

## Civil Protection Order Proviso Report

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June 1, 2023



**King County**

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## I. Proviso Text

### Ordinance 19546, Section 35, Judicial Administration Budget<sup>1</sup>

P1 PROVIDED THAT:

Of this appropriation, \$400,000 shall not be expended or encumbered until the executive transmits a report as required in subsection A. of this proviso describing the new protection order process, along with a protection order pilot program evaluation report as required in subsection B. of this proviso, a motion that should acknowledge receipt of each report, and both motions are passed by the council. Each motion should reference the subject matter, the proviso's ordinance number, ordinance section, and proviso number in both the title and body of each motion.

- A. The report describing the new protection order process and plans for the pilot program shall include, but not be limited to, the following:
1. A discussion of how the department of judicial administration and superior court protection order pilot addresses the recommendations of the E2SHB 1320's Stakeholders Group;
  2. A discussion of the department of judicial administration and superior court's plan to expand

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<sup>1</sup> Ordinance 19546 [\[LINK\]](#)

- language access for both petitioners and respondents, including but not limited to the plans to translate forms to major non-English languages spoken in King County;
3. An evaluation plan for the protection order pilot, including identification of the performance metrics to be used to evaluate the pilot, including measures to assess whether access has been improved for unrepresented litigants;
  4. A summary of the initial feedback for the department of judicial administration and superior court from stakeholders, including petitioners or advocates, respondents, civil legal aid providers, law enforcement and the prosecuting attorney's office on any suggested improvements based on the initial pilot program; and
  5. A plan to solicit feedback throughout the pilot period from interested stakeholders, including petitioners or advocates, respondents, civil legal aid providers, law enforcement and the prosecuting attorney's office.
- B. For the protection order pilot evaluation report, the report shall include, but not be limited to, the following information:
1. Recommendations for any needed improvements to the department of judicial administration and superior court protection order pilot program based on lessons learned during the pilot period, implementation of the evaluation plan and tracking of performance metrics referenced in subsection A.3. of this proviso and feedback from stakeholders referenced in subsection A.5. of this proviso;
  2. Summary of feedback solicited throughout the process from interested stakeholders, as referenced in subsection A.5. of this proviso;
  3. Description of actions taken by the department of judicial administration and superior court in response to initial and ongoing feedback from stakeholders, as referenced in subsection A.4. and 5. of this proviso;
  4. The number of protection orders filed by type;
  5. The median wait time by type of order for a petitioner between filing for a protection order and receiving a full order;
  6. A summary by type of orders, the percentage of petitioners by race that were successful in obtaining a full order, the percentage of petitioners by race successful in obtaining only a temporary order and the percentage of petitioners by race that did not receive any type of order;
  7. Percentage of orders by type denied versus dismissed broken out by measurable metrics, including race;
  8. Percentage of petitioners obtaining a temporary order but no full order; and
  9. Reasons for denials or dismissals.

Moneys shall be unencumbered in \$200,000 increments upon adoption of the motion acknowledging receipt of each report is passed by the council.

The executive should electronically file the first report with requirements specified in subsection A. of this proviso and motion required by this proviso by June 1, 2023, with the clerk of the council, who shall retain an electronic copy and provide an electronic copy to all councilmembers, the council chief of staff and the lead King County staff for the law, justice, health and human services committee or its successor.

## Civil Protection Order Proviso Report

The executive should electronically file the second report with requirements specified in subsection B. of this proviso and motion required by this proviso by March 6, 2024, with the clerk of the council, who shall retain an electronic copy and provide an electronic copy to all councilmembers, the council chief of staff and the lead staff for the law, justice, health and human services committee or its successor.

## II. Executive Summary

In accordance with Proviso P1 of the Judicial Administration budget in Ordinance 19546, this is the first of two reports on the new civil protection order procedures and civil protection order court pilot program. This report, due to the Council June 1, 2023, satisfies the requirements of subsection A of the proviso. The second report will satisfy subsection B of the proviso and is due to the Council by March 6, 2024. All information is up to date and current as of June 1, 2023.

## III. Background

The 2023-2024 Biennial Budget includes a proviso in the Department of Judicial Administration (DJA) budget requiring two reports on the new civil protection order process. Reporting requirements include proposed plans for addressing E2SHB 1320 Stakeholder Group recommendations, expanding language access, assessing performance metrics, and obtaining stakeholder feedback (Ord. 19546, Sec. 35, P1)<sup>1</sup>. This report fulfills the requirements of subsection A of the proviso.

### Department Overview

#### King County Superior Court Overview

King County Superior Court is a general jurisdiction trial court with responsibility for hearing Civil Protection Order (CPO) matters.

In response to CPO statutory changes, Superior Court has shifted workloads to expand the capacity of the court's commissioners. With the Protection Order Court Pilot Project, financed by one-time State funding for criminal justice costs related to legislation passed in 2020-2021, Superior Court employs one additional court commissioner, for a total of seven commissioners hearing all types of CPOs. In addition to DJA and courtroom staff, the pilot project funds two administrative staff responsible for implementing the best practice principles provided by RCW 7.105,<sup>2</sup> including: ongoing judicial training, stakeholder engagement, Weapons Surrender Calendar staffing and review, and policy and procedure assessment.

#### Department of Judicial Administration Overview

The Department of Judicial Administration (DJA) is an executive branch agency with a judicial branch appointee – the Superior Court Clerk/Director of DJA – overseeing the department. Known to the bar

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<sup>2</sup> RCW 7.105, Civil Protection Orders, Washington State Legislature [[LINK](#)]

and the public as the Superior Court Clerk’s Office or County Clerk’s Office, DJA carries out the following duties with respect to the civil protection order process:

- Provides written and electronic documentation on the civil protection order process to the public and maintains updated procedural information on the Superior Court Clerk Website<sup>3</sup>;
- Processes and maintains digital and physical records for King County Superior Court cases and provides records access to the public;
- Provides customer support on procedural aspects related to obtaining and responding to civil protection orders via online chat services, email correspondence, telephone support, and in-person over the counter services;
- Refers customers to other agencies and resources as appropriate; and
- Upon issuance of a civil protection order, forwards a copy of the relevant court documents to the appropriate law enforcement agency for service on the respondent.

While DJA may review paperwork for completeness of required documentation and proper filing format, by law staff cannot provide customers with legal advice or support.

## Context

### Civil Protection Orders

Civil protection orders exist to provide protection to members of the public who are experiencing harm due to the actions of another individual. Specific protection orders exist to address the following categories of harm:

- Domestic violence (DVPOs)
- Sexual assault (SAPOs)
- Stalking (Stalking POs)
- Harassment (AHPOs)
- Vulnerable adult abuse (VAPOs)

Another type of protection order is the Extreme Risk Protection Order (ERPO) that can be requested by family, household members, or law enforcement and is designed to prevent individuals who pose a significant risk of danger to themselves or others from accessing firearms.<sup>4</sup> Prior to the passage of Engrossed Second Substitute House Bill 1320 (E2SHB 1320) in 2021, each of these six protection order categories occupied unique chapters in the Revised Code of Washington (RCW), with different procedures and requirements governing the petition process, jurisdiction, hearing protocol, relief granted, process for modification, termination, and renewal, as well as enforcement and penalty protocols.<sup>4</sup>

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<sup>3</sup> DJA Civil Protection Order Website [\[LINK\]](#)

<sup>4</sup> Final Bill Report E2SHB 1320, 2021 [\[LINK\]](#)

## Passage of E2SHB 1320 and SHB 1901

E2SHB 1320 concerns civil protection orders and was passed into law during the regular legislative session of 2021.<sup>5</sup> HB 1320 legislation went into effect in two phases – on July 25, 2021, sections 12, 16, 18, 25, and 36 went into effect, while the remaining sections of HB 1320 went into effect on July 1, 2022. HB 1320 is intended to modernize and streamline civil protection order procedures through consolidation of the six civil protection order categories under one RCW chapter.<sup>4,5</sup>

Provisions in E2SHB 1320 include improvements to procedural clarity and language access, improved data collection, and increased access to the courts through use of technology.<sup>4</sup> Sections 12, 16, and 36 of E2SHB 1320 also required that the Gender and Justice Commission (GJC) convene a stakeholder group to identify best practices for civil protection orders.<sup>6</sup> This group included judges from District, Superior, and Tribal courts, county clerks, advocates, researchers, attorneys, and court administrators. Outcomes included a report submitted to legislature on December 1, 2021 and a recommendations guide submitted to the courts on June 17<sup>th</sup>, 2022.<sup>6</sup>

In response to recommendations outlined in the report submitted by the GJC, Substitute House Bill 1901 (SHB 1901) was passed in 2022.<sup>7</sup> SHB 1901 addresses further aspects of the civil protection order process not previously included in E2SHB 1320 with goals of further improving the efficacy and accessibility of legal procedures and protocols related to Civil Protection Orders.<sup>7</sup> SHB 1901 also extended the HB 1320 deadlines for certain actions to January 1, 2023.

## Report Methodology

In September of 2021, King County Superior Court and the Department of Judicial Administration convened a committee and a workgroup to assess civil protection order procedures, implement changes required under E2SHB 1320 and SHB 1901 legislation, engage in collaborative planning efforts for the new Civil Protection Order Court Pilot Program, and report on current progress and improvements for Civil Protection Order Procedures. This report includes analysis of initial stakeholder feedback for the Civil Protection Order Pilot Program and alignment with E2SHB 1320 Stakeholder Recommendations, as well as plans to expand language access for litigants, solicit feedback from stakeholders throughout the pilot period, and assess performance of the pilot program. All data is current as of June 1, 2023.

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<sup>5</sup> E2SHB 1320 Final Bill Text, State of Washington 67<sup>th</sup> Legislature, 2021 [\[LINK\]](#)

<sup>6</sup> Washington State Supreme Court Gender and Justice Commission E2SHB Stakeholder Recommendations Report, 2021 [\[LINK\]](#)

<sup>7</sup> SHB 1901 Final Bill Report, State of Washington 67<sup>th</sup> Legislature, 2022 [\[LINK\]](#)

## Civil Protection Order Proviso Report

## IV. Report Requirements

### 1. How the Department of Judicial Administration and Superior Court protection order pilot addresses the recommendations to the courts from the E2SHB 1320 Stakeholder Group

Recommendations to courts for civil protection order procedures were outlined in the E2SHB 1320 stakeholder report<sup>6</sup> and are summarized in Appendix A. This overview describes what the Department of Judicial Administration and Superior Court have implemented in response to each of these topics.

#### Civil Protection Order Pilot Program Alignment with E2SHB Stakeholder Recommendations

##### 1. *Evidentiary Procedures and Instructions for Civil Protection Order Cases:*

- Instructions have been developed on evidentiary procedures titled “How to Submit Evidence in a Protection Order Case for the Full Hearing”<sup>8</sup> using plain language in English, Amharic, Spanish, Vietnamese, Russian, Korean, both Traditional and Simplified dialects of Chinese, and Somali.
- Instructions for GR 14<sup>9</sup> format requirements have been developed and added to the protection order portal and the Superior Court Clerk Website.
- GR 30<sup>10</sup> procedures are addressed in “How to Submit Evidence in a Protection Order Case for the Full Hearing”**Error! Bookmark not defined.** with an optional exhibit list for litigant use if requesting digital evidence to be reviewed.
- Petitioners and respondents are provided with a copy of “How to Submit Evidence in a Protection Order Case for the Full Hearing”**Error! Bookmark not defined.**.. Petitioners receive the documentation once an initial full hearing has been set, while respondents are served a copy by law enforcement with the standard service packet documents.
- Procedures are in place for the sharing of records and exhibits between Superior Court and District Court for transfers of jurisdiction.
- Administrative staff, judicial officers, and DJA clerks have received training on evidentiary procedures and protocol.

##### 2. *Improving Access for Unrepresented Litigants:*

- Judicial officers, administrative staff, and DJA clerks receive regular training inclusive of the five guiding principles<sup>11</sup> identified by E2SHB 1320 Stakeholders.
- As part of the Civil Protection Order Pilot Program, two dedicated Superior Court staff members provide training aligned with the guiding principles.

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<sup>8</sup> How to Submit Evidence in a Protection Order Case for the Full Hearing, Department of Judicial Administration, 2022 [\[LINK\]](#)

<sup>9</sup> GR 14 Format for Pleadings and Other Papers, Washington State Courts [\[LINK\]](#)

<sup>10</sup> GR 30 Electronic Filing and Service, Washington State Courts [\[LINK\]](#)

<sup>11</sup> Five Guiding Principles to Improve Access for Unrepresented Litigants, E2SHB Stakeholder Group [\[LINK\]](#)



3. *Concurrent Civil Protection Order and Criminal Proceedings:*
  - Information about parties' 5<sup>th</sup> amendment rights is included in the introductory script used by judicial officers as standard procedure for concurrent proceedings.
  - A procedural bench card is provided to judicial officers addressing concurrent proceedings.
4. *Use of Technology to Reduce Administrative Burdens:*
  - Remote hearings are available for civil protection order procedures.
  - Resources and information on remote hearings are provided to litigants by Superior Court.
  - Petitions for civil protection orders can be submitted electronically via the protection order portal.<sup>12</sup>
  - All judicial officers in Washington State have electronic access to protection orders in every Superior Court across the state.
5. *Data Collection and Research*
  - Consistent and accurate data entry practices are central to training practices for DJA staff.
  - Protocol for sharing of data to outside vendors and organizations designed to balance public accountability and individuals' right to privacy are addressed by state and local rules for data dissemination.<sup>13,14</sup>
  - See Appendix B for detailed data collection information.

## **2. Department of Judicial Administration and Superior Court's plan to expand language access for both petitioners and respondents**

On January 19, 2023, a workgroup was established to develop a language access plan for DJA and Superior Court. The workgroup reviewed resources in place for language access support and identified areas that DJA and Superior Court should investigate for future implementation.

Current language access supports provided for petitioners and respondents navigating the civil protection order process include telephonic, in-person, and web-based resources (Table 1). Areas currently being investigated for provision of expanded language access support are visualized in Table 2.

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<sup>12</sup> E-Submission System for Electronic Protection Orders [\[LINK\]](#)

<sup>13</sup> JISCR 15 Data Dissemination of Computer-Based Information, Washington State Courts [\[LINK\]](#)

<sup>14</sup> Washington State Courts - Data Dissemination System Data Dissemination [\[LINK\]](#)

Table 1: Existing Language Access Resources Provided by DJA and Superior Court

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*Existing Language Access Resources for Petitioners and Respondents*

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Web-Based Resources Provided:

- The DJA/Superior Court Clerk’s Website has translation options available in seven languages in addition to English. The seven languages are the top requested languages for interpreter services in King County Superior Court, per Superior Court Interpreter Services.
- A list of multilingual community resources is available to customers.
- DJA’s KC Script Portal for submissions of civil protection orders provides the option to see messages in seven languages in addition to English.
- Civil protection order forms are accessible in six languages in addition to English through the Clerk’s Website.
- Civil protection order instructions are available in seven languages in addition to English.
- Information on evidence submission is available on the website in seven languages as well as English. It is also reiterated via email to customers who need to return for their next hearing.
- While the Superior Court Website is in flux due to updates as a result of the KC.Gov Refresh project, links to the Superior Court Clerk’s Website where translations are available are referenced to help customers access translated materials.
- Additional translation work is in progress for the DJA/Superior Court Clerk’s Website as an integral piece of DJA’s website refresh project.

Telephonic Resources Provided:

- DJA’s Customer Service Division has a contract with Language Line, a vendor service that provides DJA staff with interpretation services on phone calls from customers who do not speak English.
- The Clerk’s Office has several staff members that are bilingual in English and Spanish to assist customers over the phone.
- The DJA customer service phone line has phone tree options available in other languages. Information related to protection orders is included.

In-Person Resources Provided:

- In-person customers who do not speak English are provided interpretive support through Language Line. Additionally, a project is underway to start utilizing live video interpretation through Language Line.
  - The Clerk’s Office has several staff members that are bilingual in English and Spanish to assist customers in person.
  - Customers are provided with interpreters while attending Court hearings.
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Table 2: Areas Identified for Language Access Expansion

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*Areas Identified to Expand Language Access for Petitioners and Respondents*

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Areas Under Consideration for Expansion:

- Coordination with AOC will take place to request translation of AOC protection order materials to Somali and Amharic, two of the second-tier languages in King County<sup>15</sup> in which DJA provides translated materials.
  - The Superior Court and the Superior Court Clerk’s websites will continue to be reviewed for additional areas that can be translated.
  - Updating instructions and ensuring easy access and navigation to translated materials will continue.
  - Working with community stakeholders to streamline the process for updating the existing list of customer resources.
  - Reviewing processes for hearings and identifying gaps and obstacles to closing them (staffing, budgetary challenges, etc.).
- 

### **3. Evaluation plan for the protection order pilot, including identification of performance metrics to be used to evaluate the pilot and measures to assess whether access has been improved for unrepresented litigants**

Superior Court and DJA leadership convened a subcommittee in February of 2023 to develop performance metrics to assess the Civil Protection Order Pilot. Metrics that will be tracked during the pilot period include:

- Needed improvements to the pilot program based upon program performance and stakeholder feedback;
  - Stakeholder feedback solicited throughout the pilot period as referenced in subsection A.5 of this proviso;
  - Actions taken in response to initial and ongoing stakeholder feedback referenced in subsection A.4 and A.5 in this proviso;
  - Number of protection orders filed by type;
  - The median wait time by type of order for a petitioner between filing for a protection order and receiving a full order;
  - A summary by type of orders, the percentage of petitioners by race that were successful in obtaining a full order, the percentage of petitioners by race successful in obtaining only a temporary order, and the percentage of petitioners by race that did not receive any type of order;
  - Percentage of orders by type denied versus dismissed broken out by measurable metrics, including race;
- 

<sup>15</sup> King County’s Top Languages Ranked into Three Tiers, 2021 [\[LINK\]](#)

- Percentage of petitioners obtaining a temporary order but no full order;
- Reasons for denials or dismissals;
- Number of protection orders filed during the pilot period vs. previous years;
- Number of hearings set versus number of hearings held;
- How often temporary protection orders are re-issued;
- Impacts to staffing and other resources (judicial officers, Superior Court and DJA staff, interpreters, courtroom use and overflow conditions, when cases are overset, and backup commissioners are required);
- Number of amended petitions filed post-denial;
- Impact of mandatory final order hearings and elimination of time limits on court calendars;
- Statistics on protection order denial and dismissal rates with demographic data (race/ethnicity, age, gender);
- Outcomes in cases with self-represented litigants versus cases with represented parties; and
- Statistics on cases where litigants fail to appear and any associations with language barriers or demographic considerations (race/ethnicity, age, gender).

The Department of Judicial Administration and Superior Court will use these metrics to assess the performance of the Civil Protection Order Program throughout the pilot period and address any needed improvements.

#### **4. Summary of initial feedback and suggested improvements provided to the Department of Judicial Administration and Superior Court from stakeholders (petitioners, advocates, respondents, civil legal aid providers, law enforcement, PAO) based on the initial pilot**

A survey<sup>16</sup> was developed to obtain feedback from stakeholders prior to the implementation of the Civil Protection Order Pilot Program. Between December 19, 2022, and January 31, 2023, the pre-implementation survey was sent to both internal and external stakeholders via email. Participants who responded to the pre-implementation survey included advocates, attorneys, prosecutors, and prosecutor staff (Appendix C, Figure 1).

##### **Satisfaction With New Civil Protection Order Hearing Protocol**

Survey participants were provided information on the planned new civil protection order hearing protocol (all return protection order hearings are heard by family law commissioners, with sexual assault protection orders calendared separately from other protection order types). 75% of survey participants indicated satisfaction with the new protocol, while 25% of survey participants felt neutral about the changes (Appendix C, Figure 2).

##### **Projections about Pilot Program Impacts**

Survey participants were provided with an overview of the Civil Protection Order Pilot Program and asked whether they felt that the pilot program would provide an improved experience for litigants. 67%

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<sup>16</sup>Data Available in Power BI [\[LINK\]](#)

of responses indicated positive projections while 33% of responses indicated uncertainty on whether the pilot program would provide litigants with an improved experience (Appendix C, Figure 3).

#### Qualitative Feedback from Pre-Implementation Survey

Qualitative feedback was solicited to gather more detailed information about questions, comments, or concerns stakeholders had prior to implementation of the pilot program. Comments indicated that stakeholders felt optimistic about the program's ability to streamline the protection order process and provide more consistent and fair legal outcomes for litigants, while concerns included the need for improved collaboration between all civil protection order stakeholders and additional training for commissioners on sexual violence and assault, domestic violence, trauma, and offender behavior (Appendix C, Table 4).

### **5. Plan to solicit feedback throughout the pilot period from interested stakeholders, including petitioners, advocates, respondents, civil legal aid providers, law enforcement and the prosecuting attorney's office**

During the pilot period, stakeholders, including law enforcement, advocate groups, civil legal aid providers, and the Prosecuting Attorney's Office are receiving a survey soliciting both quantitative and qualitative feedback on the Civil Protection Order Pilot Program twice per calendar year.

In addition, surveys to gather feedback from Petitioners and Respondents were launched January 17, 2023, and will be open throughout the pilot period. Surveys are available in multiple languages and solicit input on litigant experiences with the temporary civil protection order process and final order hearings. Elements assessed by these surveys include language access support, civil protection order portal user interface, the ease of petitioning for protection orders and attending final order hearings. Other metrics assessed include litigant experiences with customer service, perceived procedural equity, and the provision, availability, and usefulness of instructions, resources, and documentation to help litigants navigate the civil protection order process. Demographic data gathered by the surveys include age, race/ethnicity, zip code, and gender identity, as well as the use of translations and language access resources. Surveys are also open to attorneys, advocates, legal aid providers and others involved in the civil protection order process to gather additional feedback on these elements.

## **V. Next Actions**

King County Superior Court and the Department of Judicial Administration have worked diligently to ensure that civil protection order procedures and the Civil Protection Order Pilot Program meet or exceed statutory requirements and practices outlined in E2SHB 1320 and SHB 1901. Resources allocated by Ordinance 19546 have increased our capacity to align civil protection order procedures with the best practices developed by the E2SHB 1320 stakeholder group. In alignment with these recommendations, support for litigants navigating the civil protection order process has been improved through updated information, new informational materials with expanded language access support, state of the art electronic services for submission of protection orders and streamlined protection order procedures.

Throughout the pilot period, Superior Court and the Department of Judicial Administration will continue to monitor, assess, and build upon progress made through the Civil Protection Order Pilot Program. Recent efforts have focused on cultivating lasting collaborative relationships with community

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organizations to provide litigants with information on the civil protection order program and exploring methods to improve and expedite processing of civil protection order forms.

The resources Council has allocated to the pilot program in Ordinance 19546 are vital to success of the Protection Order Court, enabling DJA and the Court to adequately address the additional responsibilities identified in E2SHB 1320 and SHB 1901 legislation and the best practices identified by the E2SHB 1320 stakeholder group.

These resources are also crucial for Superior Court and DJA to manage the growing number of protection order petitions filed with the Court. CPO filings have trended upward for the past four quarters, with the first quarter of 2023 having the most significant increase compared to filings prior to the passage of new protection order legislation. Beginning in quarter two of 2022, we saw increases of 15% for Q2 of 2022, 15% for Q3 of 2022, 0% for Q4 of 2022, and 27% during Q1 of 2023 respectively. The Council's continuing financial and policy support for civil protection order work is crucial.

An evaluation report of the pilot program will be submitted to the council in fulfillment of subsection B of this Proviso<sup>1</sup> by March 6, 2024.

## VI. Appendices

### Appendix A: Summarized E2SHB 1320 Stakeholder Group Recommendations

1. *Evidentiary procedures and instructions for Civil Protection order Cases:*
  - *Plain language instructions available to litigants in multiple languages*
  - *Changes to local rules and practices to streamline and clarify evidentiary procedures.*
2. *Improve Access to Unrepresented Litigants through Proceedings Guided by:*
  - *Consistency*
  - *Transparency*
  - *Trauma Informed*
  - *Equity and Inclusion*
  - *Harm Reduction*
3. *Concurrent Civil Protection Order and Criminal Proceedings should address:*
  - *5<sup>th</sup> Amendment of litigants*
  - *Continuances requested due to pendency of a criminal case.*
4. *Use of Technology to Reduce Administrative Burdens:*
  - *Electronic filing, remote hearings, and electronic notifications for litigants*
  - *Electronic access to records statewide for judicial officers*
5. *Recommendations on Data Collection and Research Areas:*
  - *Accurate and Consistent Data Entry*
  - *Protocols for sharing data with outside organizations.*

## Appendix B: Information on Data Availability and Collection in Areas Identified by E2SHB Stakeholder Group

Table 3: Civil Protection Order Alignment with Stakeholder Recommendations – Priorities for Data Collection and Research and Availability of Data

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### *Current Status of Recommended Data Collection and Research Areas*

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- a) Data Not Currently Available:
    - Method of filing
    - Method of service, what documents were served, and length of time to complete service
    - Whether hearings were in-person, remote, or hybrid
    - Reason for transfer from District Court to Superior Court
    - Reasons for continuances
    - Differentiation between tribal, military, or out of state orders
    - Codes for compliance hearings (e.g., not in compliance, in contempt) are limited to ERPOs and criminal protection orders
    - Whether a request to include minor children as protected parties was denied
  - b) Data to be Prioritized for Future Collection:
    - Method of filing
  - c) Additional Data to Consider in the Future:
    - Notifications
    - Reason for protection order transfer from District Court to Superior Court
    - Compliance with protection order and Order to Surrender Weapons
    - Court findings including specific relief granted
    - How long to complete service
    - Whether request to include minor children is denied
    - Coercive control as a basis for entry of a Domestic Violence CPO
-

Appendix C: Data Analysis of Civil Protection Order Pilot Program Pre-Implementation Survey  
*Survey Participant Composition Data*

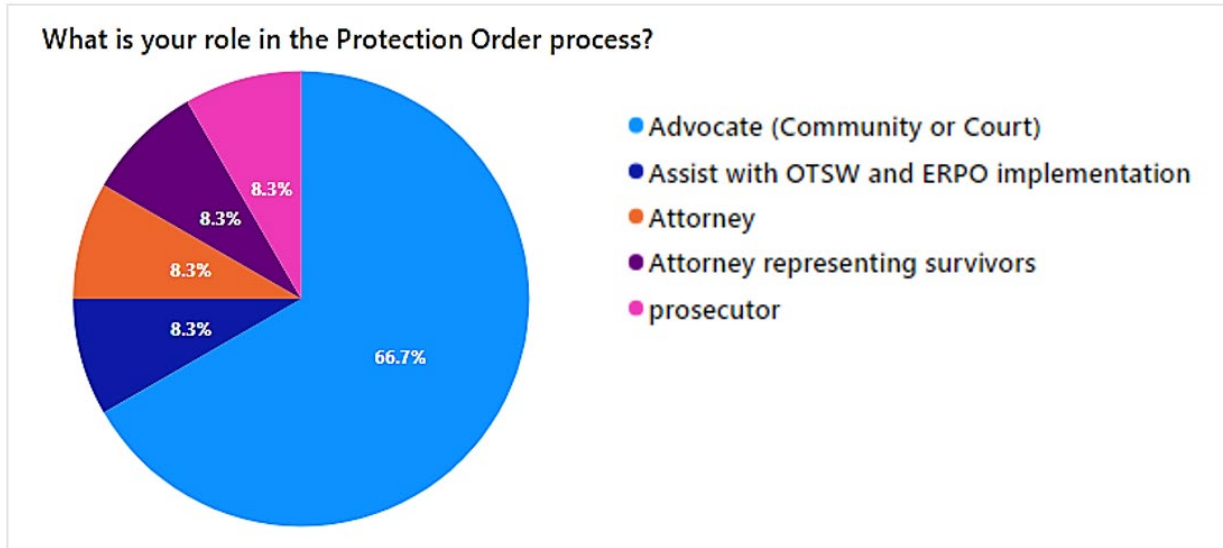


Figure 1: Pre-Implementation Survey Participant Composition

*Participant Sentiment Toward Protection Order Pilot Attributes*

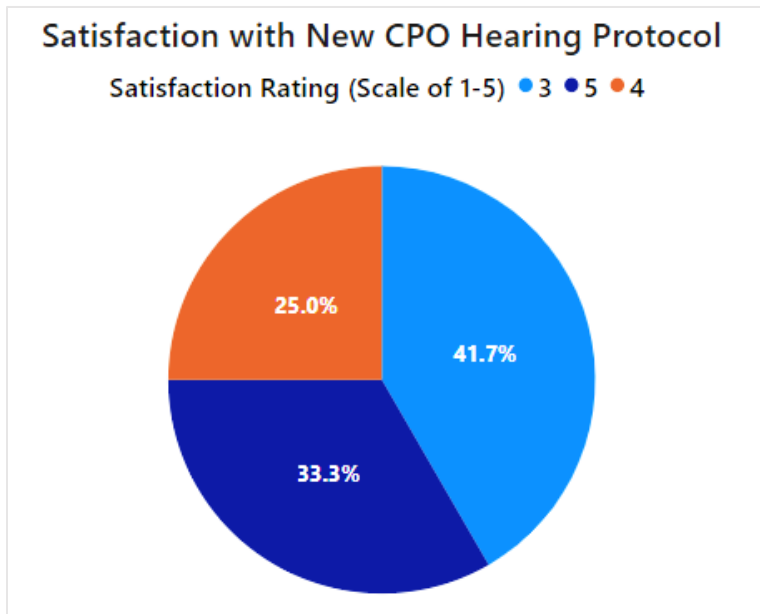


Figure 2: Satisfaction\* with new CPO Hearing Protocol

\* Satisfaction was rated as an ascending value between 1 and 5, with 1 being very dissatisfied and 5 being very satisfied.



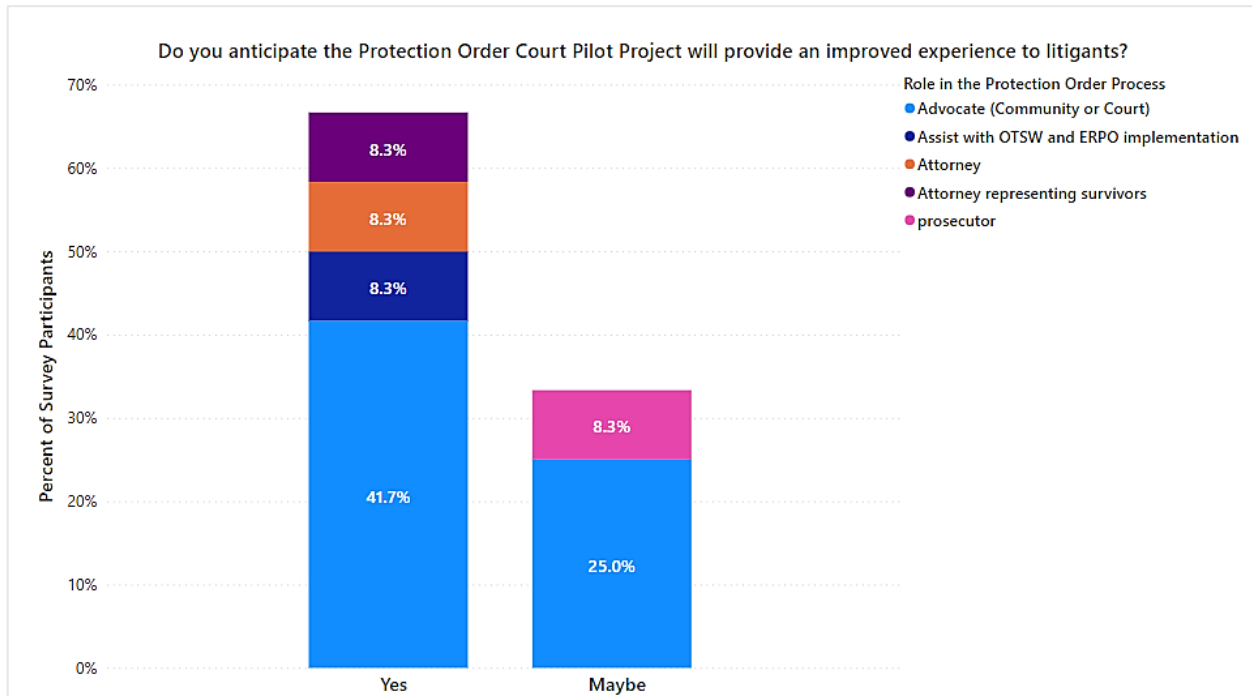


Figure 3: Anticipated Outcome for Litigants

### Qualitative Feedback

Table 4: Qualitative Survey Responses for the Civil Protection Order Pilot Program

#### What questions/concerns/comments do you have after reviewing the information provided?

Hope the all commissioners who hear these petitions receive sufficient training regarding DV, sexual assault, and the impact of trauma and that this training comes from experts in the field.

I am very hopeful that this pilot will improve access to justice, promote streamlined practices/training and result in more consistent court rulings across order types. Thank you for leaning into a new approach.

The commissioners are at the receiving end of a process that does not sufficiently inform litigants, who are primarily pro se, about the process and what to expect. More procedural justice safe guards (videos, etc) should be made available. Also, there should be investment in a King County Protection Order electronic platform to include easy informed interface, reminders for all involved, and streamlined so when commissioners do hear a case it can be efficient and fair.

Training needed to increase commissioner knowledge of sexual violence, grooming, and offender behavior

Will court calendars be completed by noon or will parties matters be continued due to not enough time. Would like to see more upfront and ongoing collaboration between system stakeholders: the court, DJA, Family Court Services, POAP, Civil Legal Aid and community advocacy organizations to ensure an accessible experience for all parties.