



Triumph Omaha

WORKING TO END VIOLENCE IN OMAHA

Needs Assessment Plan

Omaha, Nebraska



The purpose of the needs assessment plan is to provide practical information that will help improve services for survivors of domestic violence who have a severe and persistent mental health disorder and/or substance disorder. This project was supported by Grant No. 2015-FW-AX-K010 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women

Table of Contents

Introduction.....	4
Purpose of the Needs Assessment	5
Goals of the Needs Assessment.....	5
Methods and Information Sources.....	6
Existing Data	6
New Data.....	13
Listening Sessions	13
Recruitment Plan.....	19
Methods of Recruitment	19
Recruitment Process	20
Recruitment Tools	20
<i>RSVP Form</i>	20
<i>Frequently Asked Questions Sheet</i>	21
<i>Meeting Reminder Cards</i>	21
Recruitment Training	21
Consent Process	22
Confidentiality	22
Mandatory Reporting	24
Accessibility Considerations	24
Safety Considerations	25
Work Plan	27
Appendix A1	28
<i>Survivors of Domestic Violence Recruitment Script</i>	28
Appendix A2.....	30
<i>People with Disabilities Recruitment Script</i>	30
Appendix B1	32
<i>Survivors of Domestic Violence RSVP Form</i>	32
Appendix B2.....	33
<i>People with Disabilities RSVP Form</i>	33
Appendix C: Meeting Reminder Cards	34
Appendix D: Frequently Asked Questions.....	35
Appendix E1	37

Survivors of Domestic Violence Facilitator Script..... 37
Appendix E2..... 40
People with Disabilities Facilitator Script..... 40

Introduction

The Triumph Omaha collaboration was established in order to create a well-coordinated systems approach to serving domestic violence victims with co-occurring behavioral health needs, specifically those with severe and persistent mental illness (SPMI) and/or a substance use disorder (SUD). The individuals of whom the work of the collaboration is focused upon are located in Omaha, Nebraska. The Triumph Omaha partnership includes two agencies: The Women's Center for Advancement and Community Alliance. Each organization provides a unique perspective to the collaboration. The Women's Center for Advancement provides insight into the epidemic of domestic violence. Community Alliance brings expertise in the area of severe and persistent mental illness. Both agencies involved in this partnership believe that collaboration is key in addressing the needs of survivors of domestic violence who have a SPMI and/or SUD.

In 2016, Triumph Omaha formed a collaboration charter, which outlines the agreements, goals, background, and mission of the collaboration. In addition, we have created a focus memo, which illustrates the collaboration's focus on survivors of domestic violence who experienced severe and persistent mental health issues and/or substance use concerns. Next, we will be conducting a needs assessment, which is the focus of this document. The purpose of the needs assessment plan is to provide practical information that will help improve services for survivors of domestic violence who have a severe and persistent mental health disorder and/or substance disorder. The findings of the needs assessment will be used to create a strategic plan to create sustainable change in each of the organizations represented in the collaboration.

Triumph Omaha meets regularly and is dedicated to providing exceptional services to survivors of domestic violence with co-occurring behavioral health needs. We envision that all individuals who are survivors of domestic violence and experience severe and persistent mental health issues and/or substance use concerns will be able to easily access our services and receive an intentional, well-planned response, which promotes safety and self-determination.

The mission of the collaboration is to create a system of person-centered, coordinated care for individuals who access mental health, substance use and domestic violence services. We understand that each individual served has diverse strengths and needs and commit to empower and advocate for survivors while taking into consideration their trauma. We hope to bridge the gap in services for domestic violence survivors with severe and persistent mental health and/or substance use issues by:

- Developing appropriate domestic violence screening processes.
- Creating formalized, collaborative procedures when serving individuals with an SPMI and/or SUD.
- Increasing training and creating awareness of the link between mental health disorders, substance use, and domestic violence.
- Aiding in the elimination of stigma and discrimination associated with survivors of domestic violence who have mental health and/or substance use issues.

The work of Triumph Omaha is funded through a grant from the Department of Justice, Office on Violence Against Women (OVW) (Award #: 2015-FW-AX-K010).

Purpose of the Needs Assessment

The overarching purpose of the needs assessment plan is to provide practical information that will help improve services for survivors of domestic violence who have a severe and persistent mental health disorder and/or substance disorder. The results of the needs assessment will help advise the collaboration on the correct paths to take for implementation activities. Finally, these findings may increase buy-in and support for the collaboration's work.

Goals of the Needs Assessment

Triumph Omaha has several goals for the needs assessment. We hope to gather necessary information that can be used to transform the services provided by the Women's Center for Advancement and Community Alliance to survivors of domestic violence with co-occurring behavioral health concerns. The following are some of the primary goals Triumph Omaha has for the needs assessment:

1. Identify current organizational structures, barriers, and gaps with regard to policies, procedures, protocols, screening processes, and practices at the Women’s Center for Advancement and Community Alliance that address how to respond to, serve, and support survivors of domestic violence with a severe and persistent mental illness and/or substance use disorder.
2. Identify what supports and/or limits exist in each organization’s culture to respond to and address staff’s ability to provide safe, accessible, and responsive service delivery systems for survivors of domestic violence with a severe and persistent mental illness and/or substance use disorder.
3. Identify positive existing policies, procedures, protocols, screening tools, and practices in each organization, as well as any barriers that may exist that affect accessibility, safety, and the ability of each agency to respond to an acute crisis.
4. Identify primary training needs for staff at each agency in the collaboration.
5. Identify what support and resources the collaboration will need to continue collaborative efforts after the grant project ends.

Methods and Information Sources

Existing Data

The performance indicators are an assessment tool which represent service standards for survivors with disabilities. They measure the amount of progress being made toward a certain objective. Two of the main components being measured in the indicators are commitment and capacity. Data for this assessment is pulled agency documents and observations, as well as staff interview questions. Scores are electronically generated and based on the percent of measures met. Triumph Omaha conducted the indicators in April and October of 2016. They will be conducted every six months until the end of the grant project.

Women’s Center for Advancement Indicators

Non-Residential Domestic Violence Agency Indicator Scores at a Glance

COMPONENT A: COMMITMENT: Agency demonstrates willingness and determination to address domestic violence against people with disabilities and Deaf people.

THEME 1: Responsibility—Agency recognizes duty to serve survivors of domestic violence with disabilities and Deaf survivors.

Indicator Name	Percent Achieved April 2016	Percent Achieved October 2016
1.1 Recognizes Violence Against People with Disabilities as a Priority	25.00%	25.00%
1.2 Promotes Accessibility	0.00%	0.00%
1.3 Raises Funds	25.00%	50.00%
1.4 Includes in Budget	75.00%	75.00%
1.5 Collects Data	75.00%	75.00%
1.6 Uses Data	0.00%	0.00%
Total Percent Achieved	33.333%	37.50%

THEME 2: Partnerships—Agency works closely with relevant organizations to enhance its ability to meet the needs of survivors of domestic violence who have disabilities and Deaf survivors.

Indicator Name	Percent Achieved April 2016	Percent Achieved October 2016
2.1 Collaborates with Disability Organization	75.00%	75.00%
2.2 Builds Relationships with Deaf Community	25.00%	25.00%
2.3 Collaborates with Interpreter Agency	0.00%	0.00%
2.4 Includes People with Disabilities	0.00%	0.00%
2.5 Participates in Multi-Disciplinary Collaboration	0.00%	100.00%
Total Percent Achieved	20.000%	40.00%

THEME 3: Policies—Agency’s written policies ensure accessible and inclusive services are provided to domestic violence survivors with disabilities and Deaf survivors.

Indicator Name	Percent Achieved April 2016	Percent Achieved October 2016
3.1 Eligibility	25.00%	25.00%
3.2 Accommodations	0.00%	0.00%
3.3 Full Participation	0.00%	0.00%
3.4 Service Animals	0.00%	75.00%
Total Percent Achieved	6.250%	25.00%

COMPONENT B: CAPACITY: Agency has knowledge, skills, resources, and programmatic ability necessary to provide domestic violence services to survivors with disabilities and Deaf survivors.

THEME 4: Material Resources—Agency’s physical infrastructure is accessible to survivors with disabilities and Deaf survivors.

Indicator Name	Percent Achieved April 2016	Percent Achieved October 2016
4.1 Accessible Modes of Communication	0.00%	0.00%
4.2 Accessible Location	50.00%	50.00%
4.3 Alternate Formats	0.00%	0.00%
4.4 Inclusive Materials	0.00%	0.00%
4.5 Accessible Transportation	50.00%	50.00%
Total Percent Achieved	20.000%	20.00%

THEME 5: Human Resources—Agency’s employment and staff development practices build staff capacity to address domestic violence against people with disabilities and Deaf individuals.

Indicator Name	Percent Achieved April 2016	Percent Achieved October 2016
5.1 Inclusive Hiring Practices	25.00%	25.00%
5.2 Direct Service Staff Training	0.00%	25.00%

5.3 Practical Learning Opportunities	0.00%	0.00%
5.4 Volunteer Training	0.00%	25.00%
Total Percent Achieved	6.250%	18.75%

THEME 6: Programmatic Resources and Activities—Agency’s programmatic resources and activities account for the unique needs of people with disabilities and Deaf people.

Indicator Name	Percent Achieved April 2016	Percent Achieved October 2016
6.1 Community Outreach & Education	25.00%	25.00%
6.2 Case Management	25.00%	0.00%
6.3 Legal Advocacy	0.00%	0.00%
6.4 Skill Building	25.00%	25.00%
6.5 Crisis Intervention	25.00%	25.00%
Total Percent Achieved	20.000%	15.00%

OVERALL SCORES FOR COMMITMENT AND CAPACITY

Percentages Achieved for Commitment and Capacity

Component Name	Percent Achieved April 2016	Percent Achieved October 2016
Commitment	21.667%	35.000%
Capacity	16.071%	17.857%
Total Percent Achieved	18.966%	26.724%

Community Alliance Indicators

Disability Organization Indicator Scores at a Glance	
COMPONENT A: COMMITMENT: Agency demonstrates willingness and determination to address domestic and sexual violence within the community it serves.	
THEME 1: Responsibility—Agency recognizes its duty to address domestic and sexual violence in the lives of the people it serves.	

Indicator Name	Percent Achieved	Percent Achieved October 2016
1.1 Recognizes Violence Against People with Disabilities as a Priority	25.00%	25.00%
1.2 Assesses for Safety and Responsiveness	0.00%	0.00%
1.3 Raises Funds	50.00%	50.00%
1.4 Includes in Budget	50.00%	50.00%
1.5 Collects Data	0.00%	0.00%
1.6 Uses Data	0.00%	0.00%
Total Percent Achieved	20.833%	20.833%

THEME 2: Partnerships—Agency works closely with relevant organizations to enhance its ability to address domestic and sexual violence in the lives of the people it serves.

Indicator Name	Percent Achieved	Percent Achieved October 2016
2.1 Collaborates with Domestic Violence Agency	100.00%	100.00%
2.2 Collaborates with Rape Crisis Center	0.00%	0.00%
2.3 Collaborates with Law Enforcement	75.00%	75.00%
2.4 Engages Protective Service Agencies	0.00%	0.00%
2.5 Includes People with Disabilities	25.00%	25.00%
2.6 Participates in Multi-Disciplinary Collaboration	100.00%	100.00%
Total Percent Achieved	50.000%	50.000%

THEME 3: Policies—Agency's written policies establish expectations for how the organization addresses domestic and sexual victimization among the people it serves.

Indicator Name	Percent Achieved	Percent Achieved October 2016
3.1 Mandatory Reporting	75.00%	75.00%
3.2 Confidentiality	25.00%	25.00%

3.3 Abuse by Employees	100.00%	100.00%
3.4 Service to Victims and Perpetrators	0.00%	0.00%
3.5 Guardianship	0.00%	0.00%
Total Percent Achieved	40.000%	40.000%
COMPONENT B: CAPACITY: Agency has procedures, knowledge, skills, and resources to respond to domestic and sexual violence in the lives of the people it serves.		
THEME 4: Material Resources—Agency’s physical infrastructure prioritizes safety and supports service users to disclose domestic and sexual violence.		
Indicator Name	Percent Achieved	Percent Achieved October 2016
4.1 Communicates Safe Space	0.00%	0.00%
4.2 Appropriate Disclosure Space	75.00%	75.00%
4.3 Victimization-Oriented Communication Boards	0.00%	0.00%
4.4 Safe & Flexible Transportation	25.00%	25.00%
Total Percent Achieved	25.000%	25.000%
THEME 5: Human Resources—Agency’s employment and staff development practices build capacity to address domestic and sexual victimization among the people it serves.		
Indicator Name	Percent Achieved	Percent Achieved October 2016
5.1 Inclusive Hiring Practices	25.00%	25.00%
5.2 Workplace Domestic Violence and Sexual Harassment Policies	50.00%	50.00%
5.3 Direct Service Staff Training	50.00%	50.00%
5.4 Practical Learning Opportunities	0.00%	0.00%
Total Percent Achieved	31.250%	31.250%
THEME 6: Procedures—Agency has written protocols that guides how its staff members address domestic and sexual violence.		

Indicator Name	Percent Achieved	Percent Achieved October 2016
6.1 Mandatory Reporting Procedures	50.00%	50.00%
6.2 Screening for Domestic and Sexual Violence	0.00%	0.00%
6.3 Immediate Safety Planning	50.00%	50.00%
6.4 Informed Referrals	100.00%	100.00%
6.5 Addressing Abuse by Employees and Volunteers	100.00%	100.00%
6.6 Serving Victims and Perpetrators	0.00%	0.00%
Total Percent Achieved	50.000%	50.000%
OVERALL SCORES FOR COMMITMENT AND CAPACITY		
Percentages Achieved for Commitment and Capacity		
Component Name	Percent Achieved	Percent Achieved October 2016
Commitment	38.235%	38.235%
Capacity	37.500%	37.500%
Total Percent Achieved	37.903%	37.903%

The results of the first two sets of indicators indicate that the Women’s Center for Advancement is working towards enhancing its ability to meet the needs of survivors with behavioral health needs, but still have some areas that need improvement. For instance, findings show that the agency does collaborate with disability organizations when providing services to domestic violence survivors with disabilities, but could work on improving services for individuals who are deaf, specifically. In addition, some of the agency’s written policies have not been revised to include sections on accessibility and accommodations, and most of the material resources offered to clients are not available in alternative formats. Materials could be altered to be more inclusive. Another result of the indicators is that staff training could be improved on the topic of assisting survivors of domestic violence who have a severe and persistent mental illness and/or substance use disorder.

Community Alliance's performance indicators gleaned similar results to those of the Women's Center for Advancement. The organization has done a good job collaborating with other agencies, but could collaborate more with protective service agencies and rape crisis centers. In addition, Community Alliance should form policies on service to victims and perpetrators, guardianship, and screening for domestic violence. The agency does have written protocols regarding informed referrals and addressing abuse by employees and volunteers.

New Data

New data gleaned during the needs assessment will be pulled from the listening sessions. There is also a possibility that there will be individual interviews conducted.

Listening Sessions

Listening sessions will be used as one of the primary ways the collaboration will gain new information for the needs assessment. A listening session, or focus group, is an interactive group discussion in which individuals are asked about their perceptions or ideas on a certain topic. Triumph Omaha will primarily use listening sessions for gathering information from survivors of domestic violence and people with disabilities because we believe that this is the most efficient way to effectively engage larger groups of individuals in a short period of time. We also believe that a listening session setting will help to generate a diverse range of ideas and perspectives. All participants will be given the option of participating in individual interviews if they prefer.

Audience

Domestic Violence Survivors

We will be engaging domestic violence survivors who are clients of the Women's Center for Advancement.

We believe that domestic violence survivors are the experts of their own experience and have the power to represent their own needs and expectations and will be able to tell us how to make the responses and services they receive from staff in our collaborating organizations more welcoming, comfortable, and safe for survivors of domestic violence. Because the strategic plan will ultimately influence the way services and supports are

provided, it is critical that we ask the individuals who will be most impacted by our systems change.

By engaging survivors of domestic violence, we hope to gain information about the following:

1. How organizations can communicate that they are a welcoming and safe place for survivors to disclose or report their experiences of domestic violence;
2. Best practices for serving survivors, and responding to disclosures of domestic violence;
3. The best methods of outreach to alert survivors of services;
4. How to make services more comfortable, safe, and user-friendly for survivors.

People with Disabilities

We will be engaging people with disabilities who access Community Alliance services.

People with disabilities are vital to the needs assessment process. We believe that people with disabilities are the experts of their own experience and have the power to represent their own needs and expectations. As a result, it is imperative to ask them directly what their personal experiences are when receiving services so that we may make our organizations more comfortable, accessible, and disability-aware. Because the strategic plan will ultimately influence the way services and supports are provided, it is imperative that we ask the individuals who will be most impacted by our systems change.

By engaging people with disabilities, we hope to gain information about the following:

1. What makes a service provider accessible and comfortable for people with disabilities;
2. The best methods of outreach to alert people with disabilities about accessible and disability-informed services;
3. The best practices for serving people with disabilities (including staff behavior, knowledge, and skills);

4. What service providers need to know about informed consent and what the best practices are for obtaining informed consent from people with disabilities.

Listening sessions- Women’s Center for Advancement		
<u>Audience Type</u>	<u>Number of Sessions</u>	<u>Number of Potential Participants</u>
Domestic Violence Support Group	1	5-10
Empowerment Group	1	5-10

Listening sessions- Community Alliance		
<u>Audience Type</u>	<u>Number of Listening Sessions</u>	<u>Number of Potential Participants In Each Group</u>
Mixed Group (Community Alliance programs)	2-4	5-10

Listening Session Procedures

Listening sessions and interviews will involve a moderated discussion using open-ended questions, unique for each audience, based on the goals of that particular group. Those conducting listening session and interviews will not be from the same agency as the participants of the group/interview. Each listening session will have a counselor or advocate, note taker, and a facilitator. Interviews will not have a floater or counselor present due to staffing limitations; however, if an interview is taking place at the Women’s Center for Advancement or Community Alliance during regular office hours, the participant may request to see an advocate or counselor. The individual will also be notified of the Women’s Center for Advancement’s 24/7 crisis

hotline. Additionally, a list of local community resources will be available at all listening sessions and interviews, should someone need information on where to obtain support.

At the beginning of each listening session or interview, the following will be explained:

- Passive consent and voluntary participant.
- The purpose of the listening session/interview and that those participating are being called upon as experts to assist us.
- Confidentiality and exceptions to confidentiality.
- The opportunity to speak with a counselor or advocate on site or receive a list of local community resources if a participant would like emotional support during or following the listening session or interview session.

Personal care attendants will not be allowed in the meeting room. In the event that a participant needs his or her personal care attendant, the floater will take him or her to their attendant.

Compensation

During all listening sessions, Triumph Omaha will provide participants with light refreshments at the beginning of the group. The Project Director will make accommodations for any food/drink restrictions and requirements as needed. Individuals will also be told that they can discontinue their participation at any time during the listening session/interview without losing their opportunity to receive refreshments at the beginning of the session.

The decision to forgo the use of VISA giftcards as compensation is due to concern for participants' safety. Part of our focus population consists of individuals with substance use disorders. If we were to issue a VISA gift card to these individuals, when some have severe addiction concerns, we are worried that the funds on the gift cards may be used to obtain substances. Again, this concern only applies to a subset of the participants in our focus groups; however, we hope to always encourage good decisions and decrease the possibility of clients using their money for substances or products that are not life-enhancing.

Roles of Individuals Conducting Listening Sessions

The following is a list of those conducting listening sessions and interviews, and descriptions of each role. All participants filling these roles will participate in a brief training that includes:

- An overview of the grant and the needs assessment process.
- An overview of the role and expectations.
- Training on the specific requirements of the role.
- How to manage special circumstances: safety, confidentiality, reporting requirements, and accommodations.

Facilitator

The facilitator will not be employed at the agency at which the focus group is taking place. The facilitator will:

- Welcome all participants and introduce the other people conducting the meeting.
- Make sure every effort is made to ensure that those attending the group are comfortable.
- Address safety and confidentiality issues using the script created by the collaboration, prior to getting into the pre-created questions and prompts.
- Keep the discussion in-line with the questions and intervene quickly in cases of possible arguments or personal disclosures.
- Ensure that participants understand that they can leave at any time.
- Be responsible for keeping track of the time.

Note Taker

The note taker will take notes at all of the listening sessions and interviews. He or she will be responsible for:

- Objectively taking notes of the discussion.
- Not participating in the discussion and will sit in a part of the room that will be the least distracting for participants.

- Write down what each participant says as accurately as possible. In addition, important quotes by participants should be documented. The note taker may ask that something be repeated by raising his or her hand.
- Not linking any information to a specific participant.
- Ensuring that all written information and notes are kept in a safe and secure place. Information from the listening sessions will be kept in a secured file drawer.
- At the end of each listening session/interview, the note taker will facilitate a debriefing session with the facilitator and floater to jointly identify themes, significant comments, and new information related to the goals of the needs assessment.
- Translating all notes into note summaries, which will be provided to collaboration team members.

Floater

Floaters will only be present at listening sessions. The floaters will be responsible for assisting the facilitator and note taker before, during, and after the meeting. They will attend to any comfort and safety requests of participants. The floater will:

- Assist with food, specifically preparation of the refreshments for the listening sessions.
- Help get the listening session room set-up.
- Ensure that listening session participants feel safe and comfortable.
- If a participant would like to speak with a counselor or advocate, the floater will escort that person to them.
- Assist in keeping track of time when not assisting individual participants.
- Escort any participants requesting their personal care attendant to their attendant.

Counselor/Advocate

A counselor or advocate will be made available during listening sessions to provide emotional support. The counselor and/or advocate will:

- Be in a separate, private, accessible place to ensure confidentiality and safety.
- Have training in crisis intervention.
- Have cards that list local resources.

Optional Interviews

If an individual would not like to participate in a focus group/listening session, they may opt to be interviewed individually. We recognize that speaking in a group setting may be uncomfortable for some people for reasons such as lack of privacy or discomfort in a group setting. Therefore, Triumph Omaha will offer individual interviews to anyone recruited for listening sessions. This will be clearly explained in the recruitment process.

Recruitment Plan

Methods of Recruitment

At the Women's Center for Advancement, participants will be recruited through face-to-face conversations, facilitated by support group leaders. Group leaders will be given recruitment materials by the Project Director. These will include an RSVP form that will list all accommodations options, and invitees will be invited to complete the form and give it back to the recruiter directly. The Project Director will pick up the RSVP forms directly from the group leader the following day.

At Community Alliance, participants will be recruited through an announcement, made by the Project Director, to the day rehabilitation group during their lunch hour. In addition, participants will be recruited by the Homeless Outreach Team. Recruiters will be trained as necessary. Dana Grisham will be training recruiters at Community Alliance after having been trained by Johanna Jones. Those recruited will be given an RSVP form that will list all accommodations options, and invitees will be asked to complete the form and give it back to the recruiter directly. All people served will be

assured that participation is optional and the decisions of whether to participate will not impact their service provision in any way.

Recruitment Process

The recruiter will follow the recruitment scripts (see Appendix A) that have been specifically designed for the intended audience. The recruiter will explain the purpose of the listening session/interview and the overall goal of the collaboration. He or she will also have to inform participants of instances in which confidentiality cannot be maintained (mandatory reporting, etc.). They will need to review the RSVP form and Frequently Asked Questions form with potential participants, and discuss compensation (light refreshments). The recruiter should inform participants of the time, date, and location of the listening session and review accommodation options. After these items have been reviewed, the recruiter should confirm whether or not individuals are willing to participate in the focus group. For those who state they do not wish to participate in the focus group, we will offer to do an individual interview with them. If the individual wishes to do an individual interview, the recruiter will find a date/time/place to conduct it and present the participant with an RSVP card.

All recruiters are to contact the Project Director by email or phone call with the responses of the invitees. The recruiter will submit the RSVP forms to the Project Director within 24 hours of the time the individual signed up for the focus group. If the recruiter is at Community Alliance, he or she will give Dana Grisham the forms, and she will get them to the Project Director.

Recruitment Tools

Those recruiting participants will use the following tools during recruitment. For anyone needing assistance, the recruiter will read aloud all documents.

RSVP Form

All invitees will receive an RSVP form (Appendix B). The form will ask for the invitee's first name, if they want to participate in the needs assessment process, how they'd like to participate (listening session or optional interview), and what accommodations they need. In addition, the RSVP form will ask participants if they have any dietary restrictions. Names collected from the RSVP forms will only be utilized to connect participants with their requested accommodations. The Project Director will be the designated point person for keeping track

of all RSVP response and accommodation requests for all listening sessions and interviews. RSVP forms for a listening session/interview will be destroyed within one business day of the session. The information shared by participants will not be linked to any RSVP forms.

For those receiving in-person recruitment, the recruiter will provide them with an RSVP form and request that they complete the form while the recruiter is present. The recruiter will go through each section of the form with the individual and ensure that the invitee understands what they are being asked.

Given the safety risks inherent in sending recruitment materials home with people served, the collaboration has carefully created procedures surrounding the use of these materials.

Frequently Asked Questions Sheet

The Frequently Asked Questions Sheet (FAQ) will answer general questions about what listening session/interviews entail. This sheet will be provided to all participants during the recruitment process. We will let them know that we are taking all forms back at the end of the recruitment process. Therefore, they will not be able to keep the FAQ sheet due to safety concerns.

Meeting Reminder Cards

Because we recognize that participants may want a meeting reminder, we will provide all invitees with the option of taking a meeting reminder card with them (Appendix C). This will be the only written material that participants will be able to take with them from the recruitment process. This card will be the size of a business card and will only list the Project Director's first name, a contact number, and a blank space to fill in the date/time of the meeting. The location of the meeting, information on the Women's Center for Advancement, Community Alliance, or Triumph Omaha, and details about the Project Director will not be included.

Recruitment Training

All individuals who will act as recruiters will be required to participate in recruitment training. Recruitment training will last approximately 30 minutes and will be conducted by the Project Director, Johanna Jones, at the

Women's Center for Advancement. Recruiters may be any member of the collaboration or staff member at either of the collaborating agencies.

Training will include:

- An overview of the grant and needs assessment process
- Important considerations around safety, confidentiality, reporting requirements, and accessibility
- Recruitment tools
- How to recruit the minimum/maximum number of participants for listening sessions and keep track of the limited number of each group

Consent Process

We will be using a passive consent process for all listening sessions and interviews because it provides for more confidentiality of participants, prevents a paper trail, and eliminates time spent on administrative matters in the session itself. Passive consent will be clearly outlined in the facilitator's opening remarks (Appendix E). Participants will be told they can leave or discontinue at any time. Once the remarks have been read, it will be assumed that all participants who choose to stay will be granting consent for their participation. Participants of listening sessions and interviews are agreeing to:

- Participate in a listening sessions or interview.
- Have their comments anonymously recorded in writing.
- Have their comments anonymously used in the needs assessment report.
- Have their comments anonymously used for developing the collaboration's strategic plan and implementation activities.

Participants will be informed that the information they share during the listening sessions will be anonymously recorded and stored in a locked file drawer.

Confidentiality

The following information outlines the specific considerations we have made to preserve confidentiality.

- Personally identifying information will only be collected during the

RSVP process, when individuals will be asked their first name for the purpose of linking individuals with their accommodations, and contact information to provide optional meeting reminders. The Project Director will keep a list of any individuals who request accommodations and their first names and last initial. This information will be brought to each listening session/interview as needed, and will be destroyed within 24 hours following the listening session/interview. (If using a meeting reminder card: The Project Director will keep RSVP forms for those who request a meeting reminder call/email only until a reminder is made. Immediately after, the Project Director will destroy the RSVP form, so as not to maintain any identifying information.)

- The number of participants who attend listening sessions and interviews will be aggregated for the needs assessment report. No other RSVP information will be aggregated or shared.
- In listening sessions and interviews, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants.
- The recruiters who receive the RSVP forms will keep the RSVP forms in a sealed envelope while they have it. Recruiters at the WCA will give the RSVP forms to the Project Director within 24 hours, and recruiters at Community Alliance will give the forms to Dana Grisham within 24 hours of the end of the session, who will get them to the Project Director.
- All RSVPs will be destroyed after each listening session/interview.
- There will be no adverse ramifications for services due to any information shared.
- Listening session participants will be asked to keep confidential any information discussed or shared during the listening session with anyone who did not participate in their specific listening session. Additionally, participants will be asked to not discuss what is said in the group with other group participants once the group is over. However, because we cannot ensure that participants preserve confidentiality, participants will also be encouraged to be mindful of what they share.
- The note taker will not link personal identifying information to comments made during any listening sessions or interviews.
- The final needs assessment report will identify trends, barriers, and strengths, linked to what each organization and group as a whole

stated during the needs assessment process in summary form. In order to make systemic changes at collaborative organizations, it is imperative to identify strengths and needs to enrich the development of our strategic plan.

- Any information gathered through the needs assessment process will be kept by the Project Director in a secured, locked file drawer.
- If the note taker is someone other than the Project Director, the Project Director will receive all notes from the note taker to create the summary
- The note taker will provide collaboration team members with summaries of the listening sessions and interviews. The note taker will be identifying themes, patterns, and issues that emerge during the listening sessions. Following each listening session and interview, the facilitator, floater, and note taker will briefly meet to ensure all information is captured and consistent.
- Draft copies of the needs assessment report will be kept in a locked cabinet and/or stored in password protected computers that only the collaboration team members have access to.
- The report will not be shared with anyone outside of the collaboration until it has been reviewed and approved by the collaboration, the Vera Institute of Justice, and the Office on Violence Against Women.
- All notes, records, and anything else in writing that is related to the needs assessment will be destroyed after the strategic plan has been approved by Office on Violence Against Women, Community Alliance, and the Women's Center for Advancement have signed off on it.

Mandatory Reporting

All members of the collaboration are mandated reporters for vulnerable adults and children. These individuals will be utilized, as needed, in the collection of data during the needs assessment. The collaboration will abide by reporting requirements mandated by Nebraska law. Anytime a survivor is engaged during the project, he or she will be informed of the mandatory reporting requirements in Nebraska. The collaboration will also abide by HIPAA requirements and protect client health information.

Accessibility Considerations

The collaboration is committed to providing fully accessible listening sessions and interviews for all participants throughout the needs assessment process. To the best of our ability, accessibility will be ensured through the

following:

- Accessible space will be used for all listening sessions and interviews. Listening sessions and interviews will take place in a space that is commonly used by the participants, so that they are already familiar with the space and assumedly have been provided with what is needed for accessibility.
- Reasonable accommodation will be provided to those participating. The RSVP form for listening sessions and interviews will include a checklist of available accommodations. The Project Director will be responsible for overseeing requested accommodations.
- Recruiters and facilitators will be instructed to speak loudly and clearly.
- All print materials and needs assessment tools will be in available in alternative formats such as (plain language, 14pt. font, etc.)
- Because participants' own Personal Care Attendants (PCAs) will not be permitted in the room during listening sessions or interviews, the floater will escort participants requesting their PCA out of the room to that individual. If it is determined in advance that a participant will need a PCA during the listening session or interview, we will accommodate this by providing an alternate PCA.
- Questions for people with disabilities have been written to enhance accessibility for those with cognitive disabilities by speaking loudly and using common language.

Safety Considerations

Physical and emotional safety is a primary consideration of Triumph Omaha. We understand that safety is defined differently for each individual. Every effort will be made to protect the safety of individuals participating in the needs assessment process. The collaboration will also make every effort to develop tools and processes to maximize the safety of all involved.

During recruitment and at the beginning of each listening session and interview, it will be made clear to participants that:

- Questions are not intended to gather personal experiences related to violence, abuse, or neglect.
- If the discussion of services or service access brings up memories or intense feelings and/or if a participant appears likely to disclose, a

counselor or advocate will be available at each listening session to provide emotional support for anyone needing it either during or just following the session. A private, accessible space will be made available to ensure confidentiality and safety. Participants will be told that the counselor/advocate is available and where the counselor/advocate will be located, or they can request an escort to the counselor/advocate.

- Cards that list local resources will be made available to anyone upon request.
- Anyone can discontinue at any point if they are feeling uncomfortable.
- No one has to answer any question that makes him or her uncomfortable.
- There will be no consequence to employment or services for anyone who chooses to participate or not participate in the needs assessment process.
- No personally identifying information will be linked to those participating in the group, other than to provide them with their requested accommodations.
- We will be offering optional individual interviews to anyone who would prefer to participate outside of a group setting.
- *For people served:* We will be taking back FAQ forms at the end of the recruitment process.

Additionally, the following steps will be taken to help ensure safety for all participants:

- The meeting reminder card will not have the location of the meeting or any information linking the meeting to Triumph Omaha, the Women's Center for Advancement, or Community Alliance. The phone number listed on the card is linked to a confidential voicemail.
- We will be asking for the first name of all participants on the RSVP form for the purpose of connecting individuals with their requested accommodations and will not be linked to any individually identifying information.
- Any print materials and signage at listening sessions and interviews will not mention Triumph Omaha or use language regarding the intersection of domestic and/or sexual violence and disabilities.

- An individual's own Personal Care Attendant (PCA) will not be permitted in the room during listening sessions or interviews. However, we will make special accommodations for anyone requiring the assistance of a PCA.
- To the best of our ability, sites selected for listening sessions and interviews will be where people will feel safe. Mostly, sites will be selected based on where participants already have a routine so as not to bring attention to this group.

Work Plan

Activity	Timeframe
Collaboration building/Charter development	April 2016 – August 2016
Narrowing the Focus/Defining our Scope	August 2016 – September 2016
Needs Assessment Plan Development	September 2016- February 2017
Conducting our Needs Assessment	February 2017- March 2017
Create Needs Assessment Report	March 2017- April 2017
Strategic Plan Development	April 2017- June 2017
Implementation	June 2017- September 2018

Appendix A1

Survivors of Domestic Violence Recruitment Script

Materials Needed: Recruitment Script, RSVP form, FAQ sheet, Meeting Reminder Cards, Pens or Pencils

Recruiter: Hello, my name is _____, and I would like to ask if you would like to participate in a focus group that we are conducting. I am with Triumph Omaha, a group of people who are working to improve services for survivors of domestic violence. We will not be asking you about your own personal domestic violence experiences, just about services you have received from agencies in general.

Here are some details:

- Participating in this group is completely voluntary. You are not required to participate. If you decide not to be a part of a focus group, your ability to receive services at the Women's Center for Advancement will not be affected in any way. If you decide to be a part of the focus group, you can change your mind at any time and for any reason. In addition, during the focus group, if there is a question you would not like to answer, you do not have to answer that question.
- The focus group will take place here at the Women's Center for Advancement. It will last around one hour.
- No identifying information will be used during this process. Your first name and last initial will be used only to keep track of the number of people coming to the focus group and any accommodations that might be needed during the group.
- Staff will not tell anyone anything that you say. There will be someone in the room writing down the things you say, but they will not write down your name.
- We will make it clear to everyone in the focus group that it is important to respect other participants' comments and privacy; however, Triumph Omaha is not able to control what information is shared by other participants outside of our time together in the focus group.
- You will receive refreshments provided by Triumph Omaha for being a part of the group.

- If you are interested in being a part of the focus group, please come up to the front, fill out a RSVP form, and take a meeting reminder card, if you would like one.

Notes to the Recruiter

- *If a participant is worried about participating in a focus group, offer to conduct an individual interview with him or her.*
- *Once participants come up to the front, hand them a FAQ sheet to read. Make sure you get the sheet back from the participant after he or she is done reading it.*

Appendix A2

People with Disabilities Recruitment Script

Materials Needed: Recruitment Script, RSVP form, FAQ sheet, Meeting Reminder Cards, Pens or Pencils

Recruiter: Hello, my name is _____, and I would like to ask if you would like to participate in a focus group that we are conducting. I am with Triumph Omaha, a group of people who are working to improve services for people who have disabilities.

- Participating in this group is completely voluntary. You are not required to participate. If you decide not to be a part of a focus group, your ability to receive services at Community Alliance will not be affected in any way. If you decide to be a part of the focus group, you can change your mind at any time and for any reason. In addition, during the focus group, if there is a question you would not like to answer, you do not have to answer that question.
- The focus group will take place here at Community Alliance. It will last around one hour.
- No identifying information will be used during this process. Your first name and last initial will be used only to keep track of the number of people coming to the focus group and any accommodations that might be needed during the group.
- Staff will not tell anyone anything that you say. There will be someone in the room writing down the things you say, but they will not write down your name.
- We will make it clear to everyone in the focus group that it is important to respect other participants' comments and privacy; however, Triumph Omaha is not able to control what information is shared by other participants outside of our time together in the focus group.
- You will receive refreshments provided by Triumph Omaha for being a part of the group.
- If you are interested in being a part of the focus group, please come up to the front, fill out a RSVP form, and take a meeting reminder card, if you would like one.

Notes to the Recruiter

- *If a participant is worried about participating in a focus group, offer to conduct an individual interview with him or her.*
- *Once participants come up to the front, hand them a FAQ sheet to read. Make sure you get the sheet back from the participant after he or she is done reading it.*

Appendix B1
Survivors of Domestic Violence RSVP Form

First Name and Last Initial: _____

Please let us know what accommodations you need (Personal Care Attendant, large print on written materials, etc.):

Dietary Restrictions: _____

- I would like an advocate or counselor to check in with me the day after the focus group.

Please call me at the following phone number: _____

Is it safe to leave a message? YES NO

Appendix B2
People with Disabilities RSVP Form

First Name and Last Initial: _____

Which of these days can you be at day program?

Monday *Tuesday* *Wednesday* *Thursday* *Friday*

Please let us know what accommodations you need (Personal Care Attendant, large print on written materials, etc.):

Dietary Restrictions: _____

- I would like an advocate or counselor to check in with me the day after the focus group.

Please call me at the following phone number: _____

Is it safe to leave a message? YES NO

Appendix C: Meeting Reminder Cards
(will be the size of a business card)

Johanna

Date: _____ Time: _____

Please call the staff member, advocate, or counselor you work with if you will not be able to come to the focus group. They will let Johanna know that you will not be able to attend. If you decide, for any reason, that you do not want to be a part of the focus group, this will not have any effect on services that you may currently be receiving from our agency.

Appendix D: Frequently Asked Questions Triumph Omaha

Frequently Asked Questions for Program Participants

Thank you for agreeing to help the Women's Center for Advancement (WCA) and Community Alliance learn how we can provide better services for you and others in our community.

What is Triumph Omaha?

The Women's Center for Advancement and Community Alliance received a grant to work with one another to improve services for survivors of domestic violence and individuals with disabilities. This collaborative relationship between the WCA and Community Alliance has been named Triumph Omaha.

Why am I being asked to participate in a focus group or interview?

We want to talk with you because best know what you need and what resources/support are helpful to you. We want to learn from you what you want and need from agencies in the Omaha community providing disability and domestic violence services.

Do I have to talk during the focus groups?

No, you do not have to say anything if you would not like to. Choosing or declining to participate in this focus group will not have any impact on the services you receive at Community Alliance or the Women's Center for Advancement. We do hope that you will be able to share with us how we can make you experience more enjoyable and useful at the WCA and Community Alliance.

Will you be using my name for anything during or after the focus group?

We will not use your name in anything we write during the focus group. We may write down something that you said, but we will not say who said it. Everything will be kept anonymous. The only time we will ask for your name is for your RSVP form, if you choose to participate; however, those will be destroyed 24 hours before the start of the focus group.

Why do I need to fill out the RSVP form?

We are asking you to fill out the RSVP form so that we can provide you with any accommodations you need to be able to attend the focus group. It will also be used in the planning/facilitation of the group.

Are there any risks associated with attending this group?

In certain cases, we may be required to file a report with authorities. For instance, if there are any reports of child abuse or abuse of a vulnerable adult, we will have to report it. In addition, any threats of homicide/suicide will also need to be reported.

Will you be giving me anything for participating in this group?

As a thank you for participating in the focus group, we will be offering you some light refreshments to eat before and during the group. Please let us know if you have any dietary restrictions so that we will be able to accommodate you.

What are you going to do with all the information we give you during the focus group?

We will be putting all of the information into one report. The report will help our agencies improve our services for survivors of domestic violence and individuals with disabilities. If you do not wish to talk with us, this will not have any effect on services that you may be currently be receiving from the WCA or Community Alliance.

How long will the focus group take?

The focus group will take about 1 ½ hours.

How many people will be there?

There will be between 5-12 people in each group.

If I have a personal care attendant, can they come to the group with me?

If you have a personal care attendant, they are welcome to come with you; however, we will have separate room for them to wait in. They will not be able to be in the focus group room with you. If you need to speak with them during the focus group, we have an individual who will be available to take you to your personal care attendant.

Appendix E1

Survivors of Domestic Violence Facilitator Script

Facilitator: Hi, my name is _____. I am with Triumph Omaha, a group of people who are working to improve services for survivors of domestic violence. It is my job to ask you questions about your experiences receiving services in our community as a survivor of domestic violence. You can choose to answer or not to answer any question I ask. There are no right or wrong answers! _____ will be taking notes during our time together today. She will not be writing down any information that would allow others to know who you are. Please note that we are all mandated reporters. We have to report child abuse, abuse of people with disabilities, or if you say that you want to harm others or yourself.

Thank you so much for choosing to be a part of the Triumph Omaha needs assessment. We plan on this needs assessment taking around 45-60 minutes. If need be, you are able to leave this session at any time. Your decision to leave will not affect the services you may currently be receiving or will receive in the future at this agency. Please do not talk about anything that is discussed in the group after the session is over. Triumph Omaha is not able to control what information is shared by other participants outside of our time together today. We will be using a passive consent process for our session today. In this type of process, your consent is assumed by you agreeing to be a part of the group. We will not be asking you to sign any type of consent form in order to participate. This is because we feel that it is important not to have any paper with your name on it. By being a part of the focus group today, you are agreeing to the following:

- To be a part of a focus group or interview.
- To have the things you say written down without your name.
- To have the things you say included in the needs assessment report.
- To have the things you say included in the strategic plan and implementation activities.

So if you are staying we are assuming your consent. Does anyone have any questions before we begin our focus group session?

As I mentioned, I am going to be asking you some questions today about your experiences receiving services from agencies in our community from the viewpoint of a survivor of domestic violence. Please answer the questions honestly and from the view of a person who has experienced

domestic violence. Again, these questions are not necessarily about services you have received at the Women's Center for Advancement, but about services you have received at agencies in the community in general.

I'd like to begin, by asking you about how you learned about services available to survivors of domestic violence.

1. How should information be shared with survivors of domestic violence about services that are available to them?

Now, I'd like to ask you to think about the things that agencies at which you receive services do to make you feel safe when you are there.

2. What do staff members do to make you feel comfortable and in control? What types of things are important for staff members to ask you? What do staff members do to make you feel safe?
3. On the other hand, what has an agency or service provider done that contributed to making any part of your experience with them a negative one? What types of questions do you wish staff would not ask you? What makes you feel like you cannot trust staff or uncomfortable at any agency? Is there anything that makes you feel unsafe when you are receiving services?

I would now like to briefly ask you about resources that are available to you or that you find helpful.

4. What types of resources have you been given that are helpful? What could be done to make these resources more of use to you? What would be ideal hours of operation for an agency?
5. As a follow-up, what have organizations or service providers done that have helped you to feel comfortable disclosing or talking about your experience of domestic violence? What made you feel comfortable in sharing your experience of domestic violence within the organization?
6. On the contrary, what did they do that prevented you from trusting them or having confidence in them? What made you feel as if you could not share your experience of domestic violence with the organization?

7. What gives you power, and what makes you feel like power is being taken away from you? What makes you feel empowered? What makes you feel hopeful? If a person was talking down to you, what would that look like?

8. What would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support survivors of domestic violence? If survivors of domestic violence in Omaha had everything they need, what would that look like? What makes you want to access services at an agency again?

Thank you for answering our questions today. We appreciate and value your input. Please help yourself to any leftover refreshments. Also, please let us know if you would like an advocate or counselor to check in with you tomorrow. Thank you again for being a part of this focus group.

Appendix E2

People with Disabilities Facilitator Script

Facilitator: Hi, my name is _____. I am with Triumph Omaha, a group of people who are working to improve services for people who have disabilities. It is my job to ask you questions about your experiences receiving services in our community as an individual who has a disability. You can choose to answer or not to answer any question I ask. There are not right or wrong answers! _____ will be taking notes during our time together today. She will not be writing down any information that would allow others to know who you are. Please note that we are all mandated reporters. We have to report child abuse, abuse of people with disabilities, or if you say that you want to harm others or yourself.

Thank you so much for choosing to be a part of the Triumph Omaha needs assessment. We plan on this needs assessment taking around 45-60 minutes. If need be, you are able to leave this session at any time. Your decision to leave will not affect the services you may currently be receiving or will receive in the future at this agency. Please do not talk about anything that is discussed in the group after the session is over. Triumph Omaha is not able to control what information is shared by other participants outside of our time together today. We will be using a passive consent process for our session today. In this type of process, your consent is assumed by you agreeing to be a part of the group. We will not be asking you to sign any type of consent form in order to participate. This is because we feel that it is important not to have any paper with your name on it. By being a part of the focus group today, you are agreeing to the following:

- To be a part of a focus group or interview.
- To have the things you say written down without your name.
- To have the things you say included in the needs assessment report.
- To have the things you say included in the strategic plan and implementation activities.

So if you are staying we are assuming your consent. Does anyone have any questions before we begin our focus group session?

We are going to be asking you some questions today, to help gain your insights as individuals with disabilities. We kindly ask, that when answering these questions, please think about these questions through the lens of being a person with a disability. We recognize and appreciate that you all have varied and dynamic experiences that shape your unique identities, but

as much as possible during our limited time together today, please try and focus on the unique lens of being an individual with a disability only.

I'd like to begin today, by asking you about how you find out about services available to you in your community.

1. What are some places that you think it would be good to share information with people with disabilities on services that are available to them? (Prompts: Library? Internet? Doctor office? Other agencies you receive services at?)

Sometimes, agencies do things that make it difficult for people with disabilities to get the information they need about services that are available to them.

2. Tell me about a time that it was easy to get the information you needed. What kinds of things do agencies do that make it difficult for you to get information? What would help a person with a disability get the information that they need?

I'd now like to ask you to think about a place in your community where you feel comfortable, and that you can trust the staff that works there. Please think about the people who work there.

3. What do they do to make you feel comfortable? What makes you feel safe there?

Now, I'd like to ask you to think about a place in your community that makes you feel uncomfortable and that you cannot trust the staff or providers that works there.

4. Do the people that work there do something that makes you uncomfortable and that you cannot trust them? Do they do anything that makes you feel unsafe?

5. What makes you feel comfortable telling staff that you have a mental health disability? If you feel comfortable at an agency, what makes you feel comfortable telling staff about issues related to your disability? Please give me an example of a time when you have been

speaking with a staff member and they have made you feel comfortable.

I now would like to ask you some questions about getting help. We all need help sometimes, but it can be hard to ask for help from others.

6. What makes it easy for you to ask for the help you needed? Do you like it when people ask if you need help? Is there anything else that these people do that makes it easy to ask for help if you want it?

7. When you go somewhere in the community for services and someone really understands you and your disability, what is that like? What makes you feel hopeful? If a person was talking down to you, what would that look like? Are there things that providers do that make you feel strong and in control of your life, and are there things that they do that take away this sense of empowerment?

8. What would you like people in the community to know about how to best support people with disabilities?

Thank you for answering our questions today. We appreciate and value your input. Please help yourself to any leftover refreshments. Also, please let us know if you would like an advocate or counselor to check in with you tomorrow. Thank you again for being a part of this focus group.