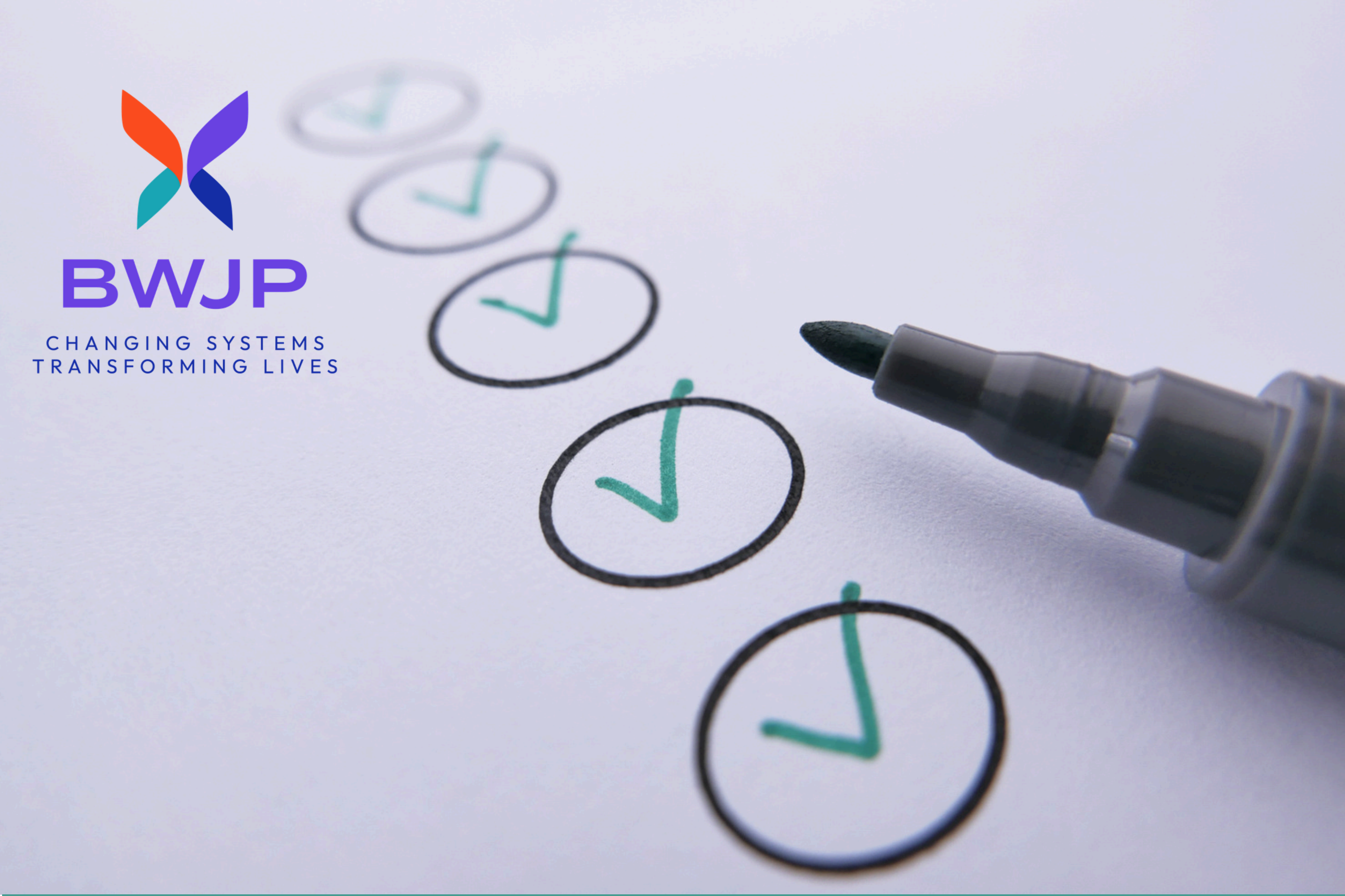

Electronic Service Protection Order Court (ESPOC) Pilot Project

PROJECT COORDINATOR'S ACTIVITY CHECKLIST

This checklist outlines tasks typically assigned to a Project Coordinator. Many activities focus on establishing the overall framework for the Court pilot project site's work, including institutional analysis, business process documentation, and preliminary work of the Multidisciplinary Partnership (MDP), before the MDP's first meeting or the start of data collection and analysis. This initial work and careful planning are essential for a successful court pilot site program.

Most of the activities listed below involve the agencies and individuals who participate in and are vital to the court pilot site project, such as the planning team, agency administrators, and team members. The project coordinator is responsible for managing all activities and making sure that all necessary steps are completed.

The activities are listed here in a loose order, but they often occur simultaneously and sometimes in a different sequence.

Adapted from Logistics Guide (2019), Praxis International, Inc. , www.praxisinternational.org

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Start the process of cementing relationships and developing a collective community agenda by completing some preliminary activities

- Meet with Multi-disciplinary partnership, or other interagency planning group
- Identify key contacts in each participating agency, including community-based advocacy organizations and other community-based organizations and experts working within the protection order process
- Determine any accessibility needs of the MDP members so that each member can participate fully
- Explore potential scope and focus for the court pilot site work
  - Point(s) of intervention (such as issuance of an ex parte order)
  - The experience of a particular group (respondents who would be served via electronic service)
  - Equity issues (such as disproportionate representation of certain peoples according to race/ethnicity, sexual orientation, income level, disabilities, immigration status, language access, etc.)
- Draft an overall timeline
- Determine what data will need to be collected (consider grant requirements and data that may show the efficacy of the project)
- Determine whether major data collection will occur within a concentrated “Data review week” or over a more extended period of weeks or months
- Review any Memorandum of Understandings (MOUs) entered into between the project partners to determine if they are relevant and accurate given the new timeline.
- Identify options for reporting the findings
- Consider whether the findings will be “public”—widely distributed and perhaps accompanied by media attention—or kept private within each agency, or a blend of approaches
- If applicable, determine involvement of consultant

Meet with agency administrators, directors of community-based organizations, and key supervisors

- Explain court pilot site process in detail
- Secure their comfort with the project, i.e., make sure that they understand the process and that any questions have been answered
- Invite and explore a range of possible involvement in the court pilot site, including:
  - Co-facilitation (particularly with community-based organizations)
  - MDP membership
  - Interviews and observations
  - Contributions of texts (policies, case files, etc.) for analysis
  - Focus group participation by staff
  - Focus group coordination and facilitation, if relevant
  - Advisor
- Confirm cooperation and commitment from agency administrators and supervisors, including team membership when relevant
- Ask key agencies to designate a liaison who will be available to answer the Project Coordinator’s questions and assist in finalizing the MOU (Memorandum of Understanding), arranging for access to records, and troubleshooting scheduling or other issues as needed
- Discuss options for reporting the court pilot site findings and explore preferences and concerns

Obtain from each participating agency:

- Outline of how each agency functions
- Primary policies, laws, and regulations affecting each agency's work routines
- Basic statistical data—"caseloads" and service area, number of ex part orders filed/ number of number of calls/reports, arrests made, cases charged/declined/dismissed, cases taken to trial, etc.
- Suggested times and dates for court pilot site data collection and debriefing schedule (conflicting events that would make court pilot activities difficult or impossible include, for example, a community festival that puts extra demands on the police department or a major trial for the prosecutor's office)
- Recommendations for possible MDP members or suggest specific individuals as team members

Ask administrators or supervisors to distribute a memo describing the court pilot site program and the agency's commitment to participate, emphasizing that the process is not a job performance evaluation

Maintain a relationship and ongoing communication with agency administrators and key supervisors throughout the court pilot project

- Provide periodic informal updates via a phone call, e-mail, or meeting
- Consider hosting a brief informational meeting at one or more points throughout the process, such as a one-hour "breakfast briefing"
- Consider developing an e-communications briefing or e-newsletter/bulletin on the court pilot site project highlights and accomplishments sent on a regular basis to keep administrators, supervisors, and team members informed and interested in the progress

Organize Focus Groups

Work with supervisors or other designated contact (e.g., records clerk, victim-witness specialist) to obtain data

- Provide guidelines for selecting cases (number of cases, timeframe, codes, parties involved, and other possible criteria that matches your audit's scope and focus)
- Determine which case files and records will be reviewed outside the agency and which will be reviewed on-site
- Arrange for redacting, as agreed upon, and copying of files and other records
- Arrange for review of technology that generates forms, files and templates (e.g., e-Forms that generate the protection order filing documents)
- Prepare confidentiality forms for team members to sign (if your MDP elects to use those forms)

Identify potential team members

- Follow up on recommendations made by administrators and supervisors
- Explain the business process analysis steps and invite members to participate on the team
- Follow up with community-based organizations and experts who indicated interest in participating in the business process analysis
- Prepare a MOU for each agency participating in the business process analysis and contributing team members

Create a business process analysis team handbook that includes:

- Steps in case processing for point(s) of intervention the MDP will examine
- Organizational chart
- Job descriptions for practitioners at key points of intervention
- “Regulating texts” (e.g., policies, relevant laws, and other directives)
- “Administrative texts” (e.g., forms, schedules, computer screens, assessment tools)
- Statistical information: e.g., basic demographic data, case numbers, classification, and disposition
- Materials for the MDP team training:
  - Blank data collection worksheets
  - Relevant articles and research

Train the team members and prepare them for their work

- If applicable, coordinate training content and schedule with ESPOC TTA Team members
- Prepare team to explain the court pilot project to those they will be interviewing and observing
- Identify work groups and/or team leaders
- Emphasize the importance of notetaking during data collection activities

If primary data collection will occur during a single “Data week:”

- Review plans and schedule with agency contacts and ask them to remind staff about upcoming interviews and observations
- Locate a central gathering place for the team that has access to copying facilities, phones, and meeting space for the entire team and any assigned work groups
- Schedule individual debriefing meetings with team members. Provide a central phone number where team members can reach the Project Coordinator.
- Provide team members with a list of each others’ cell phone numbers
- Have coffee, water, and light snacks available throughout the day
- Work out transportation to and from observations and interviews
- Plan and schedule debriefing interviews with agency administrators to relay preliminary findings from the team’s work during the week

If primary data collection will occur over an extended period of weeks or months:

- Schedule regular debriefing sessions for the full team and individual debriefing sessions with individual team members, as needed
- Check in frequently with work groups and individual team members
- If possible, locate and reserve a central gathering place with access to copying facilities, phones, and meeting space for the team as well as work groups
- Plan and schedule debriefing interviews with agency administrators to relay preliminary findings from the team's work during the week

Plan and schedule data collection

- Assign activities and set up team members' schedules such that no one person becomes exhausted or overextended
- It is helpful for team members to complete interviews and observations in pairs (one person can focus on obtaining information and one person can focus on note taking), but be sensitive to observation settings where more than one person may be too intrusive, such as practitioner's interview with a client
- Create a written schedule that includes all meetings, interviews, observations, text analysis activities, and other events
- Coordinate dates and times with agencies via letter or e-mail, and follow-up calls to confirm scheduling
- Confirm dates and times the day before the scheduled appointment
- NOTE: Consider if your team members can do this independently; particularly if your data collection activities are spread over several weeks or months and need to be coordinated with each team member's availability
- Send a thank-you to each person interviewed or observed and to agency staff who have helped coordinate key aspects of data collection

Schedule ongoing debriefing meetings to review, interpret, and analyze data

- Daily if using the "Data week" format
- At least once a month or every two weeks if using the extended format
- Use the time to compare notes, draw out what the team is discovering, and get things written down

Plan for documentation: emphasize the importance of recording notes and debriefing discussions and follow-up with team members to collect notes

- Assign note takers to each work group debriefing session
- Assign note takers to each large group debriefing session

Write the final report or presentation of the findings, using whatever format the team and planners have selected, and release the report according to your original agreement