## City of Jacksonville Social Services Division Independent Living Resource Center Jacksonville Sheriff’s Office

**Hubbard House**



##### Advocating and Collaborating for Change through Empowerment, Safety, and Self-Determination in Jacksonville

**Needs Assessment Plan**





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# Introduction

Established in October of 2015 after receiving funding from the United States Department of Justice Office on Violence Against Women, AccessJax (“the Collaboration”) is comprised of four partners: the City of Jacksonville; the Independent Living Resource Center, which is the local disability center for independent living; Hubbard House, Jacksonville’s certified domestic violence agency; and the Jacksonville Sheriff’s Office. The name of the Collaboration is an acronym for “Advocating and Collaborating for Change through Empowerment, Safety, and Self- Determination in Jacksonville.” The partners to the Collaboration have come together to identify and create sustainable, systemic changes within our organizations that will result in a fully accessible and responsive network of services for victims of domestic violence in our community who are Deaf or who have a disability.

The **City of Jacksonville** has been a leader in both domestic violence solutions and disability rights for many years. Programs relative to the Collaboration include the following:

* The Domestic Violence Intervention Project (DVIP) is composed of governmental units and community agencies, including the partners to this Collaboration. The goals of DVIP are to protect victims of domestic violence and their children, hold perpetrators accountable, and bring cases to court for resolution.
* The Intimate Violence Enhanced Services Team (InVEST) is a multi-disciplinary team that works intensively with families who are identified to be at greatest risk of severe injury or death due to domestic violence.
* The coordination of the injunction process in the Duval County Courthouse provides domestic violence advocacy and safety planning for individuals seeking injunctions.
* The Mayor's Disability Council is dedicated to improving the quality of life of persons with disabilities of all types. The Council also addresses the needs of the Deaf community. Their mission is to raise awareness in a public forum of the needs of persons with disabilities and to assist in the formulation of solutions to meet those needs.
* The City of Jacksonville's Disabled Services Division’s mission is to improve the quality of life for people with disabilities by addressing, assessing, and resolving the many barriers they encounter, including transportation, housing, accessibility, discrimination, and employment.
* The City of Jacksonville Victim Services Center is a central component to provision of services to victims of crime, including individuals with disabilities and/or Deaf individuals.

**Hubbard House, Inc.** is the certified domestic violence center for Duval County. Hubbard House was founded in 1976, making it the oldest domestic violence shelter in Florida. Hubbard House services include:

* + Emergency shelter
  + 24-hour crisis hotline
  + Safety planning for adults and children
  + Therapeutic day care center
  + Counseling for adults and children
  + Outreach programs for adults and children
  + Teen group counseling
  + School-based educational programs
  + Court advocacy
  + Assistance with job training and placement
  + Extensive community and professional education activities
  + Media outreach and public awareness campaigns
  + Batterers’ intervention programs
  + Many collaborative programs with local agencies, including the City of Jacksonville, and the Jacksonville Sheriff’s Office

Hubbard House also serves a significant number of domestic assault survivors as a high percentage of its program participants have experienced intimate partner domestic violence. In addition, Hubbard House provides shelter on a temporary basis to survivors of non- intimate partner domestic violence.

The **ILRC of NE Florida** has a long history of collaborative service in the community and has an unparalleled depth of experience in disability issues and services. Its mission is to empower all people with a disability (as defined in the Americans with Disabilities Act or Rehab Act of 1973) to live independent and self-empowered lives. The vision of ILRC is to be a consumer choice, cross disability, community-based, and consumer participant organization serving as a resource to people with disabilities. The ILRC of Northeast Florida is the Center for Independent Living (CIL) in Jacksonville and provides four core services:

* **Independent Living** - The ILRC assists consumers who have disabilities with skill development in areas such as money management, goal setting, accessing community transportation, utilization of equipment, and employment readiness.
* **Advocacy** - The ILRC assists consumers in self, individual, and systems advocacy. The ILRC staff assists individuals, businesses, and other interested organizations in learning more about the Americans with Disabilities Act in order to become ADA Compliant and Disability Friendly.
* **Information and Referral** - The ILRC acts as a clearinghouse for information to be provided to consumers to assist in living independently. The ILRC furnishes disability related information for consumers and the general public.
* **Peer Counseling** - The ILRC offers ongoing peer support opportunities for individuals and groups to support each other with information and experiences in order to facilitate independent living.

Additionally, two of its programs, the Deaf Consumer Program and the Disability Victims Advocacy Program, will be essential to the work of this

Collaboration. These programs already have a solid, trusting relationship with the Jacksonville Deaf and Disability Community.

The mission of the **Jacksonville Sheriff's Office** is to protect the lives and property of the citizens of the community, to preserve the peace and to prevent crime and disorder while constantly guarding personal liberties as prescribed by law. Programs relating to the work of the Collaboration include:

* The goal of the Victim Services Unit is to identify and meet the needs of victims by reviewing programs and resources available in the community to assure availability of services; disseminating pertinent information to JSO employees to keep them knowledgeable in assisting victims; training all employees regarding programs so proper referrals can be made; ensuring that all JSO employees are trained in victim/witness rights; and acting as a liaison between JSO and other service agencies.
* JSO has long emphasized the importance of community involvement and support in its mission of protecting the citizens of Duval County; JSO is therefore a partner in many community collaborations aimed at addressing the needs of specific populations.

The Intimate Violence Enhanced Services Team (InVEST) is a collaborative effort among the Jacksonville Sheriff’s Office (JSO), the City of Jacksonville and Hubbard House. The mission of InVEST is to identify and intervene in the most potentially lethal domestic violence cases; its primary goal is to reduce intimate partner domestic violence homicides in Jacksonville. Hubbard House provides an advocate and the Jacksonville Sheriff's Office assigns a detective to the InVEST program. The City of Jacksonville Victim Services Center provides an additional staff support position.

# Vision, Mission, and Focus

##### Vision

We envision a safe, accessible, culturally competent, and empowering network of fully inclusive services for victims/survivors of domestic violence who are Deaf or who have a disability.

##### Mission

Our mission is to transform services provided by the Collaboration’s respective agencies into a seamless, responsive, and sustainable network that fully meets the needs of survivors of domestic violence who are Deaf or who have a disability. To achieve this result, we will do the following:

* + Build an effective collaboration
  + Engage in cross trainings, so that partnering agencies fully share their knowledge and experiences
  + Increase staff and volunteer skills, confidence, and comfort in serving survivors who are Deaf or who have a disability
  + Identify barriers, needs, strengths, and resources in the Collaboration’s partner agencies
  + Identify, develop, and enhance our agencies’ internal policies and procedures to improve responsiveness and accessibility
  + Create and enhance environments where the right to self- determination is honored
  + Formalize connections among agencies to build a seamless and dynamic system of support for survivors
  + Build capacity to respond to cultural and linguistic needs, including effective modes of communication and culturally competent safety planning and advocacy
  + Raise awareness of availability of services among survivors who are Deaf or who have a disability

##### Focus

Our focus is on serving victims/survivors of intimate partner violence who are Deaf or who have a disability.

# Needs Assessment Purpose

The Collaboration has worked together for several months fostering relationships and completing a collaboration charter and focus memo. These documents provide a foundation for our work by illustrating our commitment, framework, and direction.

We are committed to creating systemic change in our organizations to improve response and services to survivors of domestic violence with disabilities or who are Deaf. The Collaboration is now in the process of planning for a needs assessment that will form the basis for creating this change. The findings of this needs assessment will be used to develop a strategic plan to create sustainable, systemic changes within our organizations that will result in a fully accessible and responsive network of services for victims of domestic violence in our community who are Deaf or who have a disability.

To assure the proper functioning of the needs assessment process, the Collaboration has developed this Needs Assessment Plan, which is intended to serve as a guide to the recruitment, facilitation, and documentation of surveys, stakeholder discussions, and stakeholder interviews. The needs assessment will include information obtained from the following key stakeholders: survivors of intimate partner violence; individuals with disabilities or who are Deaf; and staff and leadership of the Jacksonville Sheriff’s Office, the Independent Living Resource Center, and Hubbard House. The Needs Assessment Plan also highlights the steps we will take to ensure the confidentiality and safety of participants.

This document sets forth the goals of the needs assessment, relevant existing information, new information we will collect, how the new information will be collected, and how we hope to use the new information to further our goals. We provide an overview of the methods we have chosen for gathering information through our needs assessment, detailing the target stakeholders and the methods and

strategies that will be used for each, and why these methods and strategies have been chosen.

# Needs Assessment Goals

The goals of the Collaboration’s needs assessment are:

* To assess organizational capacity to work at the intersection of domestic violence and the needs of individuals who have a disability or are D/deaf, including strengths and gaps in knowledge, perceptions, resources, and comfort when responding to the needs of these communities.
* To learn how existing policies and protocols might influence the ability of each partner agency to meet the needs of survivors who have a disability or are D/deaf and to identify opportunities for strengthening policies and protocols that will build capacity to ensure culturally and linguistically appropriate services at each partner agency.
* To understand, from the perspective of individuals served at each partner agency, what constitutes “best practices” at the intersection of domestic violence and the needs of individuals who have a disability or are D/deaf.
* To identify opportunities, as well as barriers, for building and sustaining partner agency capacity to provide culturally sensitive, trauma-informed responses to the needs of survivors who have a disability or who are Deaf.
* To explore relationships between partner agencies and identify opportunities for strengthening collaborative efforts to meet the needs of survivors who have a disability or who are Deaf.

# Existing Information

In the summer of 2016, Collaboration partners ILRC and Hubbard House each completed an internal assessment using the Performance Indicators tool developed by the Vera Institute. The purpose of this assessment is to obtain an indication of where each agency stands at a particular point in time with regard to the provision of safe, accessible services and with policies that consider all of the aspects of service

delivery to people with disabilities or who are Deaf. The scores for the summer of 2016 are as follows.

* ILRC: Commitment 17.647%; Capacity 12.500%; Overall 15.323%
* Hubbard House: Commitment 57.353%; Capacity 28.571%; Overall 44.355%

ILRC and Hubbard House will repeat the Performance Indicators every six months and use their outcomes to guide them in making improvements during the strategic planning phase of the Collaboration.

As there is no Performance Indicators tool for law enforcement, surveys and stakeholder discussions will be used to provide internal assessments for the Jacksonville Sheriff’s Office.

# Overview of Methods

The Collaboration will conduct its needs assessment using stakeholder discussions, individual interviews, and surveys. We will use stakeholder discussions because we believe that this is the most efficient way to effectively engage larger groups of individuals in a short period of time. Individuals will be given the option to participate in individual interviews if preferred. For Jacksonville Sheriff’s Office patrol officers, detectives, and first line supervisors (sergeants), we will use surveys followed by stakeholder discussions. For ILRC and Hubbard House direct service staff, we will use stakeholder discussions, and for ILRC, Hubbard House and JSO leadership, we will use interviews.

Each method will be conducted in a manner that maximizes participant accessibility, safety, and confidentiality. Questions will address assessing welcoming environments, including accessibility, communication accessibility, safety, needed services, law enforcement response, and service provider policies and procedures, as well as opportunities for agency collaboration.

The information collected will reflect the experiences and opinions of individuals with a disability, Deaf individuals, victims/survivors of domestic violence, various levels of law enforcement, and staff members and leadership of ILRC and Hubbard House. The information collected will also reflect the areas of needed change within each partner agency as well as opportunities for the partner agencies to work together to increase their capacity to serve survivors of domestic violence who have a disability or who are Deaf.

## Audiences

##### Individuals with a disability or are D/deaf who have received or are receiving services from Independent Living Resource Center:

We believe that people with disabilities are the experts of their own experience and have the power to represent their own needs and expectations. 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 affected by our systems changes. ILRC consumers will provide us with information to make current services they receive from our collaborating organizations more accessible, welcoming, and responsive to their needs. Questions will be carefully designed to address the specific goals of this needs assessment and to minimize disclosure and discussion of confidential personal matters.

##### Individuals who are receiving services from Hubbard House:

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 get 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 affected by our systems changes.

We believe this audience has first-hand knowledge of the best supportive practices to meet the needs of victims/survivors of domestic

violence relative to any barriers, safety concerns, comfort levels, and quality of support. Questions for victims/survivors will be carefully designed to address the specific goals of this needs assessment and to minimize disclosure and discussion of confidential personal matters.

##### Various levels of JSO law enforcement:

We will have participation from patrol officers, detectives, first line supervisors (sergeants), and senior leadership. These groups all have unique perspectives regarding the interaction of law enforcement with individuals who have a disability or who are Deaf and with victims/survivors of domestic violence. They also have unique perspectives regarding how JSO can be more accessible and responsive, as well as the particular challenges they face. Questions for law enforcement will be designed to address the specific goals of this needs assessment within the context of their unique knowledge base and perspective.

##### Direct Service Staffs and Leadership of ILRC and Hubbard House:

To supplement the information gained from the completion of initial Performance Indicators by ILRC and Hubbard House, stakeholder discussions, with optional interviews, will be conducted with direct services staff of ILRC and Hubbard House. In addition, interviews will be conducted with at least two senior staff members from each agency.

Staff from within each agency can describe their experiences in providing services to Deaf individuals and individuals who have a disability and to victims/survivors of domestic violence. In addition, their knowledge and understanding of the needs of staff, as well as policies and procedures, can provide insight into strengths and barriers. Furthermore, they can provide suggestions regarding agency collaboration and how it can be maximized. This information is vital to creating a coordinated system response among the partners to the Collaboration. Questions for service provider staff will be carefully designed to address the specific goals of this needs assessment to help understand their experiences, comfort level, and needs when working with the target population.

The partners believe that supplementing the Performance Indicators with staff stakeholder discussions is essential because staff will be able to draw upon a broad experience with many different clients, including those who are both survivors of domestic violence and who are Deaf or who have a disability, a group that may not be represented in the other stakeholder discussions. In addition, because of the organizational culture of both ILRC and Hubbard House, direct input from staff through stakeholder discussions will be essential in getting support and “buy-in” for the implementation phase of the project.

##### AccessJax Team Members:

In addition, all Collaboration Representatives will be given the option to participate in the needs assessment if they wish. If applicable, representatives may choose to participate in their agency stakeholder discussion or in an interview representing their perspective as agency staff.

|  |  |  |  |
| --- | --- | --- | --- |
| AccessJax Partners | Method | Number | Proposed Participants |
| **Hubbard House** | | | |
| Survivors | **Stakeholder discussion** | **2** | **10-20** |
|  | **Interviews** | **As requested.** | |
| Direct Staff | **Stakeholder discussion** | **1** | **8** |
| Leadership | **Interviews** | **3** | **3** |
|  | | | |
| **ILRC** | | | |
| Consumers | **Stakeholder discussion** | **2** | **10-20** |
|  | **Interviews** | **As requested.** | |
| Deaf Consumers | **Interviews** | **10** | **10** |
| Direct Staff | **Stakeholder discussion** | **1** | **8** |
| Leadership | **Interviews** | **4** | **4** |
| **JSO** | | | |
| Patrol/Detectives/Supervisors | **Surveys** |  | **1000 distributed** |
| Patrol/Detectives/Supervisors | **Stakeholder discussion** | **3** | **30** |
| Leadership | **Interviews** | **3** | **3** |
|  | | | |

# Stakeholder Discussion Procedures

Stakeholder discussions for individuals who have a disability or who are Deaf and are present or former consumers of ILRC will be held at ILRC. Discussions for survivors of domestic violence will be held at Hubbard House. Stakeholder discussions for law enforcement will be held at Hubbard House; interviews with law enforcement will be held at a mutually agreed upon location. Stakeholder discussions and interviews for ILRC and Hubbard House staff and leadership will be held at their respective agencies.

Accommodations for participants will be provided as agreed in advance based on responses to the RSVP form. Participants will have an opportunity to indicate needed accommodations and will be informed as to whether or not those accommodations will be provided.

Upon arriving for the stakeholder discussion, a $25 Visa gift card will be given to each participant to thank them for their willingness to share their time, knowledge, and opinions. The gift card is for participants to keep whether they remain for the entire session or leave early. Law enforcement and service provider staff and leadership will not receive a gift card.

The stakeholder discussion facilitator will introduce himself/herself and the stakeholder discussion staff to the participants. The purpose of the stakeholder discussion will be reviewed with those in attendance. The facilitators will check-in with participants to ensure that individual accommodations meet the needs of each participant. The facilitator will discuss general details such as breaks and the location of restrooms.

The stakeholder discussion facilitator will follow a script, specific to each audience, to maximize uniformity across audiences and to address issues of accessibility, safety, consent, confidentiality, and mandatory reporting.

For participants who are Deaf, co-facilitators who are fluent in American Sign Language will run stakeholder discussion sessions. An interpreter will be present for voicing and for additional assistance as needed.

The consent/confidentiality/mandatory reporting statement will be provided for participants to read to themselves, and the form will be read aloud or signed in American Sign Language to the participants. They

will also be given the opportunity to ask questions about the consent/confidentiality/mandatory reporting statement and express any concerns they may have.

In an effort to maximize confidentiality, stakeholder discussion participants will be asked not to refer to one another by name if any participants happen to know each other. In addition, all participants will be asked not to share information about what any participant shared during the discussion with anyone after the stakeholder discussion session is completed. Participants will be informed that personal identifying information will not be included in the discussion notes or in the final report.

Participants will be informed of the procedures the stakeholder discussion will follow and will be encouraged to show respect for all participants. Participants will be informed that there are no right or wrong answers to the questions. Participants will be informed that they may leave the discussion at any time for any reason.

To maximize confidentiality, questions will be structured to minimize the likelihood of a participant disclosing a personal event of violence, abuse, or neglect in a group setting. In the event such a disclosure is made, the facilitator will take the following steps:

* If the disclosure is not accompanied by any visible emotional distress of the participant, the facilitator will acknowledge the disclosure and direct the discussion back to the present topic. At the conclusion of the discussion, the facilitator will speak privately with the participant to offer an opportunity to discuss options for referrals and to speak with the advocate (see below).
* If the disclosure is accompanied by visible emotional distress, the discussion will be briefly suspended while the facilitator escorts the participant to the location of the stakeholder discussion advocate (see below). The advocate will meet with the participant to provide an opportunity to validate feelings and to discuss options and referrals. Upon returning, the facilitator will proceed and direct the discussion back to the present topic.
* If the disclosure is of a nature that the mandatory reporting requirements under Florida law are triggered, the facilitator will make such report. The report will be made after informing and involving the participant, if appropriate.

The facilitator will close each session by thanking the participants, reminding them of confidentiality issues, and by giving participants an opportunity to discuss any needs that must be addressed regarding safety or anything else.

Stakeholder discussion responses will be compiled by the Project Director and reviewed by the Collaboration. Information obtained will be kept in a locked file cabinet in the office of the Project Director or in an electronic format on a password protected computer until the strategic plan is approved. Notes taken during the needs assessment process will then be shredded or deleted.

# Stakeholder Discussion Staff

Each stakeholder discussion will be staffed with co-facilitators, a note taker, and an advocate. Stakeholder discussions with Deaf participants will be co-facilitated by the Collaboration team member fluent in American Sign Language. Two facilitators are necessary in order to minimize missed information. Stakeholder discussions with Deaf participants will also have a certified American Sign Language interpreter present for the entire session to voice for the note taker. The role of each stakeholder discussion staff member is described below.

The stakeholder discussion facilitators will include the Project Director from ILRC and a Collaboration representative from Hubbard House, either the Lead Education Specialist or the Chief Operating Officer. They will co-facilitate the discussions and will:

* Manage the session from opening through closing.
* Welcome the participants.
* Introduce the stakeholder discussion staff and describe their roles.
* Inform the participants of general details such as location of the restrooms.
* Discuss the purpose of the stakeholder discussion and review the consent/confidentiality/mandatory reporting statement.
* Describe the stakeholder discussion procedures.
* Inform the participants that there are no right or wrong answers.
* Remain neutral and will not participate in the discussion other than to ask questions as provided in the script developed by Collaboration team members and to offer prompts and ask follow- up questions as needed to further a discussion.
* Follow the script designed for each audience to describe the purpose and roles of the staff, create a relaxed atmosphere where participants will feel free to express their opinions and experiences, and stimulate the discussion while keeping in line with the questions.
* Monitor the session time.
* Close the session and thank the participants.
* Participate in a debriefing session with the note taker at the end of each session to identify key themes and comments.
* Sign off on the $25 Visa gift card tally as a witness to its accuracy.

##### The note taker will:

* Observe and objectively document the response of participants during the session.
* Use a laptop computer to document the information provided during the discussion. The information obtained will be saved on a flash drive and will be securely stored at the office of the Project Director.
* Sit in an area of the room that will minimize distraction for the participants and will not participate in the discussion in any way. The recorder may request that something be repeated by raising a hand.
* Maintain participant anonymity and will not identify participants in any manner in the stakeholder discussion notes.
* Document responses using direct quotes and may also document an emotion that is expressed with a response.
* Prepare a summary of the information collected after each session. The information collected will be stored in a locked file cabinet in the office of the Project Director or in an electronic format on a password protected computer. It will be shredded/deleted after the approval of the strategic plan.
* Conduct a debriefing session with the facilitator at the end of each session to identify key themes and comments.
* Document the date, the number of participants, and the number of

$25 Visa gift cards distributed at each stakeholder discussion session on the stakeholder discussion debriefing form. After each stakeholder discussion/interview session, the facilitator/interviewer will sign off on the tally as a witness to its accuracy.

##### The stakeholder discussion advocate will:

* Provide emotional support, safety planning, and/or referrals for service for any stakeholder discussion participant as needed.
* Work to ensure participant safety and confidentiality by being in a designated location outside of the stakeholder discussion room.
* Be an employ of Hubbard House who has a privileged relationship with victims of domestic violence as provided by Florida law. Participants will be informed that a limitation of that privilege is that the advocate is a mandatory reporter of suspected child abuse/neglect and abuse, neglect or exploitation of a vulnerable adult.
* Consult with the facilitators concerning the accessibility, safety, and comfort level needs of the participants.

A Certified American Sign Language (ASL) Interpreter will be available to interpret the discussion with the advocate and will abide by the Code

of Professional Conduct, including confidentiality, of the National Association of the Deaf and the Registry of Interpreters for the Deaf according to certification requirements. The interpreter will also sign the Hubbard House confidentiality and conflict of interest agreement for ASL interpreters.

# Recruitment Strategies

Recruitment is structured to ensure that all potential participants are well informed of the purpose of the needs assessment and what their role will be in the process. Collaboration members will be responsible for the recruitment of stakeholder discussion, interview, and survey participants. Our goal is to provide a positive, comfortable, and welcoming environment in which individuals will feel free to share the information we are seeking.

The Collaboration will make every effort to recruit a wide range of needs assessment participants from the member agencies as follows:

* ILRC will recruit individuals with a disability or who are D/deaf as well as direct service staff and leadership of ILRC.
* Hubbard House will recruit victims/survivors of domestic violence as well as direct service staff and leadership of Hubbard House.
* Jacksonville Sheriff’s Office will recruit patrol officers, detectives, first line supervisors (sergeants), and leadership of JSO.

Potential participants will be recommended from staff members at ILRC. A face-to-face conversation with the ILRC co-facilitator and potential participants or e-mail/texts will be the methods used to recruit for stakeholder discussions and interviews. Deaf individuals will be invited by videophone, e-mail, or text to meet with a Collaboration member for face-to-face recruitment. Victims/survivors will be recruited in-person at support group sessions or at the shelter by our Hubbard House co- facilitator(s). Safety will be considered by the recruiters to ensure that prospective participants are not placed in an unsafe situation.

Public advertising will not be used. A specific script has been designed for use with each designated audience. The script will include information regarding the Collaboration and our project. It will include

information to address accessibility, confidentiality, mandatory reporting, and safety. It will also include information to describe how the stakeholder discussions will operate.

Potential participants will be offered the option of an individual interview if they do not feel comfortable participating in a stakeholder discussion. Any requested interviews will be scheduled at a time mutually convenient for the participant and facilitators. The potential participant will be given the Project Director’s cell phone number to call to schedule if a time cannot be decided on the spot. This phone will have an outgoing message that is generic. “Thank you for calling, please leave a message and I will call you back ASAP”.

Potential participants will be assured that they will not face any negative consequences based on whether or not they choose to participate.

Interviews and stakeholder discussions will be held at ILRC and Hubbard House as these sites are already known to and used by potential participants. Both sites are accessible and reachable by public and private transportation.

All written material provided to the potential participants will be collected by the recruiter at the end of the recruitment so that it does not inadvertently create a dangerous situation by being brought home.

Potential participants will be advised of their confidentiality rights and the limits of confidentiality, including mandatory reporting requirements under Florida law.

# Recruitment Tools

Recruiters will use a recruitment script and an RSVP form for clients of ILRC and Hubbard House during recruitment. For anyone needing assistance, the recruiter will read aloud the RSVP form and any other documents. For Deaf invitees, the documents will also be signed in ASL to those who request that accommodation.

The RSVP 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 (stakeholder discussion/optional interview), and what accommodations they need. First names collected from the RSVP forms

will only be used to connect participants with their requested accommodations.

The Project Director will be the designated point person for keeping track of all RSVP responses and accommodation requests for all stakeholder discussions and interviews. The recruiter(s) from Hubbard House will call the Project Director daily with responses and requests and shred their original copy after relaying the information. The Project Director will shred her copy of the forms immediately following the meeting.

To recruit staff and leadership of ILRC and Hubbard House, Collaboration staff from each agency will make presentations at an agency staff meeting to inform them of the details of the Needs Assessment process. They will follow up with face-to-face and email recruitment for participation in the stakeholder discussions for direct service staff and interviews for leadership. As both agencies have involved these groups in the assessments done with the Performance Indicator tools, staff and leadership of ILRC and Hubbard House are generally familiar with the Collaboration project ant its goals, and therefore it is expected that recruitment will be fairly simple and straightforward.

# Consent Process

It is extremely important to the Collaboration that we receive consent from all potential participants prior to their participation in the needs assessment process. Consent refers to one’s willingness to participate in our needs assessment activities, as well as agreeing to allow the Collaboration to use the information given to us during this process to improve our services. It also includes the understanding of participants’ confidentiality rights as those rights pertain to the information being sought. All participants will be made aware of how the information they share with the Collaboration will be used and who will have access to this information.

Participants in stakeholder discussions and interviews are agreeing to:

* Participate in a stakeholder discussion/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.

We will be using a passive consent process for all stakeholder discussions except for domestic violence survivors. Florida law and state-mandated confidentiality policies that govern certified domestic violence centers in Florida require written consent for Hubbard House clients to be made available for stakeholder discussions and interviews. The same laws also afford a very high level of legal protection for the confidentiality of client information and agency records which significantly diminishes the risk of disclosure of personal information. In addition, we will take steps in the stakeholder discussion process, outlined below, to minimize disclosure of information.

To provide for enhanced confidentiality and anonymity, we will use passive consent for these audience groups: Deaf individuals, individuals with a disability, law enforcement, and staff of ILRC and Hubbard House. For these groups, a statement regarding consent, confidentiality, and mandatory reporting will be provided in writing to participants. Participants will be asked to read the statement. It will also be read aloud or signed to participants at the beginning of each session in order to accommodate varying levels of literacy and to maximize full understanding of the statement. Any questions regarding consent will be answered as thoroughly as possible before participants are asked if they understand the consent statement.

Once any questions are answered, participants will be asked if they understand the statement. If participants acknowledge that they understand the statement, they will be informed that if they remain, they are expressing their consent to participate in the stakeholder discussion. The consent statement will include the following information:

* The name of the collaboration conducting the stakeholder discussion/interview.
* The purpose of the stakeholder discussion/interview.
* The length of the stakeholder discussion/interview.
* A description of the process.
* A description of the steps being taken to ensure confidentiality.
* The limitations of confidentiality, including mandatory reporting.
* A statement that participation is strictly voluntary.
* A description of the incentive, if any, that will be given to the participant regardless of whether they complete the stakeholder discussion.
* A statement that participants agree to have their responses anonymously recorded and included in the needs assessment report for the purpose of developing a strategic plan.
* The offer to answer any questions prior to a participant deciding whether or not to give consent.

Participants will be told they can leave or discontinue participation at any time. Once the remarks have been read, it will be assumed that all participants who choose to stay will be giving consent for their participation.

Clients of Hubbard House will use a two-tiered consent process which combines active and passive consent. Each Hubbard House participant will sign a written consent form which informs them of the stakeholder discussion process. This form will describe the involvement of the participants, including the time required for participation and the types of information that will be collected. Other components of the form will include, at minimum, the following:

* A brief description of the Collaboration and of the stakeholder discussion/interview process.
* A statement describing the extent to which the participants’ confidentiality will be maintained, including the limits of confidentiality, such as mandatory reporting obligations.
* A statement that it will be the participant’s choice of what to discuss and/or to disclose in the stakeholder discussion/interview.
* A statement that the information will be used for aggregate purposes only and that no comments given by participants will be reported in any way that is tied to their individual identities.
* The name and contact information for staff the participants may contact for answers to questions about the Collaboration.
* A statement that participation is voluntary and that the participant may refuse to participate or may withdraw at any time without penalty or loss of benefits to which the participants are otherwise entitled and/or without impact on his or her eligibility to receive services, as appropriate.
* A statement that before the participant decides whether or not to sign the form, a Hubbard House advocate will discuss any potential risks and benefits that could result from agreeing to participate.

The signed forms will be kept in a secure location at Hubbard House in full compliance with Hubbard House confidentiality policies promulgated according to Florida laws and regulations governing certified domestic violence centers. Names will not be shared with stakeholder discussion facilitators, except first names as needed to provide accommodations. When the Hubbard House participants come to the stakeholder discussion, they will then also be given the passive consent process outlined above, which will again confirm their willingness to participate.

# Confidentiality

Collaboration team members are firmly committed to the confidentiality of all needs assessment participants to the greatest extent possible and to providing full and complete disclosure to participants of situations in which we may be unable to maintain confidentiality. The following information outlines the steps we will take to preserve confidentiality.

* First names only will be collected on the RSVP forms in order to know how many participants have indicated a willingness to

participate and to connect a participant with any specific accommodation request. RSVP forms will be secured by the Project Director until completion of the respective stakeholder discussion or interview and will then be shredded.

* Needs assessment participants will receive a written copy of the consent/confidentiality statement, including mandatory reporting requirements, when they arrive for the stakeholder discussion/interview. The statement will be reviewed and discussed prior to beginning the stakeholder discussion/interview. In addition, Hubbard House client participants will be given the statement as part of their signed written consent to participate.
* The written consent forms signed by Hubbard House clients will be kept in a secure location at Hubbard House in full compliance with Hubbard House confidentiality policies promulgated according to Florida laws and regulations governing certified domestic violence centers. Names will not be shared with stakeholder discussion facilitators, except first names as needed to provide accommodations. If any attempt is made by unauthorized individuals or groups to get information from the signed forms, Hubbard House will assert the domestic violence victim-advocate privilege provided by Florida law, unless the client waives that privilege.
* Under Florida law, all Collaboration team members are mandatory reporters of suspected child abuse/neglect and suspected abuse/neglect/exploitation of a vulnerable adult. Needs assessment participants will be advised of the legal requirements that Collaboration team members have to report suspected abuse/neglect. In addition, participants will be informed that Collaboration team members have a legal duty to report any participant’s threat to harm themselves or others.
* Names will not be used to identify participants during stakeholder discussions. Stakeholder discussion participants will be advised that what is said in the room during the stakeholder discussion is to remain in the room and is not to be discussed outside of the room when they leave in order to promote open discussion. There is no way to control what people say outside of the stakeholder

discussion, but the request to maintain confidentiality will be made.

* Needs assessment participants will be informed about how the information they provide will be used in the needs assessment report when they arrive for the stakeholder discussion/interview. They will also be informed that a copy of the completed report will be available to review upon request.
* Information collected during stakeholder discussions/interviews will not include identifying participant information. The Needs Assessment Report will be comprised of cumulative information and direct participant anonymous quotations, with no identifying information.
* As part of this needs assessment, information regarding staff and organizational policies, procedures, and practices at the partner agencies will be disclosed. Such internal partner agency information will only be used within the context of the purpose and goals of this needs assessment. Information about partner agency staff and internal policies, procedures, and practices will be treated with great care and will not be shared outside of the Collaboration team, unless agreed to by all Collaboration members, such as in preparing drafts of reports to be sent to the Vera Institute and OVW.
* Information obtained during the needs assessment will only be used to write the needs assessment report. The report will not be shared outside of the Collaboration team members and the senior leadership of the member agencies until it is reviewed by the Vera Institute of Justice and approved by OVW.
* Participant responses recorded during the needs assessment will be secured in a locked file cabinet in the office of the Project Director or in an electronic format on a password protected computer until the strategic plan has been reviewed by the Vera Institute of Justice and approved by the Office on Violence Against Women. All information obtained during the needs assessment will be shredded or deleted after full approval of the strategic plan.

# Accessibility Considerations

The Collaboration is committed to providing fully accessible stakeholder discussions 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 stakeholder discussions and interviews. Stakeholder discussions 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 have been provided with what is needed for accessibility. Free parking is available at both service provider agencies.
* Stakeholder discussions, interviews, and the survey will be scheduled at times and locations convenient for participants. Room selection for stakeholder discussions and interviews will be based on accessibility and confidentiality concerns.
* Reasonable accommodation will be provided to those participating. The RSVP form for stakeholder discussions and interviews will include a checklist of accommodations. The Project Director will be responsible for overseeing requested accommodations.
* Recruiters and facilitators will be instructed to attend to the particular needs of each audience and speak in a manner that is accessible to all participants and to pause when necessary to accommodate individuals with various levels of hearing.
* All print materials and needs assessment tools will be available in alternative formats, as needed. Braille requests should be made three business days in advance to allow for printing. To allow for full participation by participants needing print materials in Braille, recruitment will stop three business days prior to any stakeholder discussion.
* Because participants’ own personal care attendants (PCAs) will not be permitted in the room during stakeholder discussions or interviews, an alternate PCA will be provided for the duration of the stakeholder discussion or interview, as needed. The alternate

PCA will escort the participant to their own PCA at the close of the session or at any time if requested.

# Safety

The Collaboration is committed to maximizing the safety of participants and has created a process to, as much as possible, empower participants while maintaining safety. We are committed to the following:

##### During Recruitment

* Only current or consumers who have recently (within one year) closed their file(s) will be recruited by ILRC.
* Invitees will be told that participation is optional. There will be no consequences to employment/services for anyone who chooses to participate or not participate in the needs assessment.
* Individual interviews will be offered for survivors and people with disabilities if they are uncomfortable participating in a group setting.
* Only the first name will be written on the RSVP form for the sole purpose of connecting the individual with an accommodation if requested.
* If a participant believes it will be a risk for them to obtain the $25 Visa gift card at the stakeholder discussion/interview, alternative arrangements will be made.
* All RSVP forms will be shredded upon completion of stakeholder discussions/interviews.

##### During Stakeholder Discussions and Interviews

* The stakeholder discussions will be conducted at the agency where the participants have received services and feel comfortable and where their safety has been taken into consideration when providing services.
* No one will be admitted into the stakeholder discussion who has not been invited.
* An individual’s own personal care attendant (PCA) will not be permitted in the room during stakeholder discussions or interviews. However, we will provide an alternate PCA for the duration of the stakeholder discussion.
* Participants will be told that they can choose to answer or not answer any question.
* Questions have been formulated specifically to generate information about services provided and received and not about experiences of domestic violence.
* Participants will be reminded not to share their own or other people’s personal experiences of violence or abuse.
* An advocate will be present at stakeholder discussions/interviews for survivors of domestic violence and individuals with disabilities. The advocate will be able to meet with participants in a private, accessible space.

If disclosures of abuse are made, facilitators will direct participants to the advocate as needed.

# Recruitment Script

(Hubbard House or ILRC) is part of a collaboration called AccessJax working to create safer and more accessible and welcoming responses and services. The organizations that are involved in this partnership are the City of Jacksonville, Hubbard House, the Independent Living Resource Center, and the Jacksonville Sheriff’s Office.

AccessJax came together because of a three-year federal grant from the Office on Violence against Women. The grant provides a unique opportunity for our organizations to develop a strong partnership that will work towards improving response and services.

In order to learn how to improve response and services, we will be conducting a needs assessment. We will be talking to staff from all partner agencies and also people who identify themselves as a:

* Survivor of Domestic Violence
* Individual with a disability or who is Deaf.

Based on the information we gather, we will write a report that will be shared with all of the agencies in the Collaboration as well as with the Vera Institute of Justice, our technical assistance provider, and the Office on Violence Against Women, who provides our funding. We will use the report to develop a plan for how our organizations can work together to improve our services to survivors of domestic violence who have a disability or who are Deaf.

##### For Victims/Survivors

I would like to invite you to be part of a stakeholder discussion with other survivors for the needs assessment. There will be about 4 to 10 people in the discussion, and we will be asking about your thoughts for improving response and services for survivors of domestic violence. We will only ask about your experiences with obtaining services, including how people have responded to information that you have told them, and if applicable, your experiences reporting to police. We will not be asking you to share any specific experience of domestic violence that you or someone you know has been through. If you would like to participate, but do not want to participate as part of a stakeholder discussion, you have the option to request a one-on-one interview.

##### For People with Disabilities:

I would like to invite you to be part of a stakeholder discussion with other people with disabilities for the needs assessment. There will be about 4 to 10 people in the discussion, and we will be asking about your thoughts for improving services for people with disabilities. We will only ask about your experiences with obtaining services as a person with a disability. Although you or someone you know may have experienced domestic violence we will not be asking you to share these experiences. If you would like to participate, but do not want to participate as part of a

stakeholder discussion, you have the option to request a one-on-one interview.

##### Additional information about the stakeholder discussion/interviews

Before you decide, I want to share more information about the [stakeholder discussion/interview] and see if you have any questions.

* Stakeholder discussions will last approximately 11⁄2 hours. Individual interviews will last 1 hour.
* Participation is completely up to you. There are no consequences to any services you receive whether you choose to participate or not.
* It is possible that you may know someone in the group.
* You can change your mind at any time and decide not participate. Even if you go to the [stakeholder discussion/interview] you can choose to leave at any time. You do not have to complete the [interview/stakeholder discussion].
* You can choose which questions you want to answer and which ones you do not want to answer.
* [For ILRC consumers] You do not have to sign anything to participate. If you go to the [stakeholder discussion/interview] and respond to the questions, we will assume that you are freely choosing to participate.
* [For Hubbard House clients] You will need to sign a Release of Information in order to participate. The signed release and the information in it will be kept confidential according to Hubbard House policies that were explained to you when you became a Hubbard House program participant. This means that the signed release form will be stored in a secure location at Hubbard House, with limited staff access, and will not be shared outside Hubbard House. Your name, other than your first name if you request an accommodation, will not be provided to any Collaboration staff not employed by Hubbard House or to any other Hubbard House

staff, except on a need-to-know basis, such as to protect your safety or the safety of others.

What you say will be kept confidential by staff with the exception of mandatory reporting, which we will explain further. We will not connect anything you say to your name or to anything that would identify you. In our notes and in the report we would say something like “A survivor/person with disability, survivor with disability said” or we will use a pseudonym (a made-up name).

There are some exceptions to confidentiality.

* + Under Florida law, all Collaboration team members and all staff at the stakeholder discussions and interviews are mandatory reporters of suspected child abuse/neglect and suspected abuse/neglect/exploitation of a vulnerable adult. This means they may need to make a report to the Department of Children and Families if you tell them that a child is being abused or neglected or that a vulnerable adult is being abused, neglected, or exploited. Under Florida law, a vulnerable adult is someone 18 years of age or older who is vulnerable because of age or a disability. In addition, if you threaten to harm yourself or another person, they will have a duty to report to law enforcement.
  + Staff at the stakeholder discussion/interview will not ask you any questions about personal experiences with violence and you are encouraged not to share these experiences in the stakeholder discussion/interview. Our focus is on your experience with services, not on the incident itself.
  + There will be an advocate at the stakeholder discussion/interview. Whether or not you have personal experience with violence, we know that the discussion may bring up feelings for you. You can speak to the advocate at any time during or right after the stakeholder discussion/interview. The advocate will keep what you say confidential except for the exceptions that I just explained. A list of resources will also be available to all participants.
  + If you have your own personal care assistant, they can bring you to the stakeholder discussion, but they can’t be in the room with you during the discussion. They can wait for you outside of the room and can be available for you at any time if you need help. If you need a personal care assistant during the discussion, we will provide an alternate PCA.

To thank participants, we will be giving each participant a $25 VISA gift card. Do you have any questions?

After hearing this information, would you be interested in participating?

If you would like to think about it, you can contact me later if you decide you are interested.

# RSVP Form

Thank you for your interest in participating in a stakeholder discussion or interview conducted by AccessJax. Please provide the following information to help us accommodate your needs during the session. The information provided on this form will remain confidential and will be shredded after the session.

**First Name:**

**Stakeholder discussion/Interview Date: Time:**

**Location:**

**I would like to participate in (check one):**

Stakeholder discussion Interview

**In order to participate, I will need the following:**

American Sign Language (ASL) Interpreter

Assistance with Written Materials Braille Large Print

Help with Reading

Listening Devices

Other Accommodation Needs? Please Specify:

# Facilitators’ Scripts

##### ILRC Consumers

**Hubbard House Program Participants**

Hello everyone and thank you for being here today. I’d like to take a few minutes before we begin to tell you about who we are and why we are here. My name is . *Introduce co-facilitator and support staff and the agencies they represent.*

We all are partners on a project called AccessJax. AccessJax was founded in Oct of 2015 to help our agencies find ways to improve how we work together to serve individuals with disabilities and Deaf individuals who experience intimate partner domestic violence. One of AcessJax’s core values is that we believe that this work can only be effective if we involve those who have experienced domestic violence [or individuals who have a disability *(or D/deaf) if that’s the audience.*] Maybe you’ve heard the slogan “Nothing about us, without us”. That’s why you are here. Who better to help us improve services than those who have used them?

We are conducting this stakeholder discussion, and others like it, to gather information for what’s called a “Needs Assessment”. We will use the feedback collected from all the stakeholder discussions, the one here tonight along with others at ILRC [Hubbard House] and the Jacksonville Sheriff’s Office, including staff and leadership of these agencies. We will then develop a strategic plan to improve services we provide to survivors with a disability or who are Deaf.

Our meeting will last approximately an hour and a half. Your participation is completely voluntary, and you can end your participation at any time.

We will go around the table/room allowing everyone a chance to answer each question. You do not have to answer any questions that you do not want to. If you choose not to answer a question, please just let us know and we will pass you. If you decide to add a comment later, you are free to do so. We will have a brief discussion after each question to ask for additional feedback. There are no right or wrong answers. We encourage you to share both positive and negative experiences you

have had while seeking services. If there is something that you would rather share privately, please see one of us after the meeting.

To protect your confidentiality, we will not be asking you questions about any incidents of abuse, but rather about your personal experiences while accessing or attempting to access services. Your responses will provide us with an understanding of how services worked or did not work for you. We will be taking written notes to use to write a report and develop a plan. Your names will not be used at any time. In front of you, to protect your privacy and safety, you will notice a nametag with the name of a flower on it. Instead of using names, we will be referring to each other by the flower. The Co-facilitators nor any of the staff will track first names to the flower names.

Our note taker will be recording your feedback on her laptop. This information will help us write a report and develop the plan I mentioned earlier. The note taker will be using your flower names or “the participant said” in her notes and never mention anyone by name. These notes will be shared only with the people in the Collaboration and will be destroyed as soon as the report has been compiled. Do we have everyone’s agreement to take notes as I have described?

During the discussion you may hear or be reminded of stories that make you feel uncomfortable or upset. You can choose to stay in the room and not talk or you can choose to leave the room. If you want, you can talk with (name of advocate) in a private room. We will give you a resource card that lists crisis line phone numbers. We can also help you to make arrangements to talk with someone who can discuss your concerns or provide additional emotional support.

As part of safety and confidentiality, we ask participants not to talk to anyone outside of the group about what was shared during the discussion. However, we cannot guarantee other participants will keep the shared information confidential and “in the room” once the discussion is over. A good way to protect your privacy is to limit the personal information you share. Talk about services, not about yourself or other individuals.

We must also warn you that there are certain exceptions to confidentiality that are required by law. Under Florida law, all AccessJax team members and all staff present today are mandatory reporters of

suspected child abuse/neglect and suspected abuse/neglect/exploitation of a vulnerable adult. This means they may need to make a report to the Department of Children and Families if you tell them that a child is being abused or neglected or that a vulnerable adult is being abused, neglected or exploited. Under Florida law, a vulnerable adult is someone 18 years of age or older who is vulnerable because of age or a disability. In addition, if you threaten to harm yourself or another person, we will have a duty to report to law enforcement.

[Provide written statement of material set out above for anyone who wishes to read it]

Are there any questions?

Gentle Reminders to be written on blackboard.

Because we only have 90 minutes, please keep your answers on topic so everyone will have a chance to share. Please be courteous and do not interrupt others.

If at any time you need to talk with an advocate, please let (facilitator) know and we will have our advocate meet with you in a private room.

Your participation in strictly voluntary. If you should decide you would like to leave or would prefer us to interview you individually, please let us know. The $25 Visa gift card you received as you came in is yours to keep even if you decide to leave.

To prevent distractions, please silence your cell phone.

# Questions for Stakeholder Discussions/Interviews/Surveys

## Domestic Violence Survivors

### Stakeholder Discussion/Interview Questions

We are going to be asking you some questions today to help gain your insights as survivors of domestic violence. We ask that when answering these questions, please think about the answers based on your experience as a survivor of domestic violence. We recognize and appreciate that you all have varied experiences that shape your unique identities, but as much as possible during our limited time together today, please try to answer questions from your perspective as a survivor of domestic violence only.

##### I’d like to begin by asking you about how you learned about services available to survivors of domestic violence?

* 1. Where are good places to distribute or provide information about the services available? (For example: Yellow pages online or hard copy, church/temple bulletins, library, retail stores, Internet search?)
  2. In your opinion, which of these ways would be the best choice when reaching out to survivors to let them know of services available to them?

##### Now, I’d like to ask you to think about what agencies or service providers do to help make your experience positive when accessing services?

* 1. What about the physical space/location was positive?
  2. What about the staff behavior, competency, and knowledge were positive?
  3. What about safety?
  4. What about confidentiality?
  5. What about privacy?
  6. What about the overall atmosphere, comfort level, and approachability was positive?
  7. What about materials/resources?

##### 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?

* 1. What about the physical space/location was negative?
  2. What about the staff behavior, competency, and knowledge were negative?
  3. What about safety?
  4. What about confidentiality?
  5. What about privacy?
  6. What about the overall atmosphere, comfort level, and approachability were negative?
  7. What about materials/resources?

We’d now like to spend some time gathering your insights on the concept of safety and comfort, as they are often important considerations for survivors of domestic violence when accessing services and disclosing their experiences of domestic violence. We want to explore with you what organizations and service providers do or don’t do to help you to feel safe and comfortable telling them about your experiences of domestic violence, or contrarily, unsafe or inhibited in discussing your experiences of domestic violence.

##### What does safety mean to you?

* 1. What have service providers done to help you feel safe?

##### As a follow-up, what have organizations or service providers done that have helped you to feel comfortable talking about your experiences of domestic violence?

* 1. What made you feel that you could trust the organization or service providers enough to tell them about your experiences of domestic violence?
  2. What made you feel comfortable in sharing your experience of domestic violence within the organization?

##### On the contrary, what have organizations, or service providers done that have made you feel unsafe?

* 1. What did they do that prevented you from trusting them or having confidence in them?
  2. What made you feel as if you could not share your experience of domestic violence with the organization?

For the next series of questions, I’d like to address the concept of confidentiality because this an important consideration for survivors of domestic violence when accessing services and telling about their experiences of domestic violence. We want to explore what confidentiality means to you, and how organizations can consider their practices of confidentiality when serving survivors of domestic violence.

##### To begin, what does confidentiality mean to you?

* 1. How important is confidentiality when you’re seeking or receiving services?
  2. In what instances would it be okay to share identifying information and the details of your experience of domestic violence with other organizations?
     + After signing a one-time release of information as part of an intake process, allowing the organization to release your information to anyone they deem necessary?
     + Or do you prefer to be asked prior to each time your information is going to be released, providing you with a choice as to whom you want the information released to?
     + Or, are you fine with an organization sharing your information any time?

Now that we have learned about what safety, comfort, and confidentiality mean to you as survivors of domestic violence, we’d like to ask what organizations in the community can do to make you feel safer and more comfortable when accessing their services? (Services may include routine doctor’s appointments, public transportation, libraries, etc.)

##### 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?

* 1. What is the one thing you consider most important that needs to be addressed regarding services to survivors of domestic violence?

**b)** Do you have any other feedback for us about what the ideal service delivery system would look like for individuals that are survivors of domestic violence?

## Individuals with a Disability

### Stakeholder discussion/Interview Questions

We are going to be asking you some questions today to help gain your insights as individuals with disabilities. We ask that when answering these questions, please think about these questions through the lens of being a person with a disability.

1. **I’d like to begin by asking you about how you find out about services available to you in your community?** (For example, how did you find your doctor?)
   1. Where are some places that you think it would be good to share information with people with disabilities on services that are available to them?
   2. Who, if anyone, helps you find this information (Prompts: staff, friend, family, co-worker, counselor, case manager, or someone else)?

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.

##### What kinds of things do agencies do that make it difficult for you to get information?

* 1. What about accommodations? Accessibility? Materials in different formats?
  2. 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 where you feel that you can trust the staff who work there. Some examples are: things staff do that make it easy for you to share your unique needs, responses to accommodation requests, and responses to any challenges you may face there.

##### First, please think about the people who work there. What do they do to make you feel comfortable?

* 1. Do they know what they are doing? If so, how do you know?
  2. Now think about the building. What about the building do you like?
  3. Is it easy to get around? If yes, what makes it easy to get around?
  4. Is it easy to find what you are looking for? If yes, what makes it easy?
  5. Is there anything else that makes you feel comfortable about that place?

Now, I’d like to ask you to think about a place in your community that makes you feel uncomfortable and that you feel you cannot trust the staff that works there. Some examples are: things staff do that make it difficult for you to share your unique needs, responses to accommodation requests, and responses to any challenges you may face there.

##### First, please think about the people who work there. Do the people who work there do something that makes you uncomfortable and that make you feel that you cannot trust them?

* 1. What do they do to make you feel uncomfortable?
  2. Now think about the building. Is there something about the building or place that you don’t like?
  3. Is it hard to get around? If yes, what makes it hard to get around?
  4. Is it hard to find what you are looking for? If yes, what makes it hard?
  5. Is there anything else that makes you uncomfortable or that you cannot trust about this place?

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. For these series of questions, please think about the last time you needed help from someone such as: someone who works (insert appropriate staff they may work with). Some examples of things to ask for help on are: help with calling someone; help reading papers; help getting somewhere.

##### What made it easy for you to ask for the help you needed?

* 1. Did that person ask if you needed help?
  2. Do you like it when people ask if you need help?
  3. Is there anything else that these people do that makes it easy to ask for help if you want it?

##### When you go somewhere in the community for services and someone really understands you and your disability, what is that like?

* 1. What happens?
  2. How do you know they understand you?
  3. How do you know they understand your disability?
  4. What did you like about what the person did to help?

##### When you go somewhere in the community for services and people don’t understand you and your disability, what is that like?

* 1. What happens?
  2. How do you know they do not understand you?
  3. How do you know they don’t understand your disability?
  4. What didn’t you like about what the person did to help?

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

* 1. What would be the most important thing you would teach them?

## Deaf Individuals

### Interview Questions

We are going to be asking you some questions today to help gain your insights as D/deaf individuals. We ask, that when answering these questions, please think about these questions through the lens of being a D/deaf individual.

1. **I’d like to begin today, by asking you about how you find out about services available to you in your community?** (For example, how did you find your doctor?)
   1. Where are some places that you think it would be good to share information with D/deaf individuals on services that are available to them? (Prompts: Church Bulletin? Library? Stores? Internet?)
   2. Who, if anyone, helps you find this information (Prompts: staff, friend, family, co-worker, counselor, case manager, or someone else)?

Sometimes agencies and service providers do things that make it a positive and welcoming experience for you when you contact them for assistance. For the next set of questions, please think about a good experience you have had when you contacted a social service agency for assistance.

1. **What makes it easy for you to contact a D/deaf service provider?** (Prompts: understanding D/deaf culture? Videophone access? Communicating in ASL? Access to ASL interpreters?)
   1. What makes it easy for you to contact a hearing service provider? (Prompts: Videophone access? Access to ASL interpreters? D/deaf-friendly messaging in their outreach?)

Sometimes agencies and service providers do things that make it difficult for D/deaf individuals to get the information they need about services that are available to them. For the next set of questions, please think about a negative experience you have had when you contacted a social service agency for assistance.

1. **What makes it difficult for you to contact a D/deaf service provider? What would cause you not to contact a D/deaf service provider?** (Prompts: lack of explicit confidentiality? Lack of understanding of my needs outside of being D/deaf? Physical space?)
   1. What makes it difficult for you to contact a hearing service provider?
   2. What would cause you to not contact a hearing service provider? (Prompts: communication difficulties? No access to Videophone? No access to ASL interpreters? Lack of understanding of D/deaf culture? Fear of confidentiality being violated?)

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. For example: things staff do that make it easy for you to share your unique needs, communication preferences, any challenges you may face, physical space, or personal information. I’m going to ask you a series of questions to explore what organizations and their staff can do to help D/deaf individuals feel comfortable, and that they can trust the organization, and ask that you think about this place when answering these questions.

##### First, please think about the people who work there. How does the staff make you feel welcome and comfortable and that you can trust them?

* 1. Do they have access to a videophone? Do they have the ability to meet in-person? Do they have access to ASL interpreters? Are communications confidential? Do they demonstrate an understanding of D/deaf culture? If so, how?
  2. What about the physical space? Line of sight? Lighting? Visual materials and information?
  3. Is there anything else that makes you feel comfortable about that place?

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 that works there. For example: things that staff do that make it difficult for you to share your unique needs, communication preferences, any challenges you may face, the physical space, or personal information.

##### First, please think about the people who work there. Do the people that work there do something that makes you uncomfortable, and that you cannot trust them?

* 1. How, if at all, has staff made you feel unwelcome and uncomfortable?
  2. Does the staff have a lack of confidentiality? A lack of understanding of your unique needs? A lack of understanding of D/deaf culture? No access to ASL interpreters?
  3. What about the physical space? Line of sight issues? Lighting? Lack of visual materials and information?
  4. Is there anything else that makes you feel uncomfortable, or that you cannot trust about this place?

##### If you could help us design the very best way for agencies to provide the highest quality services for D/deaf individuals, what would you want to include?

* 1. What is the most important thing an agency needs to know when they are helping a D/deaf individual?
  2. What generally happens when a D/deaf individual contacts an agency for help? Via videophone? In- person?
  3. What should not happen?
  4. What would happen at your first visit that would make you want to come back to the agency again?

##### How can D/deaf and hearing service providers work together to provide quality services? Can you give an example?

* 1. How can they help each other?
  2. What can they do to work as a team?
  3. If service providers work together, how does that help you?

##### Is there something you have not had a chance to tell us that you really want us to know about services for D/deaf individuals?

**Direct Service Staff of Hubbard House**

Stakeholder Discussion Questions

1. **What does your agency do well in responding to and meeting the needs of people with disabilities or who are Deaf?**

Some examples are: trainings, accommodations, policies and procedures, staffing, budgets, outreach, etc.

##### Drawing on your own experience in serving program participants, what challenges does your agency face in serving people with disabilities or who are Deaf/?

* 1. Are there challenges within the culture of your organization or in community service providers that you coordinate services with that impact serving people with disabilities or who are Deaf, such as stigmas, attitudes, assumptions regarding people with disabilities?
  2. Does the type of disability impact your ability to provide services? Is so, how?

##### Tell us about your experience with your agency’s policies and procedures to respond to the accommodation needs of survivors with a disability?

* 1. How are program participants made aware that it is a safe to request accommodations?
  2. What are some challenges that you face when responding to accommodation requests from program participants?
  3. How were these challenges handled?
  4. How do you evaluate if you are meeting the accommodation needs of program participants?
  5. g. What additional technical assistance and training would you like to see to enhance your ability to respond to the needs of survivors who have a disability or who are Deaf?

##### What do you want Deaf or disability service providers to know about how to best serve survivors of domestic violence?

* 1. What do they need to know about the impact trauma has on survivors?
  2. If you were going to train their staff, what would you put in the training curriculum to ensure they had the basics for responding to and serving domestic violence survivors?

## Direct Service Staff of ILRC

### Stakeholder Discussion/Interview Questions

##### If you have worked with an individual that you suspected was experiencing domestic violence, what made you suspect the individual was experiencing domestic violence?

* 1. How comfortable are you working with a victim/survivor of domestic violence?
  2. What makes you feel comfortable (or uncomfortable) addressing this subject with an individual?
  3. What do you need in order to better serve victims/survivors of domestic violence?

##### If an individual comes to your office and discloses that she is experiencing domestic violence, what guides your response?

* 1. Who would you call for assistance, if needed?
  2. Do you have a working relationship with agencies that serve victims/survivors of domestic violence? If so, which one(s)?

##### What does your agency have in place that will help you in this situation?

* 1. What is missing within your agency to help you in this situation?
  2. Are there policies for how to respond to victims/survivors of domestic violence?
  3. If so what works well? What needs to be improved? How?

##### How familiar are you with mandatory reporting requirements regarding children and vulnerable adults?

* 1. Have you ever made a report? Did you inform the victim in advance that one might need to be made?
  2. Have you had any training on Florida law regarding mandatory reporting?
  3. What are the policies in place to regarding confidentiality and safety?

##### Is there anything else you would like us to know about what your agency needs to provide services to consumers who are victims/survivors of domestic violence?

**Leadership of Hubbard House**

Interview Questions

1. **What does Hubbard House do well in responding to and meeting the needs of people with disabilities or who are Deaf?**

Some examples are: trainings, accommodations, policies and procedures, staffing, budgets, outreach, etc.

##### What challenges does Hubbard House face in serving people with disabilities or who are Deaf?

* 1. Are there challenges within the culture of your organization that impact serving people with disabilities/Deaf people, such as stigmas, attitudes, and assumptions?
  2. Does the type of disability affect your ability to provide services? Is so, how?

##### Tell us about your policy and procedures to respond to the accommodation needs of program participants with a disability/who are Deaf?

* 1. How are they made aware that it is a safe to request accommodations?
  2. How are their requests documented and stored to maintain their confidentiality?
  3. What are some challenges that you face when responding to accommodation requests from program participants?
  4. How were these challenges handled?
  5. How do you evaluate if you are meeting the accommodation needs of program participants?
  6. What additional technical assistance and training would you need to create adequate policy and procedures to address the accommodation needs of program participants?

##### How do you determine your staff’s training needs?

* 1. How does staff communicate their training needs to their supervisor?
  2. How is staff informed of resources that are available to them to be successful?
  3. How are relevant training topics determined?
  4. How do you assess if your staff training needs are being met?

##### Tell us about training that your staff receives from your allied professionals?

* 1. How frequently does your program participate in cross-training opportunities with allied professionals?
  2. How are these training opportunities typically initiated?
  3. In your experience, what are about the benefits and challenges of these training engagements?

##### Does your center have a relationship with the local organization that provides services to people with disabilities/Deaf people? Tell us about that relationship.

* 1. Tell us about cross-training efforts? Successful or not?
  2. Is the relationship formal or informal?
  3. Is it working well?
  4. What challenges have you experienced?
  5. How can it be improved?

## Leadership of ILRC

### Interview Questions

##### 1. What does ILRC do well in responding to and meeting the needs of consumers who are victims/survivors of domestic violence?

Some examples are: trainings, policies and procedures, staffing, budgets, outreach, etc.

##### What challenges does ILRC face in serving consumers who are victims/survivors of domestic violence?

* 1. Are there challenges within the culture of your organization that impact serving people with who are victim/survivors of domestic violence, such as stigmas, attitudes, and assumptions?

##### Tell us about your policy and procedures to respond to the needs of consumers who are victims/survivors of domestic violence?

* 1. How are consumers made aware that it is a safe to disclose abuse?
  2. How are their disclosures documented and stored to maintain their confidentiality?
  3. What guidance have you given staff regarding confidentiality or mandatory reporting concerns?
  4. How do you evaluate if you are meeting the needs of consumers who are victims/survivors of domestic violence?
  5. What additional technical assistance and training would you need to create adequate policy and procedures to address ILRC’s response to victims/survivors of domestic violence?

##### How do you determine your staff’s training needs?

* 1. How does staff communicate their training needs to their supervisor?
  2. How is staff informed of resources that are available to them to be successful?
  3. How are relevant training topics determined?
  4. How do you assess if your staff training needs are being met?

##### Tell us about training that your staff receives from your allied professionals?

* 1. How frequently does your program participate in cross-training opportunities with allied professionals?
  2. How are these training opportunities typically initiated?
  3. In your experience, tell us about the benefits and challenges of these training engagements?

##### Does ILRC have a relationship with the local organization(s) that provide services to victims/survivors of domestic violence? Tell us about that relationship.

* 1. Tell us about cross-training efforts? Successful or not?
  2. Is the relationship formal or informal?
  3. Is it working well?
  4. What challenges have you experienced?
  5. How can it be improved?

## Jacksonville Sheriff’s Office

### Online Survey Questions

The Jacksonville Sheriff’s Office has partnered with the City of Jacksonville Social Services Division, Hubbard House, and the Independent Living Resource Center (ILRC) to form a community collaboration called AccessJax to improve the response of all the partner agencies to victims of domestic violence with disabilities. Your input is invaluable to this project, so thank you for completing this survey. If you have any questions or concerns about the survey, please contact Assistant Scott Dingee via email ([Scott.Dingee@jaxsheriff.org](mailto:Scott.Dingee@jaxsheriff.org)) or phone (630-2252).

##### How long have you worked as a police officer?

* 1. less than one year
  2. 1-5 years
  3. 5-10 years
  4. 10-20 years
  5. 20+ years

##### Have you ever responded to a victim of any crime who had a disability? Y/N

1. **Have you ever responded to a domestic violence case, regardless of whether the victim had a disability or not?** Y/N
2. **Have you ever responded to a victim of domestic violence who had a disability?** Y/N
3. **In your opinion, what do you think are the top three concerns that victims might have about reporting a domestic assault to JSO.**
   1. Retaliation
   2. Privacy and confidentiality
   3. Concerns about the criminal justice system.
   4. Concerns that the officers may be inexperienced
   5. Concerns about lack of empathy from officers
   6. Concerns about not being believed or being judged
   7. Concerns that an officer’s beliefs or attitudes about them will cause the officer to treat them differently from other victims

##### In your opinion, what do you think are the top three concerns that victims with disabilities might have about reporting a domestic assault to JSO?

* 1. Retaliation
  2. Privacy and confidentiality
  3. Concerns about the criminal justice system.
  4. Concerns that the officers may be inexperienced
  5. Concerns about lack of empathy from officers
  6. Concerns about not being believed or being judged
  7. Concerns that an officer’s beliefs or attitudes about them will cause the officer to treat them differently from other victims

##### How do you usually find out whether a victim has a disability?

* 1. Provide the same information to all victims letting them know that they can disclose a disability.
  2. Ask all victims directly whether they have a disability
  3. If I thought a victim might have a disability, ask whether they had a disability.
  4. Wait until the victim discloses that they have a disability.
  5. Find out from a family member or professional.
  6. Other

##### How do you usually find out whether a victim needs an accommodation?

* 1. Provide the same information to all victims letting them know

that they can disclose a disability

* 1. Ask all victims directly whether they have a disability
  2. If I thought a victim might have a disability, ask whether they had a disability
  3. Wait until the victim discloses that they have a disability.
  4. Find out from a family member or professional.
  5. Other

##### What, if anything, at JSO assists you in finding out whether a victim has a disability and/or needs an accommodation? (Select all that apply.)

* 1. Written Directives
  2. Training
  3. My supervisor assists me with this.
  4. Other officers assist me with this.
  5. Personal experience
  6. There is nothing at JSO that assists me with this.
  7. Other

##### When asked for an accommodation, how often are you able to provide the accommodation?

* 1. All of the time
  2. Most of the time
  3. Half of the time
  4. Seldom
  5. Never

##### How difficult is it to obtain the following accommodations?

(All of the following will have scale 1 to 5 with 1 being not difficult and 5 being very difficult.)

* 1. Interpreter (American Sign Language or other interpreters for victims who are Deaf)
  2. Written materials in Braille or audio or formatted for screen readers
  3. Accessible transportation for victim
  4. Accessible facilities (e.g. interview rooms, restrooms etc.)
  5. Materials using pictures, icons or other visuals to communicate with a victim
  6. Other

What additional accommodations have you needed? How easily were you able to obtain those accommodations?

1. **How much of a barrier have the following been to responding to a victim with a disability? (**All of the following will have scale 1 to 5 with 1 being not a barrier and 5 being high barrier)
   1. Inability to communicate with the victim
   2. Issues with physical access for the victim
   3. Inability to provide a requested accommodation
   4. Lack of knowledge about how to interact with people with disabilities
   5. Unclear or lack of written policies or protocols
   6. Insufficient support from supervisors or other officers
   7. Lack of community resources
   8. Lack of professional assistance
   9. Other

What are other barriers you’ve experienced to responding to a victim with a disability?

##### How equipped are you to work with people with the following disabilities? (All of the following will have scale 1 to 5 with 1 being not equipped and 5 being fully equipped)

* 1. Cognitive disability
  2. Physical disability
  3. Sensory disability (vision, hearing)
  4. Mental health disability
  5. Other

##### How frequently do you receive training about responding to victims of domestic violence?

* 1. Monthly
  2. Twice a year
  3. Once a year
  4. Once every 1 to 5 years
  5. Once every 6 to 10 years
  6. Only during recruit training
  7. Never had domestic violence training

##### Have you received training that included information about responding to victims with disabilities?

* 1. Monthly
  2. Twice a year
  3. Once a year
  4. Once every 1 to 5 years
  5. Once every 6 to 10 years
  6. Only during recruit training
  7. Never had any disability training

1. At least once every 6 to 10 years
2. Once in a while, but not routinely

##### Are there policies and protocols that guide your response to victims of domestic violence? Y/N

1. **If yes, how effective are they in helping you to respond to victims of domestic violence?**
   1. Very effective
   2. Mostly effective
   3. Somewhat effective
   4. Minimally effective
   5. Not applicable

##### Do you have policies and protocols that guide your response to victims with disabilities? Y/N

1. **How effective are they in helping you to respond to victims of domestic violence with disabilities?**
   1. Very effective
   2. Mostly effective
   3. Somewhat effective
   4. Minimally effective
   5. Not applicable

##### Do you believe that you need additional training in responding to people with disabilities? Y/N

**JSO Patrol Officers and Detectives**

Stakeholder Discussions

Our collaboration is defining disability as the interaction between a person, his or her functional ability, and the environment. This covers a broad range of disabilities, including but not limited to: physical disabilities, sensory disabilities (visual, hearing), mental health disabilities and disabilities that impact cognition (intellectual disability, traumatic brain injury).

##### In your role, how have you found out whether a victim has a disability and/or needs an accommodation?

* 1. In your experience, have you informed victims that they can request accommodations?
  2. Have you informed victims that they can disclose a disability? How? When?
  3. In your experience, have you asked victims directly if they need an accommodation? Have you asked victims directly if they have a disability? How? When?
  4. Have you asked everyone or only under certain circumstances? What circumstances?
  5. In your experience, have you waited until the victim discloses the need for an accommodation to you? Have you waited until the victim discloses a disability?

##### What assists you in finding out whether a victim has a disability and/or needs an accommodation?

* 1. What policies and procedures at JSO assist you?
  2. What training have you received about this?
  3. In what ways does your supervisor assist you?
  4. What, if anything else, assists you?

For the next set of questions please share with us from the experiences that you’ve had. If you’ve never had any of these experiences, think

about what you might need in order to be able to respond to a victim of domestic violence with a disability.

##### What resources from JSO would you need to be able effectively respond to a victim of domestic violence with a disability?

1. In what ways are your services accessible?
   * What resources or equipment does JSO have to take calls from victims who are Deaf or hard of hearing?
   * If you needed to transport a victim, for example, to Hubbard House or to their home, how would you provide accessible transportation to a victim with a physical disability?
   * What resources at JSO would assist you with communicating to a victim who is Deaf? Have you been able to access interpreters such as ASL interpreters when needed?
   * What resources at JSO would assist you with communicating to a victim who has a disability that impacts speech? (e.g. trainings on topic, communication boards etc)
   * What resources at JSO would assist you with communicating to a victim with a disability that impacts cognition? (e.g. trainings on topics, materials with pictures etc.)
   * What resources at JSO would assist you with communicating to someone with a mental health disability?
   * If you have been asked by a victim for an accommodation, how was JSO able to provide the accommodation?
2. What policies and/or procedures at JSO would help you in responding to a victim with a disability?
   * What policies and procedures regarding responding to victims of domestic violence (regardless of whether they have a disability) need to be clarified?
   * What policies and procedures regarding responding to

victims of domestic violence are missing?

* + What policies and procedures regarding responding to victims with disabilities (of any crime) need to be clarified?
  + What policies and procedures regarding responding to victims with disabilities are missing?

1. How could additional supervisor and/or organizational support help you in responding to a victim with a disability?

##### What community resources are you currently aware of that would be helpful to you when responding to a victim of domestic violence with a disability? What additional community resources would you need?

1. **How knowledgeable and equipped are you to work with victims of domestic violence with disabilities?**
2. How does the type of disability impact your ability to provide services?
3. What would increase your knowledge and skills to work with victims of domestic violence with disabilities?
   * What specific trainings would help?

##### What are effective ways for you to learn about changes to policies and procedures at JSO?

**First Line Supervisors**

Stakeholder Discussion Questions

Our collaboration is defining disability as the interaction between a person, their functional ability, and the environment. This covers a broad range of disabilities, including but not limited to: physical disabilities, sensory disabilities (visual, hearing), mental health disabilities, and disabilities that impact cognition (intellectual disability, traumatic brain injury).

For the first two questions, we will be asking you about your experiences supervising officers at JSO when they were responding to victims with disabilities. In many cases, there were likely things that went well and things that were challenging. We will first ask you about the things that went well.

##### Think about times when things went well when you were assisting an officer who was responding to a victim with a disability.

* 1. What worked well?
  2. How were you able to assist officers with obtaining accommodations for victims?
     + For physical disabilities?
     + For mental health disabilities?
     + For cognitive disabilities?
     + For sensory disabilities?

##### How were you able to assist officers with the knowledge and skills to respond to victims with disabilities?

* For physical disabilities?
* For mental health disabilities?
* For cognitive disabilities?
* For sensory disabilities?

##### How were you able to assist officers with obtaining community services for the victim?

* 1. What systems within JSO helped you assist officers when they were responding to victims with disabilities?
  2. How did JSO policies and procedures help?
  3. How did JSO resources help?
  4. Is there anything else you want to share about the experience?

##### Think about times when things did not go well when you were assisting an officer who was responding to a victim with a disability.

* 1. What were the challenges?
  2. What were the challenges to assisting officers with obtaining accommodations?
     + For physical disabilities?
     + For mental health disabilities?
     + For cognitive disabilities?
     + For sensory disabilities?

##### What were the challenges to assisting officers with the knowledge and skills to respond to victims with disabilities?

* For physical disabilities?
* For mental health disabilities?
* For cognitive disabilities?
* For sensory disabilities?

##### What were the challenges to assisting officers with obtaining resources for the victim?

* 1. What systems within JSO would have been helpful to assisting officers with responding to victims with disabilities?
  2. What policies and/or procedures would have helped you?
  3. What policies and procedures need to be clarified?
  4. What policies and procedures are missing?
  5. Is there anything else you want to share about the experience?

##### How skilled, knowledgeable and equipped are you with assisting officers to respond to victims with disabilities?

* 1. How does the type of disability impact your ability to assist officers?
  2. How does the presence of a family member/guardian or provider (PCA, group home staff etc.) impact your ability to assist officers?
  3. If the victim had experienced domestic violence, how would that impact your ability to assist officers?
  4. What would you need from JSO to be more effective in assisting officers with responding to victims with disabilities? To assisting officers with responding to victims of domestic violence with disabilities?

##### What training would make you more effective in assisting officers to respond to victims with disabilities? To assisting officers with responding to victims of domestic violence with disabilities?

1. **What do you see as potential barriers to JSO’s ability to respond to victims with disabilities?**
   1. What do you see as the gaps in knowledge and skills regarding officer’s ability to respond to victim with disabilities?
   2. How do officers’ personal attitudes about people with disabilities impact the response?

##### What are the strengths and challenges of JSO’s systems for communication between leadership, supervisors and officers?

* 1. How would you find out about challenges/barriers that officers experience when responding to victims?
  2. If you saw a need for policy change, how would you go about influencing change?

##### What is your program’s experience with community relationships?

* 1. How familiar are you with the collaborating organizations (Hubbard House and ILRC)?
  2. In addition to this collaboration, what relationships does your program have with organizations that work with people with disabilities?
  3. Think about past relationships that JSO has had with other organizations (does not have to be disability or domestic violence specific organizations).
     + What made relationships work well?
     + What made relationships challenging?

**Jacksonville Sheriff’s Office Leadership (Chiefs/Assistant Chiefs)** Interview Questions

Our collaboration is defining disability as the interaction between a person, their functional ability, and the environment. This covers a broad range of disabilities, including but not limited to: physical disabilities, sensory disabilities (visual, hearing), mental health disabilities, disabilities that impact cognition (intellectual disability, traumatic brain injury).

##### How do you as a leader hear about the needs of victims of domestic violence in the communities to which you provide services? What about victims with disabilities?

1. **How are issues of domestic violence, including the impact of trauma on victims, integrated into training of police officers? How are disability issues integrated into training of police officers?**
2. **What are the strengths and challenges of JSO’s systems for communication between leadership and officers?**
   1. How would you find out about challenges/barriers that officers experience when responding to victims of domestic violence and/or victims with disabilities?
   2. How do new policies and procedures get disseminated to officers?

##### If JSO has the following policies and/or procedures, what do you see as the strengths and gaps to them in regards to being able to provide an accessible response to victims of with disabilities?

* 1. Policies regarding obtaining accommodations
  2. Policies regarding communications with victims (e.g. follow-up communication with victims)
  3. Mandatory reporting of abuse of vulnerable adults.
  4. Situations when there are questions of competency/ability to consent to services
  5. Situations when a victim has a legal guardian
  6. What are your ideas for resolving barriers in your policies?

##### What is JSO’s policy for handling complaints from victims regarding discrimination or bias from officers?

1. **What is JSO’s capacity for increasing response to victims of domestic violence with disabilities? What resources does JSO currently have? What are the challenges for JSO regarding resources?**
   1. Budget including line-item for accommodations
   2. Human resources
   3. Physical facility
   4. Other?

##### Think about a time when there was a change or shift at JSO (e.g. a new concept, program, policy, a new way of doing something, a new way of working with partners).

* 1. What and/or who initiated the change effort or shift?
  2. Who else was involved in the process?
  3. How did you get buy-in from the rest of the organization?
  4. What were the challenges to making the change?
  5. What made the change sustainable?

##### What is JSO’s experience with community partnerships?

* 1. In addition to this collaboration, what partnerships does JSO have with organizations that work with victims of domestic violence?
  2. In addition to this collaboration, what partnerships does JSO have with organizations that work with people with disabilities?

##### Think about past partnerships that JSO has had with other organizations (does not have to be disability or domestic violence specific organizations).

* 1. What were the things that made partnerships work well?
  2. What were the things that made partnerships challenging?

##### What are your ideas for increasing capacity to serve survivors with disabilities?