk to someone about divorce and/or child custody concerns                 | <input type="checkbox"/> Create a personal safety plan for myself and my family                             |
| <input type="checkbox"/> Obtain a restraining/protective order                                       | <input type="checkbox"/> Help with providing food and basic needs for my family                             |
| <input type="checkbox"/> Talk to someone about my emotional well-being and/or my children's          | <input type="checkbox"/> Talk to a District Attorney Victim Advocate about a pending case in Ventura County |
| <input type="checkbox"/> I need help with the following:   |   |

### *Navigator Use ONLY*

Navigator Name:

### Service Plan

#### Today you will be connected with:

- Law Enforcement Officer:
- DV/SA/HT Counselor:
- Legal Aid:
- Chaplain:
- District Attorney Victim Advocate:
- Other:
- Other:
- Other:



## Ventura County Family Justice Center

### Confidentiality and Release of Information Agreement

---

I, \_\_\_\_\_ (name), understand that the Ventura County Family Justice Center (FJC) is made up of many partners and agencies that work together. **I understand that I am not required to sign this Confidentiality and Release of Information Agreement in order to access services.** I also understand that I am not required to cooperate with an investigation or prosecution in order to access services and that FJC partnering agencies will not discuss the specifics of any crime that has been committed against me or in my presence with law enforcement or District Attorney staff without my consent unless otherwise required by law. Agreeing to this does not waive my confidentiality rights pursuant to state and federal law.

\_\_\_\_\_ I understand that it is helpful for FJC staff to share some confidential information with FJC partners/agencies to coordinate services received by myself and/or my children. A list of partners/agencies is available upon request.

\_\_\_\_\_ I understand that by signing this form I am authorizing information regarding the services that I may receive at the FJC to be released to FJC staff and partners/agencies. I understand that this information may also be released by telephone, fax, mail or email.

\_\_\_\_\_ I understand that the information I share with the FJC will be kept confidential among FJC staff and partners/agencies to the extent the law allows, unless I consent otherwise.

\_\_\_\_\_ I understand that FJC staff and its partners/agencies may be required by law to report suspected child abuse and/or neglect of an elderly or dependent adult or to make a report if I am planning to do harm to myself or others, or if I am planning to commit a crime.

\_\_\_\_\_ I understand that the FJC staff and its partners/agencies may be required to share information with the Court about the services I receive if ordered by a judge.

\_\_\_\_\_ I understand that this Confidentiality and Release of Information Agreement is valid for one year from the signed date. I also understand that I can revoke this release verbally or in writing at any time, except to the extent that the information has already been released.

\_\_\_\_\_ I give permission for my non-identifiable data to be used for the purposes of research and education, including statistics for reporting to funders.

**1 I have read, or have had someone read to me, and understand this Confidentiality and Release of Information Agreement. I have been given an opportunity to have all of my questions answered. I am able to sign this form being fully informed of all my rights regarding my confidential information.**

**1 I have read, or have had someone read to me, and understand this Confidentiality and Release of Information Agreement. I do not consent to release my information to the FJC and its specific partner agencies.**

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
FJC Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_ Approved

Confidentiality and Release of Information Agreement 02/27/19



# Ventura County Family Justice Center

Please complete this survey to help us evaluate your visit to the Family Justice Center and make improvements for the future.

|   |  |  |              |                 |                          |
|---|--|--|--------------|-----------------|--------------------------|
| <b>Today's Date:</b>  | <b>Was this your first visit?</b>                  | <b>Age Range</b>   |              |                 |                          |
| MM / DD / YYYY  | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> 0-12 <input type="radio"/> 13-17 <input type="radio"/> 18-24 <input type="radio"/> 25-59 <input type="radio"/> 60+ |              |                 |                          |
| <b>Gender Identity</b>  |  | <b>Primary Language</b>  |              |                 |                          |
| <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other: _____ <input type="radio"/> Choose not to report   |  | <input type="radio"/> English <input type="radio"/> Spanish <input type="radio"/> Other: _____   |              |                 |                          |
| <b>Please check the boxes that apply to your visit today.</b>   |  | <b>Strongly Agree</b>  | <b>Agree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> |
| I was treated with courtesy, dignity, and respect.  |  |  |              |                 |                          |
| I felt safe at the Family Justice Center.   |  |  |              |                 |                          |
| I felt that my confidentiality and privacy were honored.  |  |  |              |                 |                          |
| I believe the information and services provided were helpful.   |  |  |              |                 |                          |
| The Family Justice Center was inviting, clean, and accessible.  |  |  |              |                 |                          |
| I would return to the Family Justice Center for services.   |  |  |              |                 |                          |
| <b>If you would not return to the Family Justice Center for services, please explain why not.</b>                                       |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
| <b>What did you like best about the Ventura County Family Justice Center?</b>   |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
| <b>Is there a service unavailable to you today that you wish we would have had onsite?</b>  |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
| <b>What would you change or improve about the Family Justice Center for future clients?</b>   |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
| <b>Please provide any additional comments or suggestions that you have.</b>   |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
|   |  |  |              |                 |                          |
| <b>This is an anonymous survey, but if you would prefer to be contacted by phone or email, please provide your contact information.</b> |  |  |              |                 |                          |



## Ventura County Family Justice Center

### Follow-up Intake

|                       |                        |                             |
|-----------------------|------------------------|-----------------------------|
| <b>Today's Date:</b>  | <b>Your Full Name:</b> | <b>Date of Birth:</b>       |
| MM / DD / YYYY        | First Middle Last      | MM / DD / YYYY              |
| <b>Address:</b>       |                        | <b>Contact Information:</b> |
| Street City State Zip |                        |                             |

### Follow-up Service Request

#### What can we help you with today?

- |   |  |
|---|--|
| <input type="radio"/> Talk to a Domestic Violence, Sexual Assault, or Human Trafficking Counselor | <input type="radio"/> Talk to Law Enforcement  |
| <input type="radio"/> Find a shelter  | <input type="radio"/> Talk to a chaplain to obtain spiritual support                                     |
| <input type="radio"/> Talk to someone about divorce and/or child custody concerns                 | <input type="radio"/> Create a personal safety plan for myself and my family                             |
| <input type="radio"/> Obtain a restraining/protective order                                       | <input type="radio"/> Help with providing food and basic needs for my family                             |
| <input type="radio"/> Talk to someone about my emotional well-being and/or my children's          | <input type="radio"/> Talk to a District Attorney Victim Advocate about a pending case in Ventura County |
| <input type="radio"/> I need help with the following:   |  |

### *Navigator Use ONLY*

Navigator Name:

### Service Plan

#### Today you will be connected with:

- Law Enforcement Officer:
- DV/SA/HT Counselor:
- Legal Aid:
- Chaplain:
- District Attorney Victim Advocate:
- Other:



# Ventura County Family Justice Center

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## Incident Report

| Today's Date: | Time | Staff Name |  |
|---------------|------|------------|--|
|               |      |            |  |
| Location      |      | Type       |  |
|               |      |            |  |
| Synopsis      |      |            |  |
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| Printed:      |      |            |  |