
Client Service Delivery

Presented by

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Focus Areas

- Who Will Your Onsite and Offsite Partners Be?
 - Cultural Competency
 - Client Screening: *How In Depth Do We Want To Go?*
 - Client Intake Toolkit
 - Data Collection
 - Confidentiality
 - Sharing Data Amongst Partners*
 - Conflict of Interest*
 - Client Security
 - What If The Guest Is The Abuser?*
 - Handling High Risk/High Profile Clients*
 - How Are We Doing As An FJC?
 - Exit Surveys*
 - Focus Groups*
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Who Will Your Onsite and Offsite Partners Be?

- Determine primary service delivery focus for FJC
- Get buy-in from community partners/agencies
- Look at onsite space limitations
- Will partner just run a satellite office or will they provide drop-in services?
- Will you charge rent and/or receive payment via in-kind service provision?
- Conduct regular needs assessment for FJC

Cultural Competency

- What does your service area look like?
- Inside your FJC:
 - Welcome signs
 - Artwork
 - Resources
- Staffing/Volunteer Language Capacity
 - Does your county have a Language Line?
- Partnering with agencies to fill culture gaps

Client Screening:

How in Depth Do We Want To Go?

- Why do a client screening at all?
 - Maintain the FJC a victim-centered facility
 - Promote victim safety and Staff safety
 - Promote confidentiality of records
 - Protect victim confidentiality
 - Liability issues
- What type of screening will be done?
- Who will do the screening?
- Who will determine if the victim will be served based on the results of the screening?

Client Screening:

How in Depth Do We Want To Go?

- **Criminal background checks: Pros and Cons**
 - Will victims come to your center if they know background checks are being done?
 - What are you looking for and why?
 - What if victim has a criminal record?
 - Will you run a background check on everyone that comes to your center?

Client Intake Toolkit

- Checking in
- Basic client intake
- Clinical intake
- Lethality assessment
- Safety planning
- Developing a service plan

Who will do the intake?

Who will provide case management/follow-up?

Data Collection

What Do You Want to Track and Why?

- Overall Traffic
 - Grant Specific
 - How To Collect Data From Partners
 - Tools
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Data Collection

What Do You Want to Track and Why?

Overall Traffic

May include:

- Clients, their children and guests
- Visitors for meetings, tours
- Volunteers and their hours

Reason:

- Show importance of center to potential funders
- Assess need for more staff or volunteers

Done by:

- Receptionist
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Data Collection

What Do You Want to Track and Why?

Grant Specific

- Collect demographics for main grant(s) as part of client intake
 - Collect data for supplemental grants as part of client assessment or follow-up
 - Track duplicate versus unduplicate counts
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Data Collection

What Do You Want to Track and Why?

How To Collect Data From Partners

- If sharing a grant with one or more partners and NOT sharing client database:
 - Use same client demographic form with at least one identifying element to track unduplicated clients
 - Have each partner submit aggregate data each month in format determined by grant reporting requirements
 - Create protocol to ensure all forms are turned in by partner on a regular basis

Data Collection

What Do You Want to Track and Why?

How To Collect Data From Partners

- If sharing a grant with one or more partners and ARE sharing client database:
 - What data will be protected and what will not?
 - Who will check accuracy of data entry?
 - Who will have access to this data to print reports?

Data Collection

What Do You Want to Track and Why?

Tools

- Each partner has their own database
- All partners use the same database
- ETO (Efforts to Outcomes)

Confidentiality

Sharing Data Amongst Partners

- How does service provision happen when different partners have different confidentiality mandates?
 - All FJC staff, volunteers and employees of partners sign confidentiality agreement
 - Ask clients to sign Release of Information as part of client intake to allow intake staff to make initial referral for service
 - Use aliases if necessary
 - Set security preferences on shared client database
 - Understand each partner's unique confidentiality constraints

Confidentiality

Conflict of Interest

- Victim is existing client and defendant comes in and asks for services
 - Victim is a victim but was arrested as primary aggressor and has criminal case pending
 - Both parties arrive at once and ask for services
 - Client is receiving services in the building at the same time defendant comes in asking for services because his/her partner took the children...
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Client Security

- What if victim's guest is the abuser?
 - Handling High Risk/High Profile Clients
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How Are We Doing As An FJC?

- **Exit Surveys**
 - What is being measured?
 - Format
 - Language Capacity
 - Who Administers?

- **Focus Groups**
 - How often?
 - Who leads?
 - Who's invited?

Contact Information

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