

Table 6: Project Goals and Objectives, Tasks, and Activities

Goal	Objective	Tasks	Timeframe (Month)
1) Implement, monitor, and evaluate an innovative, comprehensive, direct services program for victims of domestic violence, sexual assault, and elder abuse.	Establish a service delivery protocol and system that includes welcoming, intake, referrals, follow-up, and client case management.	Hold client focus groups to determine client needs/preferences.	2
		Develop, review, and finalize service delivery protocol.	3
	Within six months of opening, and every six months thereafter, conduct a review of services including clients and partners.	Hold client focus groups to ensure clients' needs are being met.	6, 12, 18, 24
		Solicit feedback from on- and off-site partners.	6, 12, 18, 24
		On a monthly basis, review <i>Efforts to Outcomes</i> reports and make necessary adjustments to service delivery protocol.	Monthly
	By opening day, create a cultural competency plan.	Identify client and community cultural competency concerns.	2
		Identify available multicultural resources.	2
		Develop procedures to ensure special needs are being met.	3
		Train on-site partner staff in cultural competency procedures.	4
	By opening day, ensure accessibility for clients with special needs (physical/mental, language/literacy barriers, drug dependence, etc.).	Identify all accessibility issues.	2
		Incorporate all accessibility issues into Center design. (See Goal 2.)	3-6
	Ensure that all on-site partners at the FJC and critical off-site partners are utilizing <i>Efforts to Outcomes</i> (ETO) to facilitate case management, referrals, and outcome tracking.	Customize ETO for SCFJC needs, install ETO, and conduct ETO training.	3-6
		Provide ETO reports to SCFJC management team and participating partners.	Monthly
	2) Launch and sustain strong	By opening day, create an inviting reception area and a	Hold focus groups to gather input regarding reception area design and client flow design.

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Family Justice Center logistical systems supporting program delivery. ¹⁹	secure, confidential client navigation system to address the individual needs of all clients.	Hold focus groups to gather input regarding reception area design and client flow design.	2
		Analyze design of other FJC's and their reception areas, security plans and navigation systems (how clients move through the FJC and how partners facilitate cross-referral).	3
		Develop draft client navigation systems and seek input.	3
		Finalize and implement Center design.	6
		Review design implementation with focus groups/partners.	6,12,18,24
	By opening day, create functioning workspaces for onsite partners including a telecommunications system, internet access, and confidential private interview rooms as needed.	Organize partner offices according to space needs and client flow.	4-6
		Install key infrastructure backbone (phones, internet, etc.).	5
		Assign spaces to partners.	5
		Include agreements in on-site partners' MOUs regarding space (building modification, move-in procedures, security, etc.).	4-6
	By opening day, create childcare/hospitality facilities that include a kitchen, emergency food resources, and a childcare space	Design hospitality systems.	4
		Build out physical hospitality infrastructure.	4-6
		Create protocol for accessing hospitality services.	5
	Assess and evaluate all physical systems within six months of opening day, and implement improvements.	Elicit client and partner feedback on physical systems.	6,12,18,24
		Review key improvement items and implement follow-up actions as necessary.	6,12,18,24
	By Month 12, install secure video relay systems in participating community clinics.	Pilot secure video relay system.	12
		Train participating community clinics in operation of video relay systems, SCFJC service delivery protocols, and use of ETO software.	15
		Evaluate use of secure video relay.	18, 24

¹⁹ No grant funds will be expended on construction costs; this funding will be leveraged from other sources.