

# DELAWARE

## FAMILY JUSTICE CENTERS

### VISIONING WORKSHOPS SUMMARY



#### **Kent and Sussex Counties**

June 2, 2023

#### **New Castle County**

June 9, 2023

# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Workshop Overview

On back-to-back Fridays in early June 2023, a few dozen representatives from allied agencies and organizations supporting victims of abuse gathered to develop a vision for Family Justice Centers in each county in Delaware. These visioning workshops served as interactive forums where partners in the effort shared their perspectives on who could be served in these centers, how they would operate, and what these facilities should be like. Along the way, participants colored in their views of what made each county unique, expressed their opinions on project priorities, and collaborated on shared visions for three similar yet nuanced projects.

The result of these workshops is a foundation for the brick and mortar needs to house an operation aimed at helping victims and survivors in a safe, welcoming and inclusive environment. This workshop placed challenges and opportunities that building these centers will entail in a spotlight, and helped stakeholders identify the most important issues at hand while honing the group's focus on constructive outcomes.

### Kent and Sussex Visioning Session



June 2, 2023, at Milford Library

### New Castle County Visioning Session



June 9, 2023, at Route 9 Library

# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Agenda

The workshops flowed through the following agenda. This report summarizes outcomes and key points from the workshops, describing major themes and ideas expressed by the diverse participants at both events.

-  Welcome and Introductions
-  Precedents
-  Context Mapping
-  Justice Center Priorities
-  Lunch
-  Justice Center Vision

# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Welcome

Chief Judge Michael K. Newell, Representative Krista Griffith, and Laura Graham, Esquire welcomed our groups and reiterated the important work that everyone is doing and our goal of creating a Family Justice Center in each county to better serve our communities.

## Background

Bill Lenihan outlined the feasibility study process and explained how these Visioning Sessions will dive into the next level of details to define the Family Justice Centers particularly the built environment to provide the needed services for the clients and to create a welcoming safe environment. We will build upon the Strategic Planning Events that occurred in October of 2022.

### FEASIBILITY STUDY PROCESS



# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Precedents

Libby Neuner introduced a clip of the web call conversation with Tristan Gross who is the Director of the Family Peace Center in Milwaukee and then Libby gave a recap of the site visits to the Manhattan and Brooklyn Family Justice Centers.

### Family Peace Center - Milwaukee



Discussion highlights:

- Family Peace Center is non-profit run by Sojourners Place
- Family Peace Center – Milwaukee – Tristan Gross
- Floor plan – privacy, confidential, distractions, sound travels
- Sharing space, conference center, break room critical
- Turnover of providers
- Start with visionaries, run with operators
- Partnerships & written teamwork? Balance
- Client info – who has access & authority to stop unnecessary process for clients
- Interaction with clients
- Security guards, verbal de-escalation training
- Control over housing, as much as possible
- Staff turnover
- Growth forecasting
- Centrally locate – clients, walk-ins...
- Child services – safe, caring services, counselors, behavioral specialists
  - Child advocacy center co-located
- Goodwill on site; mid-wife, postpartum, nursing support

# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Site Visits to NYC Manhattan & Brooklyn Family Justice Centers



### Site visit highlights:

- List of services for clients
- Manhattan: Full security screening at front door of building
- 5 days a week
- Reception, screening, then case manager waiting
  - No rent for providers, building space was donated.
  - Manhattan – staff & clients mainly worked remotely.
  - Excellent children’s rooms: infants, kids, teenagers
  - No shelters or child advocacy on site
- Case managers arrange appointments with providers
- Police officer – soft, warm presence and DV trained
- Medical referral with Mt. Sinai
- Language services
- Free cell phones
- Co-located with District Attorney
- Donation area for food and clothing
- Moving to a bigger site that is twice as large
- Wayfinding was helpful
- Community engagement
- NYC FJC’s are funded through the Office of the Mayor.

## A Successful Project

The workshops opened with a fundamental question posed to all participants aimed at thinking about the ultimate outcome of planning for family justice centers – everyone was asked to complete the statement: “The new Family Justice Center will be a success if...” The responses across both workshops provide interesting insights, which included:

### Needs of the survivors must come first.

- Victims feel a sense of safety and security.
- Victims feel supported.
- Survivor’s experience is enhanced, improved from today.



### The Justice Center is accessible.

- The community is aware of the Center.
- The mission is transparent.
- Victims are reached early in the process.
- Underserved populations are helped.
- Responses to victims are culturally sensitive.
- Diversity of victims is understood and potential language barriers overcome.

### Service providers work collaboratively.

- Everyone works together.
- All entities embrace each other’s differences.
- A multi-disciplinary team marries professionalism with intended outcomes.
- Service providers are comfortable in the Center.
- Services are streamlined and not duplicated.



# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Context Map

With the goal of creating a Family Justice Center located in each county in Delaware, an effective approach for planning these centers must begin with understanding the nature of each county and who the centers will be serving. A 'context map' was developed for each county to help paint a picture of each county with the active participation of all attendees, which illustrates common threads that stretch throughout the state, but also reveal important difference that should be reflected in the planning and design of each of the centers. The context maps were developed with an eye towards themes that are particularly relevant for planning a Family Justice Center.



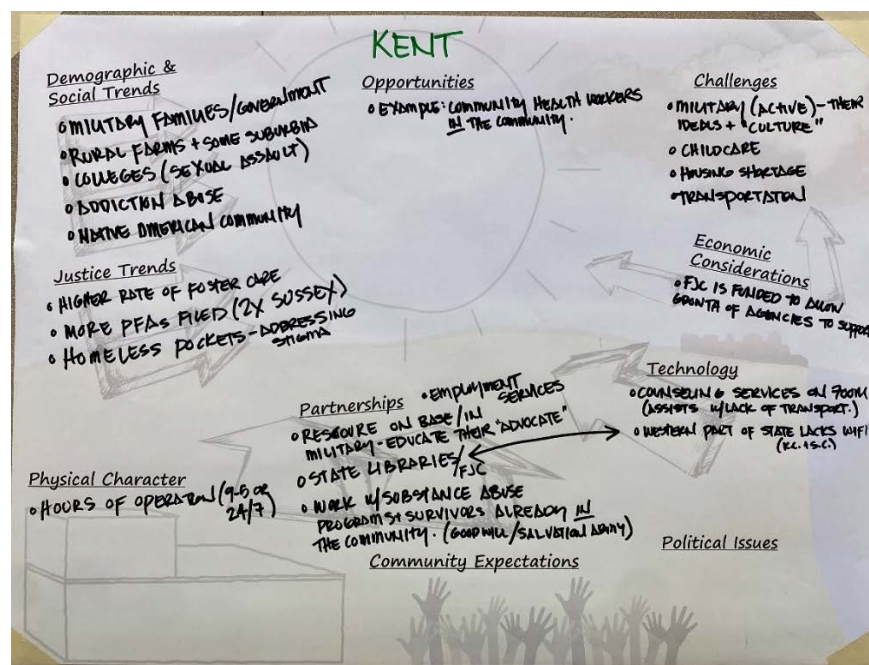
Among the many themes that were discussed, the diversity of Delaware's population was very apparent. Delaware is home to many different Spanish-speaking communities, particularly in Sussex County, and understanding that each community has their specific needs and issues is important for successful outreach and outcomes. For example, the religious leadership in some of these communities may present challenges to outside intervention in domestic matters and finding ways to work with community structures may have a positive impact with Family Justice Center efforts. Multiple other communities speak a wide variety of languages with their own special uniqueness was also noted as an important factor in all counties. Dover Air Force Base in Kent County has its own unique culture and process for addressing domestic violence which presents challenges in reaching out to victims in need of service. is crucial for ensuring an environment of inclusivity and sensitivity.



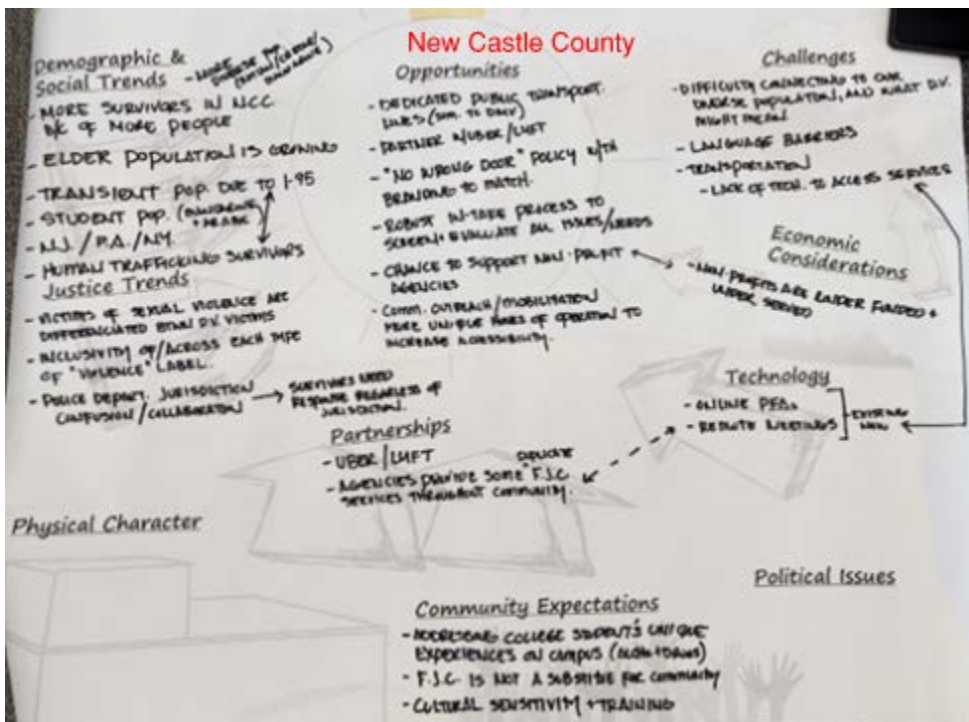
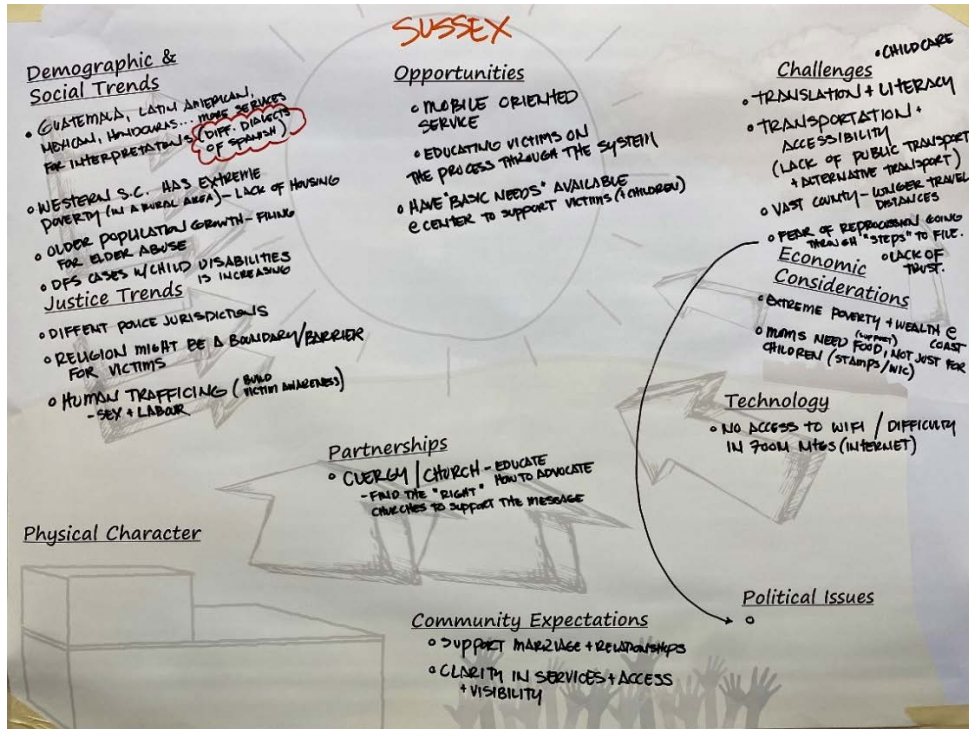
# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

A range of age cohorts found in the State was identified as something to consider in the Family Justice Center mission, especially when considering providing services to domestic victims in non-spousal relationships and victims of sexual violence. The population of older people has been trending upward since Delaware is a desirable state for retirees from neighboring states due to more favorable tax laws and other reasons, which has resulted in a larger number of court filings alleging elder abuse and signaling a need for assistance to older populations vulnerable to domestic abuse. At the other end of the spectrum, children are also victims in domestic matters, including children with disabilities who are especially vulnerable as reported with an increased number of related Division of Family Services (DFS) cases. College students may be vulnerable to sexual abuse, and both Kent and New Castle Counties have sizable college campuses where outreach could be helpful.

Economics factors have an impact on how vulnerable some populations may be and how challenging accessing services are. Homelessness was noted as a factor that carries a negative stigma and could make connecting victims with services challenging, and homelessness was identified as a factor in each County. High poverty rates impact the ability for victims and survivors to have access to transportation to get to a center or to have access to technology or Wi-Fi to reach out for help. Sussex County has more of these lower income areas in the State, which signals the need for a Family Justice Center to be able to have the ability to go directly out to communities and bring services to those who face obstacles in coming to a center.



# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS



## Context Mapping Discussion

- Extreme poverty in western Sussex County in rural area, lack of quality and affordable housing  
Homelessness
- Mobile advocacy
- Kent County has more kids in foster care, kids with disabilities, childcare
- Substance abuse
- No provisions for food, only US citizens can get food stamps, WIC is only for children, have a food closet in the FJC's.
- Religion is a barrier to service.
- Cultural and religious, some don't report DV, lack of education and literacy.
- Human trafficking

Transportation and access to a Family Justice Center were notable issues with differences by county.

- Sussex County is a 'vast' county with limited public transportation, which could limit the number of people who could conveniently reach a centrally located center and may require service providers to travel to those who need help and to find means for providing viable technology options when much-preferred face-to-face interactions are not possible.
- Both Kent and New Castle Counties also have populations who would have challenges reaching a center, but perhaps to a lesser degree.
- Northern New Castle County has more of a public transportation system infrastructure than in the other counties.
- In New Castle County, it was observed that a downtown Wilmington location would create a different accessibility challenge with the very limited amount of free parking, which could be a deterrent to someone who wants to visit the center.

## Context Mapping Discussion cont.

- Groups, bigger population, retirees PA, NY, NJ, School districts, transient population I-95, U of D
- Human trafficking victims
- Coming to DE for services from Philadelphia & NYC
- Used to working with other services & states
- NCC more diverse, Hispanic, Haitian/Creole, Mandarin, Asian, Middle East
  - Is DV culturally accepted
- Transportation issues – especially lower ½ of NCC
  - Cost & time for public transportation
- PFAs online, Zoom, Teams
- Have video call set up in FJC to connect clients to all stake holders?
- Quality of service needs to be high
- Name of center is critical to make all welcome
- SOAR works with clients in Baylor
- Many victims do not consider themselves a survivor
  - They wonder if they belong with services
- Police jurisdiction issue needs to be resolved
- Community Court
- Psychological assault
- Drug & alcohol issues
- Opioid & fentanyl I-95
- FJC – don't duplicate services, connect with existing services & build upon them
- Community education
- Culturally sensitive & age sensitive – training
- Economic – bigger pool, economies of scale
  - Will the providers be more overwhelmed if clients find that these services are available
- Hours for shift workers, nights, weekends
- Partner with groups that have a team service model that have outreach in the community
- DVAP – usually first point of contact for a victim
- Close proximity to courthouse, get input from community, political climate, parks
- Health communities web space – by zip code; equity days
- Mobile vans
- Community health advocates – associated with agencies
  - Police do not want to go into a shelter & they do not want to file a PFA
  - DV, sexual assault
- Seaford, Tidal Health – have a mobile unit based there LA Red, La Esperanza – 1<sup>st</sup> place where people go
- Schools – referrals
- At FJC – DVAP to file PFA & other services; what is their current situation, food, shelter
- Pantry needed

# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

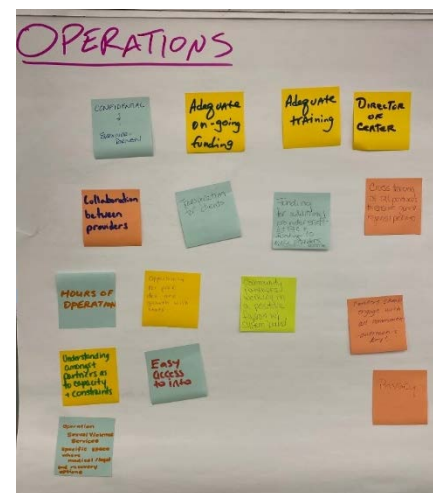
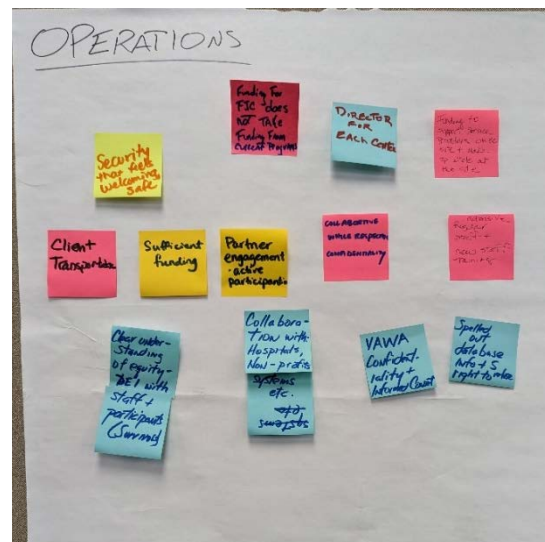
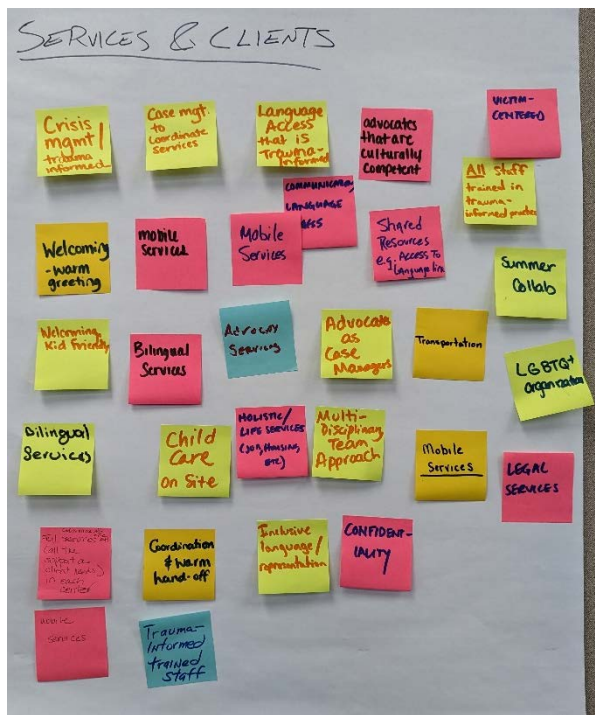
- PFA Zoom room
- Training room for classes
- Stand by area
- Calming room, playground, child care
- Lunch room
- Have FJC be home base for Community Health Advocates
- DSP victims center
- The front door person needs to be a seasoned person that is trained
- Relaxing color scheme
- LGBT community – Camp Rehoboth
- Training room for evenings or weekends
- Kids that grow up in a DV family, rehabilitation
- No community center in Georgetown – needed
- Partnership with Uber for transportation services
- Refresher, staff training
- Training every 6 months



# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Priorities for Operations, Services & Clients, and Facility / Building

Participants were asked to write down on a sticky note up to five priorities that are most important to them to be addressed in this project. With their notes in hand, they placed them under categories labels “Operations”, “Services & Clients”, and “Facility / Building”. Some of the priorities under each included:



# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS



## Operations

### FJC

Board of Directors to include stakeholders

Navigator

Director – Day to day operations

Admin

State owned or leased facilities, rent and utilities to be paid by the State.

Director and admin staff to be employed by the FJC.

Dedicated spaces for stakeholders.

Shared resources.

Intake by Community Health Advocates to assess needs and then give a warm introduction and transfer to the appropriate stakeholder agency/agencies.

- Adequate on-going funding
- Training
- Director of Center for each Center
- Collaboration between providers
- Cross-trained partner for good referral process
- Engage all communities, outreach
- Community partners working positively
- Confidential – survivor-driven
- Regular team meetings
- Access to technology options
- Cultural sensitivity, language access
- Trauma-informed comprehensive intake
- Collaboration with hospitals
- Coordination with ‘warm hand-offs’



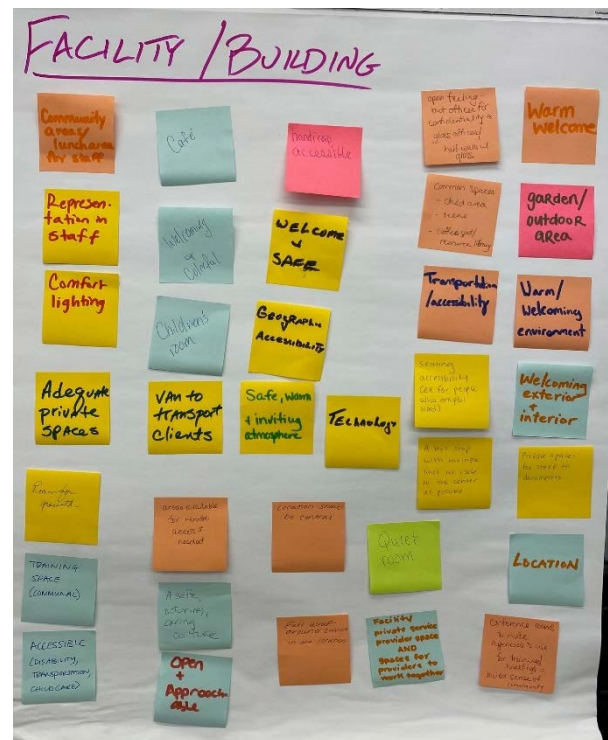
# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Services & Clients

- Not just domestic violence
- Legal aid, holistic legal services
- Health care, transport to hospitals
- Housing aid and alternatives
- Resource library
- All ages, infant to elderly
- 'Soft presence' for law enforcement
- Psychological assessments
- Transportation provided to clients
- Open door policy
- Computer resources
- Brand clarity
- Full 'wrap around' services
- Mobile services

## Facility / Building

- Welcoming and safe
- Open and approachable
- Comfort/sensory-friendly lighting
- Private spaces
- Quiet room
- Transportation and accessibility
- Café
- Room for growth
- Communal training space
- Nurturing, caring
- Security that feels welcoming
- Parking
- Physical accessibility
- Accessible with technology
- Support mobile provider services
- Collegial lunchroom for providers
- Confidential meeting spaces
- Child-friendly



# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS



## Other Priorities

Facility / Building | Services & Clients | Operations

- Collective funding need between stakeholders for FJC staffing pool resources & funding requests
  - Community health worker – FJC employee navigator
- Eviction process, tenants' rights
- NCC Hope Center
- Collective need for staffing & funding
- DART Paratransit – does not show up or is late
- Uber, accessible vans, car seats – track rate of client
  - Local taxi contracts NDA
  - Van – driver volunteers
- See YMCA layout
- Location – Wilmington or Wilmington to Route 9 Library
- Trauma informed artwork – abstract
- Plus size seating
- Art and music
- Sparrow Run Community Center run by Child Inc.
  - Staff provided kiosk to connect to services
  - Delaware Assist – Kiosk
- Working together
- Cross training, work together, Roles, representatives for all agencies

# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Vision

Building on the priorities identified in the previous exercise and with an eye on the context of each county, participants divided into groups to develop their vision for a family justice center organized around the “Operations”, “Services & Clients”, and “Facility / Building” topics. In the first workshop, the participants were separated into Kent County and Sussex County groups. In the second workshop, the participants were divided evenly into three groups all creating New Castle County visions. The following is synopsis of the vision for each family justice center.

### New Castle County

The center in New Castle County will include a core group of services along with shared space video-access supporting a wide range of services as part of a “no wrong door” inclusive approach to serving all visitors. Services will include legal aid, housing assistance, medical and mental health services and referrals, peer support groups, drug and alcohol treatment and referrals, and access to education and career support. Services at the center will help people with matters related to domestic violence, sexual violence, child abuse, elder abuse, human trafficking, and at-risk teens, with the ability to refer clients out for services not provided in the center.

The center must be accessible and inviting. The center’s location will be important relative to transportation accessibility and in a place where service providers can reach out into the community. The design will be warm with colors, natural materials, and appropriate lighting. The front door needs ‘non-intimidating’ security to ensure a safe facility with personnel trained in de-escalating security-related situations. An intake with ‘wrap-around services’ for comprehensive assistance to visitors will prioritize customer service. The center will incorporate technology for video meetings and video court. Support for visitors will include childcare a food bank, and service providers will be supported with a self-care center.

# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS



## Kent County

Providing both ‘core services’ and ‘touch-down services’, this center will have a clear intake function where clients will be assisted in navigating the center’s services with bi-lingual assistance. Primary clients will include victims of domestic violence, sexual assault, human trafficking, child abuse, elder abuse, and stalking. Core services will include intake and case management, assistance with filing PFAs, legal and mental health support, and housing access assistance. Touch-down services will connect clients with transportation to off-site agencies and services, including housing/shelter. On-site childcare is desired for children older than three with consideration for children with disabilities, older kids, and perhaps infants.

The center will include security personnel with training to ensure a welcoming environment. Security will also include entrance screening, cameras and secure doors to insure a safe place for victims. Technology will be provided for virtual court capabilities and video meetings with off-site services and agencies.

# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS



## Sussex County

While proximity to essential services, including the Courts, is important, accommodating mobile services must be considered. Supporting mobile services includes providing a homebase for community health advocates and vehicles used for servicing communities throughout the community. There are a number of partner agencies and organizations established in the county with missions similar to the Family Justice Center, the center will use technology and mobility to maintain a network of care and services. Services provided from the center will include intake and needs assessments, legal advice and support, PFA video hearing space, and direct support to visitors with child care and food pantry. Support will be provided to victims of domestic violence and elderly abuse, and support will be given to teens and children at risk for continuing the cycle of violence with education on healthy relationships and behavioral health services.

The center will be designed with welcoming colors, quiet space and outdoor space. Trained security must be sensitive to victims and attentive to ensure safety in the center. In addition to space for service providers, the center will include space for the community to be used for meetings, training, and as a community center for youth and families.



# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Participants

The following people spent their important time participating in the workshops.

**Friday, June 2, 2023, 11am-3pm – Milford Public Library, Milford**

Attendees:

- Laura Graham, Esquire, CLASI
- Ellie Torres, Esquire, Family Court
- Chief Judge Michael K. Newell, Family Court
- Krista Griffith, Esquire, House of Representatives, CAC
- Sue Ryan, DCADV
- Blanche Creech, People’s Place
- Erica Davis, Family Court
- Lauren Cuevas, DVCC
- Elizabeth McCourt, YWCA
- Jessica Rivera, Georgetown PD
- Jennifer Fuqua – La Esperanza
- Libby Neuner, DVCC
- Angela Seguin, DVCC
- Sara Paris – DVCC
- Bill Lenihan, AIA, Tevebaugh Architecture
- Britt van Veen, AIA, NCIDQ, WELL AP, Tevebaugh Architecture
- Brett Firfer, AICP, LEED AP, CGL
- Ting Tsai, AIA, CGL



# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

## Other topics

- Shelters, Transitional Housing, Long Term Housing
- FJC Organizational Structure – Government or nonprofit lead. The Delaware Family Justice Centers are planned to be government lead.
  - FJC Staff/Employees: Director, Admin, Intake
  - FJC building owned or leased by the State
    - Maintenance and utilities to be provided by the State
- The FJC will not compete for funds that are currently being allocated to stakeholder organization.





# DELAWARE FAMILY JUSTICE CENTERS VISIONING WORKSHOPS

The following people spent their important time participating in the workshops.

## Friday, June 9, 2023, 11am-3pm – Route 9 Library & Innovation Center, New Castle

### Attendees:

- Francisca Moreno, DVCC
- Anna Keating, DVCC
- Lauren Cuevas, DVCC
- Bailey Coco, DVCC
- Melissa Pennachi, NPD VS
- Veronica Columbo, DSP VS
- Gauri Patel, DOJ – VCAP
- Dr. Maya Khalid, SOAR
- Donna Shaffer, CAC
- Venita Garvin, DAASV
- Elizabeth McCourt, YWCA DE
- Lori Sitler, Child Inc.
- Debbie Litten, SARC YWCA DE
- Stephanie Hamilton, WPD
- Marki B. Mosley, NCCPP VS
- Ellie Torres, Esquire, Family Court
- Chief Judge Michael K. Newell, Family Court
- Krista Griffith, Esquire, House of Representatives, CAC
- Janine Howard-O’Rangers, Esquire, DVLS
- Laura Graham, Esquire, CLAS I
- Libby Neuner, DVCC
- Angela Seguin, DVCC
- Bill Lenihan, AIA, Tevebaugh Architecture
- Britt van Veen, AIA, NCIDQ, WELL AP, Tevebaugh Architecture
- Brett Firfer, AICP, LEED AP, CGL
- Ting Tsai, AIA, CGL



THANK YOU