

Help Desk Triage Data collection Process

A data base has been developed to assist the Help Desk (check-in) personnel to conduct a quick triage function for all the walk-in victims at the Chicago domestic violence courthouse. Victims present in cases where there has been no arrest in a screening area at the courthouse. Some of these victims have a police report where no arrest was made. For those who have a police report the Help Desk personnel triage them first and link them to be screened by the prosecutor's office to determine if charges can be filed. For those instances where charges are not filed or for individuals who come to court without any police contact, the Help Desk continues to triage the cases and links victims to available resources for assistance in completing civil orders of protection.

For all victims checking in the Help Desk questions include asking if the victim has children in common with the person she is seeking the order of protection against. If there are shared children, four additional questions related to children are asked. If any one of the four questions is answered affirmatively by the victim a FCEP Alert card is issued. The victim presents the Alert card to whomever she is linked to for assistance in completing her request for an order of protection. The intent is for all "helpers" to delve deeper on the issues related to children when assisting with completing the victim's request for an Order of Protection.

The attached data fields are entered in real time into an Access Data Base. Various data elements have been used to link preliminary information gathered during triage by Help Desk, with case outcomes reviews conducted by CURL under FCEP.

Data Elements collected for DV Triage Help Desk

Check in time (auto generated)

Name (one field)

What is the relationship of the abuser to the victim

- Spouse Former Spouse
- Dating Relationship Former Dating Relationship
- Have or allegedly have a child in common Child of the victim
- Share a common dwelling Formerly shared a common dwelling
- Blood relationship through a child (not as parents) Parent of victim
- Step Child
- Other person related by blood or marriage _____

Third Party petitioner relationship to victim

- Yes, relationship _____
- N/A

Interpreter needed

- Yes: Spanish Polish Other: _____
- No

Police Report

- Yes
- No: if no police report, recent police contact or visible injury (Yes No)

Pending or prior cases or Order of Protection

- Yes
- No

Link to State's Attorney Office or Civil Triage

- SAO
- Civil Triage

Link to Clerk for Civil sexual assault no contact or No Contact Stalking

- No contact Civil sexual assault
- No Contact Stalking

Return from State's Attorney's Office Pre-Screen (time auto generated)

Return from State's Attorney's Office Full Screen (time auto generated)

Currently living with person who is abusing

- Yes
- No (if no, recently separated or ended relationship yes/no)

Children in common

- Yes
- No

When yes four additional questions for Alert card

* Concerns about children's emotional or physical safety with the other parent?

* Fear that you would not have access to your children

* Fear for your own safety during an exchange of children with the other parent?

* Does the other parent use the children to harass you

Allegations of (drop down menu, only able to choose one)

- Physical
- Emotional
- Sexual
- Property Damage

Triage Assessment Result (drop down menu—Choose one)

- DVLC
- Other civil legal service provider
- Pro Bono Attorney
- Law Student
- Advocate
- Senior Advocate
- Pro Se Clerk's Assistance

Actual Link and time auto generated

- DVLC
- Other civil legal service provider
- Pro Bono Attorney
- Law Student
- Advocate
- Senior Advocate
- Pro Se Clerk's Assistance