MASS Collaboration

Movement for
Access,
Safety, &
Survivors

Referral Document
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Table of Contents

Introduction........................................................................................................................................5
  Focus of Our Work ........................................................................................................................8
  Language........................................................................................................................................9
  Design...........................................................................................................................................10
  Vision Statement............................................................................................................................10
  Mission Statement..........................................................................................................................11
  Member Agencies..........................................................................................................................12

Why we are Implementing a Warm Referral Process.................................................................14

Definition and Benefits of a Warm Referral..................................................................................15

Part 1: Steps for Creating a Warm Referral Process.................................................................16

Part 2: Staff Contacts When Issues Arise..................................................................................21

Part 3: Materials for BARCC........................................................................................................23
  Section 1: Information for BARCC’s Intake Staff .................................................................23
  Section 2: Information for BARCC’s Referring Staff.........................................................27
  Section 3: Handout for Clients Being Referred to BCIL ..................................................31
Part 4: Materials for BCIL

Section 1: Information for BCIL’s I&R Staff
Section 2: Information for BCIL’s Referring Staff
Section 3: Handout for Consumers Being Referred to BARCC

Part 5: Evaluation Questionnaire
Introduction

“To recognize that we move against a common enemy does not mean that we beat the same drum or play the same tune. It means that we are committed to a future.”
—Audre Lorde

The MASS Collaboration is a collaboration between:
- Boston Area Rape Crisis Center (BARCC)
- Boston Center for Independent Living (BCIL)
- Massachusetts Bay Transportation Authority (MBTA)
- MBTA Transit Police

The goal of our collaboration is to create sustainable systemic change within and between our organizations, so that survivors/victims of sexual violence with disabilities in the Boston area have access to quality services that promote safety, empowerment and healing.

Research has shown that the rate of sexual violence against people with disabilities is very high. A recent national study showed that persons with a disability of any kind have an age-adjusted rate of rape or sexual assault that was more than twice the rate for persons without a disability (National Crime Victimization Survey, 2007). The 2010 Massachusetts Behavior Risk Factor Surveillance System also found that adults with a disability were more than twice as likely to experience sexual violence as adults without a disability (Massachusetts Department of Public Health, 2011).
Survivors/victims with disabilities experience many barriers to disclosing, reporting and obtaining services. This includes fear of not being believed and/or being judged, fear of retaliation, fear of losing basic needs such as personal care or transportation, inaccessible services, and fear of discrimination by service providers and systems.

We believe that our project brings together an unconventional set of collaborators to create systemic change. In addition to the more obvious access and service issues that exist at a rape crisis center and an independent living center for survivors/victims with disabilities, we recognize that there are unique risk factors specific to using the transit system. Boston's public transportation system, with its own Transit Police force, is widely used by people with disabilities and this creates exciting possibilities for impacting broad change.

We are committed to gaining a greater understanding about the barriers that survivors/victims with disabilities encounter. We are also committed to building on our existing strengths to address resource gaps and improve our responses and services.
Focus of Our Work

It is important to us that the focus of our work be consistent with our value of “nothing about us without us” (see Values on pages 22 to 26). Based on the scope and expertise of the participating organizations who have a voice at the table, our collaboration has decided to focus our work on people with disabilities who have experienced sexual violence.
Language
We value the dignity of all people and recognize each individual as a unique person. To reflect this belief, we commit to using people first language. For example, using people first language use is writing “person with a disability” rather than “disabled person.”

Our collaboration also recognizes that people who experience sexual violence each have their own ways of identifying themselves and we are committed to respecting the preferences of each individual. For the purpose of the Charter, we decided to be inclusive of the language used by participating organizations. Therefore, we will use the term survivor/victim when talking about people who experience sexual violence.

The member organizations of our collaboration use site-specific language for the people they work with. In materials made specifically for one of these organizations, their own language is used. For example, for BARCC “client” is used and for BCIL “consumer” is used.
Design

In our attempt to create a document that is as accessible as possible to a range of visual needs, including to those who are visual learners, we have decided to:

- Use Arial font;
- Use, at minimum, 16 point font for the body of the text;
- Use spacing of at least 25 percent of font size¹;
- Use Microsoft Word heading styles;
- Include tables, diagrams, and other visual depictions;
- Explain all tables, diagrams and other visual depictions in text to be accessible to screen readers;
- Offer this document in alternative formats including Braille and audio. To request this document in alternative formats contact Shelley Yen-Ewert at 617-649-1287 or syenewert@barcc.org.
Vision Statement
The MASS Collaboration envisions Boston as a city in which the culture within and between victim services, criminal justice, transportation, and disability advocacy and service systems promote the healing, empowerment, and safety of people with disabilities who have experienced sexual violence. Survivors/victims with disabilities will receive equal, responsive, safe, barrier-free services from compassionate professionals, staff, and volunteers who are knowledgeable about and comfortable with supporting survivors/victims with disabilities.
Mission Statement

The mission of the MASS Collaboration is to change the culture within and between all collaborating systems to enhance services to promote healing, empowerment and safety for people with disabilities who have experienced sexual violence. We will accomplish this by incorporating the voices and needs of survivors/victims with disabilities to:

- Build formal and informal connections between our systems;
- Increase the knowledge, skills and confidence of professionals, staff, and volunteers;
- Enhance and develop policies and protocols based on best practices and current research about serving survivors/victims with disabilities in order to increase access to safe, responsive services.
Member Agencies

Boston Area Rape Crisis Center (BARCC)
The mission of the Boston Area Rape Crisis Center (BARCC) is to end sexual violence through healing and social change. BARCC offers free, comprehensive care to survivors of sexual violence and their families, and community awareness and prevention services. More information on BARCC can be found at www.barcc.org.

Boston Center for Independent Living (BCIL)
BCIL's mission is to improve the lives of people with disabilities by providing services and advocating for consumer rights. Services include a personal care attendant (PCA) program, peer mentoring, advocacy work, and information and referral. More information on BCIL can be found at www.bostoncil.org.

Massachusetts Bay Transportation Authority (MBTA)
The MBTA consists of a network of fixed-route buses, subways, commuter rail trains and commuter ferries, as well as an extensive paratransit service. More information on the MBTA can be found at www.mbta.com.
MBTA’S Department of System-Wide Accessibility and Office of Transportation Access—THE RIDE
The MBTA's Department of System-Wide Accessibility (SWA) works with all other MBTA departments to execute the T’s mission of becoming the global benchmark for accessible public transportation.

MBTA Transit Police
The MBTA Transit Police's primary function is to protect the lives and safety of MBTA patrons, MBTA employees, and the public. Officers respond to and investigate possible criminal activity that occurs on the MBTA. More information about the MBTA Transit Police Department can be found at www.mbta.com/transitpolice
Why We are Implementing a Warm Referral Process

Our collaboration’s 2013 needs assessment revealed that survivors with disabilities experience significant barriers to disclosing, reporting, and obtaining services. Concern about service providers’ knowledge of sexual violence and trauma can prevent survivor/victims from seeking services. Rather than reaching out, respondents expressed worry that they will be judged or not believed. Similarly, people with disabilities reported that they often assume services are inaccessible unless accessibility is specifically communicated. For example, respondents had questions about the accessibility of BARCC’s offices and services, and whether or not staff has experience working with people with disabilities.

To address these needs we developed a warm referral process between BCIL and BARCC to convey the partnership between our agencies and address the questions and concerns of survivors with disabilities. Our goal is to ensure access and quality of services for survivors with disabilities at both organizations.
Definition and Benefits of a Warm Referral

Definition of a warm referral

BARCC and BCIL’s collective definition of a warm referral is a referral that provides 1) the name or title of a person whom they can directly contact at the agency and 2) more information about the agency to which they are being referred, such as descriptions of services, accessibility, and what questions they will be asked.

Benefits of a warm referral

It is our hope that this connection allows both BCIL and BARCC to help survivors with disabilities access both service providers. A warm referral makes this possible by:

- Increasing understanding and expectations of resources.
- Ensuring that the potential client/consumer is directed to the correct resource.
- Increasing the likelihood that a potential client/consumer will access services.
- Emphasizing that BARCC and BCIL have been working together and learning from each other to make their services more accessible and supportive to survivors with disabilities.
- Connecting staff at each of our organizations.
- Providing staff with information about the partnering agency so that they are able to answer basic questions.
- Establishing communication channels to address potential problems.
**Part 1: Collaboration Process**

**Steps for Creating a Warm Referral Process**

Because of our collaborative process, we had the opportunity to discuss the unique barriers survivors with disabilities face and brainstorm ways in which our agencies could address them. We had conversations to better understand both agencies’ services and organizational processes. Representatives from BARCC and BCIL provided their respective expertise about sexual violence and disability considerations. We used our combined knowledge to establish the following steps in creating a warm referral process:

1. **Determine information to share with clients/consumers and create appropriate client/consumer resources**
   
   We created a handout for BARCC and a handout for BCIL that can be given to clients/consumers to address specific concerns that survivors with disabilities may have when accessing services at our agencies. We hired a graphic designer to help with developing graphics that are accessible and age appropriate for adults. We also asked consumers and staff at each agency to review the form and graphics to ensure that the handouts were useful.

   Based on the needs our consultants expressed, we included the following information in our handouts for survivors with disabilities:

   - Clarification of each organization’s services
   - Who each organization serves
   - Accessible transportation options
   - Steps of each organization’s intake process
● Contact information for the agency
● Detailed information about BARCC’s building accessibility
● Information about BCIL staff being trained on sexual violence
● Connection between BCIL and BARCC

2. Discuss concerns and questions staff has about referring to either organization, and create resources for agency staff who are making the referrals.

We expanded on information in the consumer/client handouts to provide referring staff with more details, so that they can better explain the services of the partner agency and answer questions. To ensure that this tool addressed agency-specific needs, we reviewed the handout with referring staff from both organizations.

Some of the additional information we included are:
● Each organization’s intake process
● How staff could best assist clients/consumers through these processes
● Mandated reporting concerns

3. Discuss information needed by agency staff who will be the first point of contact for survivors with disabilities who are referred to the agency and create resources to support these staff in creating a welcoming response.

We identified the intake staff. At BARCC, this was determined to be the Bilingual Client Services Coordinator; at BCIL, Information and Referral staff members were identified. We discussed the information that intake staff would need in order to be able to
create a welcoming first interaction, including context about
disability, sexual violence and trauma. Intake staff reviewed these
materials to ensure that these materials are clear and useful to
them.

Some considerations we addressed are as follows:

- Reactions of someone experiencing trauma, such as difficulty
  with memory and making decisions.
- Trauma-informed considerations, such as offering and
  explaining options and allowing the survivor to make
decisions.
- Information about disability humility, such as speaking to
  people with disabilities in a normal voice, presuming
  competence, and being open to learning from them.
- Specific accommodation information.

4. Orient staff within and between agencies

Representatives from each organization met with staff and shared
the materials and processes developed with referring and intake
staff.

We also used this opportunity to invite staff from both
organizations to meet each other and share information about their
organization’s services. This helped to ensure that staff from each
partner organization were familiar with the organization, its intake
process, and services provided.
5. Establish steps for addressing potential issues

One of the issues raised in our discussions is that our agencies sometimes receive inappropriate referrals. Anticipating that miscommunication or other issues may arise, we took the following steps in determining communication channels to address them:

- Identify one point person at each agency who would communicate with the other agency regarding issues.
- Review this process with point people to ensure understanding of their role
- Outline the flow of communication within each agency in order to get information to the point person.

6. Create evaluation process

We decided to implement an evaluation process to determine what is going well with the referral process and what can be improved. We took the following steps:

1. Choose method of evaluation. Our collaboration decided to create a survey using surveymonkey.com so that it will be anonymous.
2. Identify time of evaluation. Our collaboration decided that we would conduct a survey after six months, unless there have not been enough referrals in that time to collect adequate data. In which case, we decided that we will distribute the survey in one year.
3. Determine to whom the survey will be given. Our collaboration identified direct service staff as survey recipients.

4. Determine who will administer the survey. Our collaboration decided that the Project Coordinator will administer the survey and the survey will be sent out by the agency representatives.

5. Brainstorm questions for the survey.
Part 2: Staff Contacts When Issues Arise

We identified point people for each organization to address potential issues in the referral process. If an issue arises, these people will coordinate internally with relevant staff. We created the following process to address these issues:

**BCIL**
BCIL’s Director of Services, will be the point person. If the Director of Services hears about concerns regarding supervisees they will speak with them directly. For issues regarding Information and Referral staff or PCA staff they will speak with their supervisor, BCIL’s Deputy Director.

If BCIL staff have concerns about the referral process with BARCC they will follow the same process –staff will talk to their supervisor and supervisors will communicate the concern to the Director of Services.

**BARCC**
BARCC’s Director of Programs, will be the point person. For conflicts involving advocacy services the Director of Programs would reach out to the Manager of Systems Advocacy to talk with advocacy staff. For issues involving counseling services, the Director of Programs would contact BARCC’s Manager of Clinical Services, to address the issue with clinical staff.

If BARCC staff has concerns about the referral process with BCIL they will follow the same process –staff will talk to their supervisor and supervisors will communicate the concern to the Director of Programs.
The following is a flowchart to illustrate this process:

**BCIL**

- I&R and PCA Staff
- Deputy Director
- Client Services Staff
- Point Person (Director of Services)

**BARCC**

- Point Person (Director of Programs)
- Manager of Clinical Services
- Clinical Staff
- Manager of System Advocacy
- Advocacy Staff
Considerations for BARCC Staff When Receiving a Referral from BCIL

As the first person at BARCC whom the survivor will be talking with, your response is critical. By creating a welcoming environment to survivors with disabilities you will help them feel more comfortable obtaining services at BARCC. Having some context around the barriers specific to people with disabilities may be helpful to providing the most empowering service.

Ableism
Important aspects of our lives like housing, transportation and services are created primarily for people without disabilities. This means that they are not always fully accessible and inclusive to people with disabilities. In addition, people with disabilities often have assumptions made about them (e.g. they are always unhappy because of their disability, they are not competent) and face discrimination. This creates barriers to seeking help such as:

- Concern that if they tell someone about abuse, they will lose their independence
- Uncertainty that services will be accessible and inclusive
- Fear of being discriminated against (e.g. denied services because of disability)

In addition, for survivors with disabilities, they may experience disbelief or blame regarding their sexual assault because of their disability.
Understanding these barriers can help BARCC staff better understand the concerns that survivors with disabilities may have when reaching out for services at BARCC.

**Disability Humility**
Disability humility is an important part of providing empowering services to survivors with disabilities. Disability humility means listening to a person with a disability, assuming competency, and being open to learn from them. The most important and simple point to remember is that consumers from BCIL should be treated like any other client.

**Accommodations**
During the needs assessment that the MASS Collaboration conducted in 2013, people with disabilities said that it’s helpful when agencies directly ask if accommodations are needed. A person’s disability may be evident or invisible, and thus BARCC staff should not make any assumptions about what needs a person may have. Have a conversation with the potential client about what BARCC can do to be most accessible for them.

Below are some considerations discussed in our collaboration meetings that may help to ensure a potential client’s access to empowering, disability-informed services. Refer to BARCC policies on Universal Screening for Accommodations and Obtaining Accommodations for more details.
Asking about Accommodations

- It may be helpful to explain what you mean by ‘accommodations.’ For example, another way of asking about accommodations could be: “Are there things we could do to make getting BARCC services easier?”
- When asking if someone needs accommodations, be sure to provide a range of examples, such as having information written down to help with memory or dim lighting for sensory disabilities.

Communication

- For a person with an intellectual or developmental disability, it may be helpful to repeat important information or ask the individual to repeat back what they heard in their own words to ensure understanding.
- It may also be helpful for staff to know in advance if the survivor uses specific communication devices, such as a spelling/communication board, picture board, etc.
  - Ask “Is there anything you use or need that helps you talk, read or remember things?”
Time Considerations

- Additional time may be needed for an intake. If someone asks for this accommodation, be sure to indicate this on their request for services form.
- Be specific about appointment lengths. This is helpful with coordinating transportation needs or other needs.
- Consumers who rely on the RIDE may be early or late. Flexibility around this may be important.

Mandated Reporting

- Situations that would flag mandated reporting concerns are those in which a person with a disability:
  - Requires someone for assistance with daily living
  - And is being abused by a caretaker
- If something the client says indicates that this may be the case, follow BARCC’s Mandated Policy and Protocols.
  - Always include that we would have a conversation before filing any report
  - If a client has concerns or questions about mandated reporting, they have the option of speaking with a staff attorney before disclosing information.
    - In these cases, fill out a request for legal advocacy before any other services.
Section 2: Information for BARCC’s Referring Staff

Basics about the Boston Center for Independent Living

What is BCIL?
The Boston Center for Independent Living is a frontline civil rights organization led by people with disabilities that advocates to eliminate discrimination and segregation by providing advocacy, information and referral, peer support, skills training, PCA services, and transitional services to enhance the independence of people with disabilities.

BCIL provides free services to all who identify as having a disability. We speak English, Spanish, French, Portuguese, Mandarin, Arabic, Cape Verdean Creole, Russian, Luganda, Swahili, Lusoga, Lunyarwawda, and American Sign Language. Other languages are accommodated through Language Line.

BCIL staff maintain consumer confidentiality, but are mandated reporters. Accommodations will be provided upon request.

What services does BCIL provide?
- **Information and Referral**
  You can call Information and Referral (I & R) to assist you with disability-specific information and resource, and to get connected to BCIL services.

- **Peer Mentoring**
  The majority of Direct Service staff at BCIL identify as people with disabilities. They can share what they’ve learned from their experiences to support you with independent living.
Skills Training
BCIL staff can help you learn skills to work towards your independent living goals or access additional services. Skills training can include how to ask for reasonable accommodations, interview for jobs, and fill out a housing application.

Individual Advocacy
BCIL staff can provide additional support by reaching out to other service providers to help you find more support. BCIL can provide advocacy around a range of issues including acquiring accommodations, accessing services, and assistance with non-attorney SSI/SSDI appeals process. BCIL staff are not attorneys, but are knowledgeable about disability rights.

Personal Care Attendant Program
If you are eligible for MASS Health’s Personal Care Attendant (PCA) program, BCIL can provide information and support to you as you hire, train and supervise PCAs. PCAs help you with activities of daily living such as dressing, eating, bathing, and assistance with medications.

Youth Services
BCIL youth staff work with consumers 22 years old and younger. Two programs dedicated to helping youth transition to adulthood include the:

- **Transition Internship Program**
  The Transition Internship Program (TIP) is for high school students. You can apply and interview to become a TIP intern. TIP matches you with organizations that you can intern at and pays you for your work.
• **Transition to Adulthood Program**
  The Transition to Adulthood Program (TAP) is for high school students who are 14-22 years old. The focus of the program is to help you transition to adulthood. If you’re eligible, TAP staff can help you apply for college, request accommodations, and can answer questions ranging from job applications to online dating.

If a consumer’s needs are outside of the expertise of BCIL services, the consumer will be referred to alternate resources and organizations for service.

**Who should call BCIL?**
To ensure confidentiality, BCIL asks that the potential consumer call themselves to request services. BCIL is flexible with this policy, and exceptions are based on individual client needs.

**How can a client contact BCIL?**
- Call BCIL’s main number (**617-338-6665**) and ask to speak to an Information and Referral Specialist.
- If you leave a message, you will receive a call back within 2 days.
- All callers will be asked some personal and demographic information. Information and Referral will also explore the caller’s needs. Questions could include current living situation, identified disability, specific independent living goals, and time sensitive information (upcoming eviction, IEP, etc.)
What happens next?
After the initial intake, an advocate will be assigned. The consumer will be contacted by phone to get more general information and schedule the intake appointment.

Where is BCIL located?
The Boston Center for Independent Living is in Downtown Crossing and is located at the corner of Temple Place and Washington Street across from Macy’s. Our office is fully accessible and located at:

60 Temple Place, 5th Floor
Boston, MA 02111

● Getting to BCIL by the T:
Take the Red or Orange Line to Downtown Crossing. Exits to the streets are located at Washington and Summer Street. (There is an exit on Temple Street, but it is not monitored nor wheelchair accessible.) Walk west toward Macy’s on Washington Street or one block to Temple Place. 60 will be the first building on your right.

● Getting to BCIL by bus:
Take the Silver line (SL5) to Temple Place. The Silver line off-loads right in front of 60 Temple Place.

Where can I get more information?
To learn more about BCIL, please visit our website at www.BostonCIL.org.
Section 3: Handout for Clients Being Referred to BCIL

The following handout starting on the next page provides basic information to BARCC clients who are being referred to BCIL for services. Referring staff should go over the information and provide clients with a copy of this handout.
About the Boston Center for Independent Living (BCIL)

What is BCIL?
The Boston Center for Independent Living is a civil rights organization led by people with disabilities. BCIL advocates to eliminate discrimination and to help people with disabilities gain independence.

BCIL provides free services to all who identify as having a disability. We speak English, Spanish, French, Portuguese, Mandarin, Arabic, Cape Verdean Creole, Russian, Luganda, Swahili, Lusoga, Lunyarwawda, and American Sign Language. Other languages are accommodated through the Language Line.

How are BARCC and BCIL connected?
Since 2011, BCIL and BARCC have worked together to make sure BCIL knows more about how to work with people who have experienced sexual violence.

What services does BCIL provide?

**Information and Referral**
- Someone will talk to you over the phone about disability-related resources and can connect you to BCIL services.

**Peer Mentoring**
- Talk to Direct Service staff at BCIL. Many staff members identify as people with disabilities.
- Learn from the Direct Service staff's personal experiences.
Skills Training
Meet with Skills Trainers to access more services and learn skills like:
- How to ask for reasonable accommodations
- How to interview for jobs
- How to fill out a housing application

Individual Advocacy
You can speak with an Individual Advocate (correct term?) to get support related to:
- Acquiring accommodations
- Accessing services
- Assistance with non-attorney SSI/SSDI appeals process
- Individual Advocates can go places with you and speak on your behalf when you need that support.

Personal Care Attendant Program
- BCIL can give you more information about MASS Health’s Personal Care Attendant (PCA) program.
- BCIL can also support you as you hire, train, and supervise your PCAs.
- PCAs help you in your home and community with activities of daily living such as:
  - Dressing
  - Bathing
  - Eating
  - Taking medications

Youth Services (ages 14-22)
- Youth Services prepare young adults for life after high school.
- Youth Services help young adults make a smooth transition from youth to adult services.

How can I contact BCIL?
1. Call BCIL at 617-338-6665. Ask for Information and Referral (I&R).
2. An I & R specialist will conduct an initial intake. They will ask about your disability, your needs, and demographic information.
3. I & R will make a referral to the appropriate department.
4. An advocate or skills trainer will contact you. If you leave a voicemail, someone will call you back within 2 days.

**Where is BCIL located?**

Our fully accessible office is located at 60 Temple Place, 5th Floor, Boston, MA 02111

**Getting to BCIL by Subway**

Take the Red or Orange Line to Downtown Crossing. Exits to the streets are located at Washington and Summer Street. (There is an exit on Temple Street, but it is not monitored or wheelchair accessible.) Walk west on Washington Street, towards Macy’s, for one block until you reach Temple Place.

**Getting to BCIL by bus:**

Take the Silver line (SL5) to Temple Place. The Silver line stops in front of 60 Temple Place.

**How can I get more information?**

Visit our website at www.BostonCIL.org
Section 1: Information for BCIL’s Information and Referral Staff

As the first person at BCIL whom the survivor will be talking with, your response is critical. By creating a welcoming environment to survivors with disabilities you will help them feel more comfortable obtaining services at BCIL. Having some context around the barriers specific to people with disabilities who have experienced sexual violence may be helpful to providing the most empowering service.

**Impact of Trauma**

Having context around how trauma could be impacting potential consumers may be helpful to provide the most trauma-informed services. Someone with a history of trauma can often feel absorbed in a state of shock, which can lead to memory difficulties. Tolerance for anxiety also decreases, and an individual may be having too many thoughts at once, which is caused by being put in a state of overdrive. **The following are examples of effects of trauma a potential consumer may be experiencing:**

- Difficulty remembering
- Difficulty making decisions
- Confusion and attention difficulties
- Time distortions
**Attitudes about Sexual Violence**

Because of attitudes about sexual violence reflected in our society - through media, communities etc - and personal experiences survivors of sexual violence often hesitate to disclose because they fear they will not be believed and/or they will be blamed. Society too often puts the responsibility of safety on survivors instead of on the people who offend (e.g. Why were you drinking? Why were you wearing that outfit?).

Sometimes survivors of sexual violence are also find themselves pressured to make certain decisions (such as reporting to police or getting counseling before they are ready). Although the intent may be out of concern for the survivor, this is disempowering. Survivors have their control taken away from them in the assault. Their decisions were not respected. Therefore part of healing is giving choice and control back to the survivor.

**Empowering Survivors**

Empowerment is important for survivors. The following considerations may help to ensure a potential consumer’s access to empowering, trauma-informed services:

- Offer and explain options
- Be respectful of an individual’s decisions
- Use non-directive language (Example: Asking “What do you think may help you feel safer?” rather than “You should seek services at BARCC.”)
- Letting people know that they do not have to share their whole story to receive help
• Providing a closed, private space when meeting with a client
• Point out the survivor’s strengths

**Mandated Reporting Concerns**

• Situations that would flag mandated reporting concerns are those in which a person with a disability:
  o Requires someone for assistance with daily living
  o And is being abused by a caretaker

• If something the caller says indicates that this may be the case, follow BCIL’s procedures for explaining mandated reporting and the potential need to break confidentiality.
Section 2: Information for BCIL’s Referring Staff

Basics of a Referral to the Boston Area Rape Crisis Center

What does BARCC do?
The Boston Area Rape Crisis Center (BARCC) assists thousands of sexual violence survivors and their families, friends and communities each year, regardless of sex, gender identity, race, ability, income, ethnicity, class, religion, or sexual orientation. We provide services in English and Spanish, with other languages available upon request. We serve all survivors ages 12 and up regardless of when the assault(s) took place. We also provide services to family, friends, significant others, and professionals.

All our services are confidential* and free. No insurance is needed. *BARCC’s staff, interns, and volunteers are mandated reporters.

What services does BARCC provide?

**24-Hour Hotline: 800.841.8371**
BARCC’s hotline can support you anytime in the healing process and help you understand your options.

**Counseling**
BARCC offers: Short-term individual, couples, family, and group counseling for survivors, friends, and family.
Medical Advocacy
Medical advocates provide in-person, compassionate and knowledgeable support to survivors and their families and significant others in hospital emergency departments 24 hours/day.

Legal Advocacy
Legal Advocates can help you understand your legal options including: reporting to the police, the criminal justice system, school and employment policies, and more.

Case Management
Case Managers can work to connect survivors with resources that can help survivors with their unique needs, including housing, finances, and more.

While BARCC makes every effort to work with all clients, there are times when a client’s needs are outside the scope of BARCC’s services. If BARCC is not the most appropriate/helpful service for a client, BARCC will provide an appropriate referral whenever possible.

Who should call BARCC?
BARCC asks that if possible the consumer calls themselves to request services. This is to ensure confidentiality. (BARCC is flexible with this policy; exceptions are possible based on individual client needs).

How can a consumer contact BARCC?
Consumers can call 617.492.8306 and ask to speak to the Bilingual Client Services Coordinator to complete a request for services form for counseling, legal advocacy, or case management. Please
encourage the consumer to let the Bilingual Client Services Coordinator know if any accommodations are needed. If they are comfortable, please also ask them to tell them that they are calling from BCIL.
What happens next?
Clients are typically contacted within 2 business days of the request to schedule an intake. Each department has a separate intake. A person requesting multiple services should expect multiple phone calls (one for each service requested). Case Management and Legal Advocacy clients will complete intake over the phone. Counseling intakes are done in person. BARCC’s Bilingual Client Services Coordinator will schedule all in-person counseling intakes.

Where is BARCC located?

**Boston Office**
This **fully accessible office** is located at 989 Commonwealth Avenue, Boston 02215

**Getting to BARCC by the T:**
**Subway:** Take the Green Line (B) to Babcock St.
**Bus (accessible for mobility devices):** Take the Green Line to Kenmore Station. From there, take Bus 57. Get off at Commonwealth Ave and Babcock Street stop.

**Cambridge Office**
99 Bishop Allen Drive, Cambridge

The Cambridge Office has a ramp and small elevator. Elevator dimensions are on the following page.
Getting to BARCC’s Cambridge office by public transportation:

**Bus:** The following buses stop in Central Square: 1, CT1, 47, 64, 70/70A, 83, 91.

**Subway:** Take the Red Line to Central Square. The Central Square station has an elevator. Locate the TD Bank on Mass Ave. The street next to the TD Bank is Essex St. Walk one block down Essex Street to Bishop Allen Drive. Our building is on the corner.

**Where can I get more information?**
For more information about sexual violence, supporting a survivor, and BARCC’s services, please visit our website at [www.barcc.org](http://www.barcc.org).
Section 3: Handout for Consumers Being Referred to BARCC

The following handout starting on the next page provides basic information to BCIL consumer who are being referred to BARCC for services. Referring staff should go over the information and provide consumers with a copy of this handout.
About the Boston Area Rape Crisis Center

What does BARCC do?
BARCC serves all sexual violence survivors and significant others ages 12 and up regardless of when the assault(s) took place and regardless of gender identity, race, ability, ethnicity, class, religion, or sexual orientation. We provide services in English and Spanish, with other languages available upon request. All services are free and confidential. No insurance is needed.

How are BARCC and BCIL connected?
Since 2011, BCIL and BARCC have worked together to make BARCC’s services more supportive and accessible to survivors of sexual violence with disabilities.

What services does BARCC provide?

**Hotline**
- Call our 24-Hour Hotline at 800.841.8371
- A hotline counselor will call you back and:
  - support you in the healing process
  - help you understand your options

**Counseling**
- Meet with a counselor to talk about what happened and heal.
- BARCC offers short-term counseling for:
  - You
  - You and your partner or your family
  - Groups of survivors
Medical Advocacy
- A medical advocate can meet you when you go to the hospital for sexual assault.
- Medical advocates provide support to you and anyone else who comes to the hospital with you.

Legal Advocacy
- Talk to a legal advocate in person or on the phone to understand your legal options including:
  - Reporting to the police
  - The criminal justice system
  - Employment policies, and more

Case Management
- Talk to a case manager to get connected to resources that help with your unique needs including:
  - Housing
  - Finances
  - Employment, and more

How can I schedule an appointment at BARCC?
Please call 617.492.8306 and ask for the Bilingual Client Services Coordinator. They will talk with you about any accommodation needs. If you are comfortable, please also tell the Client Services Coordinator that you are calling from BCIL.
Where is BARCC located?

**Boston Office**
This fully accessible office is located at 989 Commonwealth Avenue, Boston 02215

**Getting to BARCC by the T:**
*Subway:* Take the Green Line (B) to Babcock St.
*Bus (accessible for mobility devices):* Take the Green Line to Kenmore Station. From there, take Bus 57. Get off at Commonwealth Ave and Babcock Street stop.

**Cambridge Office** (This office has limitations in accessibility due to the small size of the elevator. You can get dimensions from BARCC’s website or from BARCC or BCIL staff.)

Located at 99 Bishop Allen Drive, Cambridge 02139

**Getting to BARCC by the T:**
*Subway:* Take the Red Line to Central Square.
*Bus:* The following buses stop in Central: 1, CT1, 47, 64, 70/70A, 83, 91. Take the bus to Central Square.
From Central Square: Find the TD Bank on Mass Ave. The street next to TD Bank is Essex St. Walk one block down Essex St. to Bishop Allen Dr. Our building is on the corner.

**Where can I get more information?**
For more information about sexual violence and BARCC’s services, including accessibility of BARCC services please visit our website at [www.barcc.org](http://www.barcc.org).
Part 5: Evaluation

We will implement an evaluation process to determine what is going well with the referral process and what can be improved.

We decided to send out a survey (see questions below) using surveymonkey.com, so that responses could be anonymous. We will take the following logistics:

- The Special Projects Coordinator will create the surveys and send the survey links to the representatives of BARCC and BCIL to send to staff. The Special Projects Coordinator will collect the feedback and report back to the collaboration.
- Surveys will be conducted six months after staff are oriented to the referral process. If there have been no or minimal referrals during this time, we will send the survey out again in another six months.
Evaluation Questionnaire

1. Is it clear when to make a referral to BARCC/BCIL?
   - Yes
   - No
   If no, what was unclear?

2. How comfortable do you feel helping a client/consumer contact BCIL/BARCC?
   - Very comfortable
   - Comfortable
   - Neutral
   - Not comfortable
   - Not at all comfortable

   What materials or information would help you feel more comfortable?

3. How confident are you that BARCC’s services are accessible/BCIL’s services are trauma-informed, based on the provided materials?
   - Very confident
   - Confident
   - Neutral
   - Not confident
   - Not at all confident

4. Have you made a referral to BARCC/BCIL?
   - Yes
   - No
5. If yes to #4: In the referral, how confident was your consumer/client that BARCC’s services are accessible/BCIL’s services are trauma-informed, based on the provided materials?
   o Very confident
   o Confident
   o Neutral
   o Not confident
   o Not at all confident
   o Don’t know

6. If yes to #4: Did the referral process make it easier for the client/consumer to access services at the other organization?
   o Yes
   o No
   o I don’t know

7. If yes to #4: Did your client seek services at BARCC/BCIL after you made the referral?
   o Yes
   o No
   o I don’t know

8. If you encounter an issue during the referral process, do you know who to contact for help?
   o Yes
   o Sometimes – more often than not
   o Sometimes – less often than not
   o No

   If you have made a referral and had an issue, what was the issue?
9. Which were the top three information/handouts that was the most helpful to you?
   o Handouts to give to clients/consumers
   o Direct contact information
   o Information about the intake process of BARCC/BCIL
   o Context about ableism/Context about sexual violence
   o Accommodation/accessibility info
   o Other (Specify)

10. Are there materials/resources that were not provided that would have been helpful to have when making a referral?
    o Yes
    o No
    If yes, please list or describe materials that would be helpful:

11. Are there materials/resources that were not provided that would have been helpful to have when receiving a referral?
    o Yes
    o No
    If yes, please list or describe materials that would be helpful:

12. Were you satisfied with the way information on the referral process and on BARCC/BCIL was given to you?
    o Yes
    o No
    Comments:

13. Additional feedback.