



# Bridge to Safety Needs Assessment Plan

**able**  
SOUTH CAROLINA  
independent  
living for all



eliminating racism  
empowering women  
**ywca**  
Upper Lowlands

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## INTRODUCTION

People with disabilities experience violent victimization at a rate three times higher than the rest of the population (Vera Institute of Justice, 2018). Despite the high numbers of people with disabilities who have been impacted by domestic and sexual violence, providers in South Carolina are not currently equipped with the knowledge and resources to provide fully inclusive and safe services. Our collaboration, Bridge to Safety, seeks to build the capacity of our service providers.

Able South Carolina (Able SC), Sexual Trauma Services of the Midlands (STSM), and the YWCA of the Upper Lowlands (YWCA), have partnered together to form a collaboration to serve people who have been impacted by domestic and sexual violence who also have disabilities. This collaboration, Bridge to Safety, has received funding from the Office on Violence Against Women (OVW), U.S. Department of Justice, to create permanent changes within our organizations that will result in safe and accessible services for people with disabilities who have been impacted by domestic and/or sexual violence.

## COLLABORATION PARTNERS

Able SC is a change agent committed to fostering an inclusive society that empowers South Carolinians with disabilities to live fully-engaged and self-directed lives. Able SC challenges stereotypes, protects disability rights, and champions social reform. Able SC is a consumer-controlled, community-based, cross-disability nonprofit that provides an array of independent living services and values empowerment, inclusion, independence, and disability pride. Able SC does everything it takes to empower people with disabilities to live active, self-determined lives through advocacy, service, and support.

YWCA is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all. YWCA serves survivors of domestic violence from all walks of life at all stages of the healing process. The YWCA is a nonprofit, inclusive agency serving adults, children, the LGBTQ+ community, and seniors who have experienced domestic violence and/or human trafficking. Male

clients are also provided counseling and referrals, and if shelter is needed, hotel rooms are obtained.

STSM is a comprehensive sexual assault services agency and ensures that survivors are respected, valued, and their voices are heard. They boldly lead efforts to end sexual violence in South Carolina in the counties they serve. STSM is diligent in meeting the two critical components of the mission: directly supporting survivors through their healing and educating the community-at-large. They also operate collaboratively with other organizations for the greater good.

## **POPULATION SERVED AND TYPES OF VIOLENCE ADDRESSED**

Bridge to Safety identified the need for safe and accessible services for people with disabilities who have been impacted by domestic and sexual violence. Based upon our agencies' individual and collective expertise, we will be addressing domestic and sexual violence in the lives of people with any type of disability. We are focusing these change efforts in the Midlands of South Carolina, which consists of the counties in the central region of the state, including the state capital of Columbia.

## **VISION STATEMENT**

Bridge to Safety envisions a future where people with disabilities who have been impacted by domestic and sexual violence can have equitable access to trauma informed care, support, and services. These services will be consumer-driven, inclusive, accessible, personalized, and confidential and will foster a sense of empowerment, independence, acceptance, safety, and support.

## **MISSION STATEMENT**

The collaboration's mission is to create long-term, sustainable systemic change within our organizations by making services accessible and safe for people with disabilities who have been impacted by domestic and sexual violence. The collaboration will do this by:

- 1) Understanding the needs of the people Able SC, STSM, and YWCA serve.

- 2) Identifying and addressing barriers within and between our agencies.
- 3) Fostering the development of knowledge and expertise about the intersection of violence and disability for all staff at each collaborating organization.
- 4) Developing a partnership plan so that Able SC, STSM, and YWCA have a seamless collaboration to provide wraparound services to people with disabilities who have been impacted by domestic and/or sexual violence.
- 5) Changing policies and/or procedures within our organizations that currently create barriers to serving people with disabilities who have been impacted by domestic and/or sexual violence.

## **PLANNING PROCESS**

Bridge to Safety submitted their Collaboration Charter in May 2018 and received approval from OVW in June 2018. The collaboration submitted their Focus Memo in June 2018 and began working on the needs assessment plan. The information gathered from conducting the needs assessment will assist the collaboration in formulating a strategic plan to support people with disabilities who have experienced domestic and/or sexual violence.

## **NEEDS ASSESSMENT PURPOSE**

The overarching purpose of the Needs Assessment, as described by OVW, is to:

- Provide practical information on services for people with disabilities who have been impacted by domestic and/or sexual violence and how to improve them
- Inform our selection of implementation activities
- Increase buy-in and support for our collaboration's work



## NEEDS ASSESSMENT GOALS

- Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Able SC, YWCA, and STSM that address how to respond to, serve, and support people with disabilities who have been impacted by sexual and/or domestic violence.
- Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for people with disabilities who have been impacted by sexual and/or domestic violence.
- Identify the strengths and barriers that exist in each organization to ensure accessibility, safety, and responsiveness through the lens of people with disabilities and people who have experienced domestic and/or sexual violence.
- Identify STSM and YWCA staff's comfort level in providing services to people with disabilities. Identify Able SC staff's comfort level in providing services to consumers who have experienced domestic and/or sexual violence.

## EXISTING DATA

Each organization in Bridge to Safety completed Vera's performance indicators system which measured capacity and commitment in serving people with disabilities who have experienced domestic and/or sexual violence. Bridge to Safety will use these scores as a baseline to improve upon in the strategic plan. The table below displays each organization's scores.

<b>Organizations</b>	<b>Capacity Score</b>	<b>Commitment Score</b>
Able SC	77%	82%
STSM	29%	38%

YWCA	36%	40%
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## NEW DATA

### OVERVIEW OF EACH METHOD

#### FOCUS GROUPS

Bridge to Safety will facilitate focus groups for gathering information from staff members at each organization, people with disabilities, people with disabilities who have experienced domestic and/or sexual violence (if disclosed, although we will not be actively recruiting for this population), people who have experienced sexual violence, and people who have experienced domestic violence. Our collaboration believes that focus groups are the most efficient way to engage a large group of people in a short period of time. We also believe that focus groups will generate more discussion amongst participants rather than strictly conducting individual interviews. The more perspectives and ideas shared by participants, the more valuable information Bridge to Safety gains, supporting the collaboration in creating a thorough strategic plan.

#### INDIVIDUAL INTERVIEWS

Bridge to Safety will conduct individual interviews for Executive Directors and other leadership positions rather than have them participate in the focus groups designed for staff. The collaboration believes that hosting individual interviews for supervisory staff may allow employees in each organization to share ideas honestly in each focus group without feeling discomfort or that they're being censored.

The collaboration will always offer the option to service users to participate in an individual interview rather than a focus group if the person feels uncomfortable sharing information in front of a group of people. This applies to people with

disabilities, people with disabilities who have experienced domestic and/or sexual violence (again, if disclosed), people who have experienced sexual violence, and people who have experienced domestic violence.

## **SURVEYS**

Bridge to Safety will utilize surveys as a supplemental tool for gathering information from staff members at all three organizations who will not be participating in the focus groups. The surveys at Able SC will focus on staff members' comfort level and knowledge in providing safe and responsive and responsive services to consumers, and the surveys at YWCA and STSM will focus on staff's comfort level and knowledge in providing accessible services to consumers. Surveys will be sent to all staff members not already scheduled to participate in a focus group.

## **AUDIENCES**

Our collaboration believes that our service users are the experts of their own experiences and have the power to represent their own needs and expectations. As a result, it is imperative to ask them directly what their own personal experiences are when receiving services so that we may make our organizations safer and accessible. Because the strategic plan will ultimately influence the way services and supports are provided, it is critical that we ask the individuals who will be most impacted by our systems change. Therefore, we will ask people with disabilities, people with disabilities who have experienced domestic and/or sexual violence, people who have experienced sexual violence, and people who have experienced domestic violence about their experiences accessing services and their suggestions for making our services safe and accessible.

## **PEOPLE WITH DISABILITIES**

We will engage people with disabilities who are consumers of Able SC. By engaging people with disabilities, we hope to gain information about the following:

- Where they learned about services in the community.

- What makes a service provider accessible and comfortable for people with disabilities.
- Suggestions for ways that organizations can improve their services to become more accessible to people with disabilities.
- The best methods of outreach to alert people with disabilities about accessible and disability-informed services.

(Questions for people with disabilities: Appendix Z pp. 105-106)

### **PEOPLE WITH DISABILITIES WHO HAVE EXPERIENCED DOMESTIC AND/OR SEXUAL VIOLENCE**

We will engage people with disabilities who have experienced domestic and/or sexual violence who are consumers of Able SC if their victimization is disclosed. We will not be actively recruiting this population, but anticipate disclosures and are preparing to engage this population. By engaging people with disabilities who have experienced domestic and/or sexual violence, we hope to gain information about the following:

- Where they learned about services available in the community.
- What service providers can do to foster an accessible and safe environment for people with disabilities who have experienced domestic and/or sexual violence.
- What service providers have done that caused a positive or negative experience for a person with a disability who has experienced domestic and/or sexual violence.
- Ways domestic violence and sexual violence organizations can improve services to people with disabilities.
- Ways disability organizations can improve services for people who have experienced domestic and/or sexual violence.
- Best methods of outreach to alert people with disabilities who have experienced domestic and/or sexual violence of support services.

(Questions for people with disabilities who have experienced domestic and/or sexual violence: Appendix AA pp. 107-110)

## **PEOPLE WHO HAVE EXPERIENCED SEXUAL VIOLENCE**

Bridge to Safety will engage people who have experienced sexual violence who receive services from STSM. By engaging people who have experienced sexual violence, we hope to gain information about the following:

- Where service users learned about services in their community.
- The best methods of outreach to inform people about services for people who have experienced sexual violence.
- What service providers have done that caused a positive or negative experience for people who have experienced sexual violence.
- How organizations can communicate that they are a welcoming and safe place for people who have experienced sexual violence to disclose or report their experience(s) of sexual violence.
- The definition and importance of confidentiality as a safety tool to service users who have experienced sexual violence.
- What service users would like community service providers to know so that service providers can provide the best support to people who have experienced sexual violence.

(Questions for people who have experienced sexual violence: Appendix CC pp. 114-116)

## **PEOPLE WHO HAVE EXPERIENCED DOMESTIC VIOLENCE**

We will engage domestic violence survivors who receive services from the YWCA. By engaging people who have experienced domestic violence, we hope to gain information about the following:

- Where service users learned about services in their community.
- The best methods of outreach to inform people about services for people who have experienced domestic violence.
- What services providers have done that caused a positive or negative experience for people who have experienced domestic violence.
- How organizations can communicate that they are a welcoming and safe place for people who have experienced domestic violence to disclose or report their experience(s) of domestic violence.

- The definition and importance of confidentiality as a safety tool to service users who have experienced domestic violence.
- How to make services more comfortable, safe, and user-friendly for people who have experienced domestic violence.

(Questions: Appendix BB pp. 111-113)

## **SERVICE PROVIDERS**

We will be engaging current staff members at Able SC, STSM, and YWCA in focus groups; focus groups will be held at each organization for staff members. For example, Able SC staff will only be participating in a focus group at Able SC. YWCA will host a focus group for YWCA staff at an accessible location close to their office, and STSM will host the location for their staff's focus group. All staff not scheduled to participate in a focus group or executive individual interview will have the option of completing a survey via email as part of the needs assessment. These questions will consist of the same content of the questions asked in the focus groups.

We believe that staff members at each organization within Bridge to Safety should be knowledgeable in the best ways to support people with disabilities who have experienced domestic and/or sexual violence. As a result, it is imperative to ask them directly about their experiences, perspectives, and knowledge when providing services to consumers so that we ensure our organizations are safe and accessible. This information will be used to assist in developing the strategic plan which will ultimately influence the way services and supports are provided within our organizations.

By engaging staff from Able SC, we hope to gain information about the following:

- What actions they take to make service users feel safe and welcomed.
- Their confidence level in their ability to support a consumer who has experienced domestic and/or sexual violence.
- Staff's comfort level responding to consumers' disclosures of domestic and/or sexual violence.

- Experiences with consumers disclosing their history with domestic and/or sexual violence.
- Knowledge of protocol in place to support consumers who have experienced sexual and/or domestic violence.
- Supports they have in place within their organization to assist staff in providing services to consumers who have experienced domestic and/or sexual violence.
- Areas for growth in the organization that would help staff support consumers who have experienced domestic and/or sexual violence.  
(Questions for Able SC staff: Appendix DD pp. 117-119 & Appendix GG pp. 126-127)

By engaging staff from STSM, we hope to learn the following:

- Their confidence level in their ability to support a service user who also has a disability.
- Steps staff take to provide reasonable accommodations.
- Knowledge of protocol in place to support service users who have a disability.
- What concerns have been expressed or do they think a person with a disability would have about disclosing they have a disability or requesting a reasonable accommodation at STSM.
- Supports they have in place within their organization to assist staff in providing services to service users who have disabilities.
- Areas for growth in the organization that would help staff support service users who have disabilities.

(Questions for STSM staff: Appendix EE pp. 120-122 & Appendix HH pp. 128-129)

Be engaging staff from YWCA, we hope to learn the following:

- Their confidence level in their ability to support a service user who also has a disability.
- Steps staff take to provide reasonable accommodations.
- Knowledge of protocol in place to support service users who have a disability.

- What concerns have been expressed or do they think a person with a disability would have about disclosing they have a disability or requesting a reasonable accommodation at STSM.
- Supports they have in place within their organization to assist staff in providing services to service users who have disabilities.
- Areas for growth in the organization that would help staff support service users who have disabilities.

(Questions for YWCA staff: Appendix FF pp. 123-125 & Appendix II pp.130-131)

### **EXECUTIVE STAFF**

Executive staff from each organization will participate in individual interviews. Able SC's Executive Director, Kimberly Tissot, and Assistant Director, Jerri Davison; STSM's Executive Director, Mary Dell Hayes; Community Education Outreach Director, Kayce Singletary; and Director of Therapy, Sherry Lewis; and YWCA's Executive Director, Debra Wilson, and Domestic Violence Program Supervisor Counselor/Advocate, Michelle Harkey, will participate in interviews.

By engaging executive staff from Able SC, we hope to gain information about the following:

- Confidence levels in the ability of staff to respond and support consumers who disclose they have experienced or are currently experiencing domestic and/or sexual violence.
- Staff's level of knowledge in resources available for people who have experienced domestic and/or sexual violence.

(Questions for executive staff at Able SC: Appendix JJ pp. 132-133)

By engaging executive staff from STSM, we hope to gain information about the following:

- Confidence levels in the ability of staff to serve people who have experienced sexual violence who also have disabilities.
- Staff's knowledge of accommodations used to provide support for people with disabilities.

(Questions for executive staff at STSM: Appendix KK p. 134)



By engaging executive staff from YWCA, we hope to gain information about the following:

- Confidence levels in the ability of staff to serve people who have experienced domestic violence who also have disabilities.
- Staff's knowledge of accommodations used to provide support for people with disabilities.

(Questions for executive staff at YWCA: Appendix LL p. 135)

## FOCUS GROUP TABLE

<b>Audience Type</b>	<b>Number of Focus Groups</b>	<b>Number of Participants Per Focus Group</b>	<b>Organization</b>
People who have experienced sexual violence	2	5-10	STSM
People who have experienced domestic violence	2	5-10	YWCA
People with disabilities	2	7-10	Able SC
People with disabilities who have experienced domestic and/or sexual violence <i>(Bridge to Safety is not actively recruiting people with disabilities who have experienced domestic and/or</i>	1	6-8	Able SC

<i>sexual violence. However, we are anticipating that there will be disclosures during the process and are prepared to have a focus group for those individuals).</i>			
Disability Service Provider Staff	1	10	Able SC
Sexual Violence Service Provider Staff	1	7-10	STSM
Domestic Violence Service Provider Staff	1	7-10	YWCA

#### EXECUTIVE INDIVIDUAL INTERVIEWS TABLE

<b>Executive Staff</b>	<b># of Individual Interviews</b>
Able SC	2
YWCA	2
STSM	3

## **OVERVIEW OF STRUCTURE FOR EACH METHOD AND KEY ROLES**

### **STRUCTURE FOR EACH METHOD**

- Focus groups and interviews will involve a moderated discussion using open-ended questions unique to each audience based on the goals of that particular group.
- Those conducting focus groups will not be from the same organization as the participants of the focus group.
- Each focus group will have a facilitator, note taker, and floater.
- A trained counselor/advocate will be available in a different room to provide support at focus groups and interviews for service users and staff. A counselor/advocate will not be present for executive staff interviews.
- Each interview will have a facilitator and note taker.
- Individual interviews will not have a floater, as the note taker and facilitator will work together to ensure the participant is comfortable and the note taker can escort the individual out of the room if they need to access a PCA or counselor/advocate.
- Additionally, a list of local community resources will be available at all focus groups and interviews should someone need information on where to obtain support.
- At the end of each session, a \$25 gift card will be provided to each service user participating in focus groups and individual interviews.
- Surveys will be used as a supplemental tool to gain information from staff at each organization.
- Surveys will include open ended questions that include the same content used in the focus group questions.
- Surveys will be sent via email to all staff members not scheduled to participate in focus groups or executive individual interviews and will be created through survey monkey.

## **FACILITATOR**

The facilitator for focus groups consists of a different person from each organization; however, the role of the facilitator will remain consistent. All facilitators are central members of the collaboration. Dori Tempio, Director of Community Outreach and Consumer Rights from Able SC, will facilitate the focus groups for consumers and staff at STSM. Kristin Dickson, Inclusive Access Project Coordinator from STSM, will facilitate the focus groups for consumers and staff at YWCA. Bridget Webster, Disabilities Coordinator/Victims Service Provider from YWCA, will facilitate the consumer focus groups at Able SC, and Thomasina Holmes, Disabilities Coordinator and Victims Service Provider from YWCA, will facilitate staff focus groups at Able SC.

The facilitator's role for each focus group is to:

- Welcome participants and introduce the other people conducting the focus group.
- Make sure everyone is comfortable.
- Review general housekeeping details, and address safety and confidentiality issues using the script created by the collaboration prior to reading the questions and prompts.
- Keep the discussion in line with the questions and intervene quickly in cases of possible arguments or personal disclosures.
- Explain at the beginning of the session that participation is completely voluntary and participants may leave at any time.
- Explain the purpose of the focus group.
- When applicable, inform participants that a counselor/advocate is present on-site to support participants who have experienced domestic and sexual violence if someone feels triggered during the group.
- Ask open-ended questions to participants.

The facilitator for individual interviews will be a collaboration member who is not an employee of the organization where the consumer is receiving services. Bridget Webster will be the facilitator for individual interviews at Able SC, Kristin Dickson will be the facilitator for individual interviews at YWCA, and Dori Tempio

will be the facilitator for individual interviews at STSM. Margaret Hollifield will be the note taker at all individual interviews at each of the three organizations.

The facilitator's role for individual interviews will include the same duties for the focus group. They will also:

- Keep track of time

### **NOTE TAKER**

The note taker for focus groups will consistently be the same person for each organization. Margaret Hollifield, Project Director of the disability grant, will act as the note taker at all three organizations.

The responsibilities of the note taker in focus groups include:

- Objectively recording the focus group participants' responses to questions.
- Sitting in a part of the room that will be the least distracting for participants when possible.
- Documenting what each person says without paraphrasing and will document when emotions such as frustration, anger, or happiness are expressed. The note taker may ask that something be repeated by raising her hand.
- Ensuring confidentiality is maintained by not recording any personally identifiable information about the participants.
- At the end of each focus group, the note taker will facilitate a debriefing session with the facilitator and floater where they will jointly identify themes, significant comments, and new information related to the goals of the needs assessment.
- Translating all notes into "note summaries" which will be provided to collaboration team members.
- Keeping notes organized and in a confidential location.
- If a participant wants to talk to someone after the focus group about accessibility issues or resources available, they can meet with the note taker.

The responsibilities for the note taker for individual interviews will include the same duties for the focus groups. They will also:

- Escort the participant out of the room if they need to access a PCA or counselor/advocate.
- Supply service user participants with \$25 gift card.
- At the end of each individual interview, the note taker will lead a debriefing session with the facilitator where they will jointly identify themes, significant comments, and new information related to the goals of the needs assessment.

### **FLOATER**

The floater for most focus groups will be Laura Feltman, Program Assistant at Able SC. However, if she is unavailable to attend all focus groups due to scheduling conflicts, another collaboration member will be identified to serve as a floater.

The roles of the floater include:

- Assisting facilitator with keeping track of time.
- Helping to set-up the room, including food and drinks (if applicable).
- Ensuring participants feel comfortable.
- Escorting participants out of the room if they want to talk to the counselor/advocate or need assistance from their PCA.
- Passing out gift cards at the end of the focus group.
- Providing support to facilitator and note taker as needed.
- Providing a list of supportive resources to participants in focus groups, if requested.

### **COUNSELOR/ADVOCATE**

A counselor/advocate will be available to provide emotional support to participants in focus groups and individual interviews for service users and staff if needed. A counselor/advocate will not be present for executive staff interviews. The counselor/advocate will not be in the room with participants who are in focus groups or interviews but will be available in a separate, private and accessible

place at the same facility. The counselor who will be available for focus groups and individual interviews at the YWCA is Michelle Harkey, Domestic Violence Program Supervisor Counselor/Advocate. Kristin Dickson, a Victim Service Provider at STSM, will be available at STSM to provide support as needed for participants in focus groups and individual interviews. Because of STSM's geographic proximity to Able SC, Kristin Dickson will also be the advocate present to support participants in focus groups and individual interviews at Able SC.

The counselor/advocate is responsible for:

- Making themselves available during and after the focus groups and individual interviews so a person can access support immediately.
- Providing emotional support to the person who has been triggered.
- Providing resources the person can access if they decide they need more long-term support.

## **RECRUITMENT PLAN**

### **RECRUITMENT PROCESS**

The following is an explanation for the method we will use to recruit each group we will be engaging, as well as who will primarily act as the recruiter(s) for each group. There is a basic format for recruitment that each organization within the collaboration will follow which is outlined in the bullets below. The methods have been described in further detail for how each organization within the collaboration will conduct their recruitment process. Each organization is using the same recruitment tools which are further outlined in the section title, "Recruitment Tools" (p. 28).

The recruiter of each organization in Bridge to Safety will:

- Explain the purpose of the focus group/interview and the overall goal of the collaboration which includes the collaboration's mission, the needs assessment purpose, and the needs assessment goals.

- Review the recruitment materials, including the RSVP form (Appendix H pp. 57-59, Appendix I pp. 60-61 & Appendix J pp. 62-63) and the Frequently Asked Questions (FAQ) document (Appendix F pp. 51-53 & Appendix G pp. 54-56).
- Discuss the \$25 gift card participants will receive as compensation for their participation in the needs assessment. This is only applicable for service users.
- Review the date, time, and location of the interview or focus group.
- Review accommodation options.
- Confirm whether or not the invitee is willing to participate.
- Offer an individual interview for service users who do not want to participate in a focus group. If the participant prefers an individual interview, the recruiter will have a list of pre-selected dates/times and ask the participant to select the date/time that works best for them. The recruiter will ensure that this date/time is listed on the RSVP form.
- Answer any additional questions.

### **RECRUITMENT FOR PEOPLE WITH DISABILITIES**

At Able SC, Dori Tempio will recruit people with disabilities for focus groups and individual interviews (Appendix A pp. 38-41). Dori will receive recommendations from Laquanda Clark, Lead Independent Living Specialist, of consumers who may be interested in participating in the needs assessment. Dori will recruit people in-person and over the phone, and review the FAQ sheet with them (Appendix F pp. 51-53). If meeting in-person and the individual is interested in participating in the needs assessment, Dori will provide them with an RSVP form (Appendix H pp. 57-59) and collect the form after they have filled it out. Dori will provide assistance to anyone who needs help completing their RSVP form. If Dori is recruiting the invitee over the phone, she will fill out the RSVP form with them on the phone. Dori will give the Project Director the RSVP forms each day she receives them. If the person wants a meeting reminder, Dori can provide them with a meeting reminder card (Appendix K p. 64) in-person, through a safe email, or ask if they want a meeting reminder phone call on a safe phone number prior to the focus group/individual interview. If they request a reminder phone call, Dori will ask if



it is safe for her to leave a voicemail if they cannot answer. She will provide the reminder phone call two business days prior to the scheduled focus group or individual interview. If, during recruitment, an individual identifies as being a person who has experienced domestic and/or sexual violence, the individual will be directed to the focus group we are prepared to host specifically for individuals with disabilities who have experienced domestic and/or sexual violence. We will not be directly recruiting people with disabilities who have experienced domestic and/or sexual violence. We do, however, anticipate disclosures of victimization during recruitment and want to be prepared for that likelihood.

### **RECRUITMENT FOR PEOPLE WHO HAVE EXPERIENCED DOMESTIC VIOLENCE**

At YWCA, Debra Wilson, Executive Director, and Michelle Harkey, Domestic Violence Program Supervisor Counselor/Advocate, will recruit people who have experienced domestic violence for focus groups and individual interviews (Appendix A pp. 38-41). Michelle Harkey will receive a training on the goals and mission of the grant and the needs assessment. Debra and Michelle will contact specific individuals they think will be interested in participating in the needs assessment. They will recruit people in-person and over the phone, and review the FAQ sheet with them (Appendix F pp. 51-53). If meeting in-person and the individual is interested in participating in the needs assessment, Michelle and Debra will provide them with an RSVP form (Appendix H pp. 57-59) and collect the form after they have filled it out. Michelle and Debra will provide assistance to anyone who needs help completing their RSVP form. If Michelle and Debra are recruiting the invitee over the phone, they will fill out the RSVP form with them over the phone. Michelle and Debra will keep the RSVP forms in an envelope until they are picked up by Bridget Webster to bring to Margaret Hollifield; Bridget will give the RSVP forms to Margaret at the weekly Connectors meeting. If a person wants a meeting reminder, Michelle and Debra can provide them with a reminder card (Appendix J p. 62) in-person, through a safe email, or ask them if they want a meeting reminder phone call on a safe phone number prior to the focus group or individual interview. If they request a reminder phone call, Michelle and Debra will ask them if it's okay if the Project Director, Margaret Hollifield, calls to remind

them, and if it is safe to leave a voicemail if they cannot answer. Margaret will provide the reminder phone call two business days prior to the scheduled focus group or individual interview.

### **RECRUITMENT FOR PEOPLE WHO HAVE EXPERIENCED SEXUAL VIOLENCE**

At STSM, Kelly West, Community Outreach Manager, will recruit people who have experienced sexual violence for focus groups and individual interviews after receiving a training on the goals and mission of the grant, and needs assessment (Appendix A pp. 38-41). Kelly will contact specific individuals she thinks will be interested in participating in the needs assessment. She will recruit people in-person and over the phone and review the FAQ sheet (Appendix F p. 51-53) with them. If meeting in-person and the individual is interested in participating in the needs assessment, Kelly will provide them with an RSVP form (Appendix H pp. 57-59) and collect the form after they have filled it out. Kelly will provide assistance to anyone who needs help completing their RSVP form. If Kelly is recruiting the invitee over the phone, she will fill out the RSVP form with them on the phone. Kelly will keep the RSVP forms in an envelope until they are picked up by Kristin Dickson to bring to Margaret Hollifield; Kristin will give the RSVP forms to Margaret at the weekly Connectors meeting. If the person wants a meeting reminder, Kelly can provide them with a meeting reminder card (Appendix K p. 64) in person, through a safe email, or ask if they want a meeting reminder phone call on a safe phone number prior to the focus group/individual interview. If they request a reminder phone call, Kelly will ask if it is ok with them if the Project Director, Margaret Hollifield, calls to remind them and if it is safe for Margaret to leave a voicemail if they cannot answer. Margaret will provide the reminder phone call two business days prior to the scheduled focus group or individual interview.

### **RECRUITMENT FOR ABLE SC EMPLOYEES**

Dori Tempio, Director of Community Outreach & Consumer Rights at Able SC, will recruit staff members for the Able SC focus group in-person, via phone, and lastly, by email. Dori will recruit people in person at the Columbia, SC office by reading from the script created by the collaboration (Appendix B p. 42-44). Staff

members recruited in-person will fill out their own RSVP form (Appendix I pp. 60-61) and submit it to Dori. Dori will provide assistance to anyone who needs help completing their RSVP form. Because Able SC has two different office locations, Dori will also recruit people over the phone at the Greenville, SC office. Dori will use the same script she uses for recruiting people in-person for the staff she recruits over the phone. Dori will leave a voicemail if she cannot get in touch with staff members requesting them to return the phone call. When they call back, she will read her script over the phone. Dori will complete the RSVP form for them while they are on the phone. Dori will submit RSVP forms completed by staff in-person or over the phone to the Project Director, Margaret Hollifield, the day she receives them. Many staff members at Able SC are in and out of the office serving consumers in schools and their homes, conducting trainings, or meeting with state representatives. Therefore, the collaboration will reserve the option to recruit staff by email at Able SC. If Dori is having difficulty recruiting and getting responses from staff members because of their busy schedules, she will send a follow-up email which is also a script created by the collaboration (Appendix C pp. 45-46). The RSVP form will be included as an attachment in the email. She will request that if they are interested in participating, they fill out and submit the RSVP form to her within five business days. Dori will forward the completed RSVP forms to Margaret as she receives them. Dori will recruit Able SC staff not already scheduled to participate in focus groups/individual interviews to complete a voluntary survey (Appendix GG pp. 126-127). She will do this through an email script created by the collaboration (Appendix D pp 47-48). Dori will also recruit Able SC's Executive Director and Assistant Director through email for individual interviews (Appendix E pp.49-50) and will ask them to complete the RSVP created specifically for Executive Staff (Appendix J pp. 62-63).

### **RECRUITMENT FOR YWCA EMPLOYEES**

Bridget Webster, Disability Coordinator/Victim Service Provider will recruit staff members for the YWCA focus group in-person, via phone and lastly, by email. Bridget will recruit people in person at the Sumter office by reading from the script created by the collaboration (Appendix B pp. 42-44). Staff members recruited in-person will fill out their own RSVP form (Appendix I pp.60-61) and

submit it to Bridget. Bridget will provide assistance to anyone who needs help completing their RSVP form. When recruiting over the phone, Bridget will leave a voicemail if she cannot get in touch with staff members and request them to return the phone call. When they call back, she will read her script over the phone. Bridget will complete the RSVP form for them while they are on the phone. Bridget will submit RSVP forms completed by staff in-person or over the phone to the Project Director, Margaret Hollifield, at the weekly Connectors meetings. Many staff members at YWCA are in and out of the office serving consumers. Therefore, the collaboration will reserve the option to recruit staff by email at YWCA. If Bridget is having difficulty recruiting and getting responses from staff members because of their busy schedules, she will send a follow-up email which is also a script created by the collaboration (Appendix C pp.45-46). The RSVP form will be included as an attachment in the email. She will request that if they are interested in participating, they fill out and submit the RSVP form to her within five business days. Bridget will forward the completed RSVP forms to Margaret as she receives them. Bridget will recruit YWCA staff not already scheduled to participate in focus groups/individual interviews to complete a voluntary survey (Appendix II pp. 130-131). She will do this through an email script created by the collaboration (Appendix D pp.47-48). Bridget will also recruit YWCA's Executive Director and Domestic Violence Supervisor Counselor/Advocate through email for individual interviews (Appendix E pp. 49-50) and will ask them to complete the RSVP created specifically for Executive Staff (Appendix J pp. 62-63).

### **RECRUITMENT FOR STSM EMPLOYEES**

Kristin Dickson, Inclusive Access Project Coordinator, will recruit staff members for STSM focus group in-person, via phone and lastly, by email. Kristin will recruit people in person at the Sumter office reading from the script created by the collaboration (Appendix B 42-44). Staff members recruited in-person will fill out their own RSVP form (Appendix I pp. 60-61) and submit it to Kristin. Kristin will provide assistance to anyone who needs help completing their RSVP form. When recruiting over the phone, she will leave a voicemail if she cannot get in touch with staff members requesting them to return the phone call. When they call

back, she will read her script over the phone. Kristin will complete the RSVP form for them while they are on the phone and will submit RSVP forms completed by staff in-person or over the phone to the Project Director, Margaret Hollifield, at weekly Connectors meetings. Many staff members at STSM are in and out of the office serving consumers. Therefore, the collaboration will reserve the option to recruit staff by email at STSM. If Kristin is having difficulty recruiting and getting responses from staff members because of their busy schedules, she will send a follow-up email which is also a script created by the collaboration (Appendix C pp. 45-46). The RSVP form will be included as an attachment in the email. She will request that if they are interested in participating, they fill out and submit the RSVP form to her within five business days. Kristin will forward the completed RSVP forms to Margaret as she receives them. Kristin will recruit STSM staff not already scheduled to participate in focus groups/individual interviews to complete a voluntary survey (Appendix HH pp. 128-129). She will do this through an email script created by the collaboration (Appendix D pp.47-48). Kristin will also recruit STSM's Executive Director, Community Education Outreach Director and Director of Therapy through email for individual interviews (Appendix E pp. 49-50) and will ask them to complete the RSVP created specifically for Executive Staff (Appendix J pp. 62-63).

## **RECRUITMENT TOOLS**

Recruiters will utilize the following tools during recruitment. For anyone needing assistance, the recruiter will read aloud all documents.

### **RSVP FORM**

All invitees will receive an RSVP form (Appendix H pp. 57-59, Appendix I pp 60-61 & Appendix J pp. 62-63). 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 (focus group/individual interview), and what accommodations they request. Names collected from the RSVP forms will only be utilized to connect participants with their requested accommodations.

The Project Director will be the designated point person for keeping track of all RSVP responses and accommodation requests for all focus groups and interviews. The Project Director will store the forms in a locked filing cabinet, and shred forms upon completion of all focus groups and individual interviews. No mandated reports will be triggered as the forms will only be viewed by the recruiter and Project Director and will not be linked to any information shared by participants during the listening session/interview.

### **FREQUENTLY ASKED QUESTIONS (FAQ) SHEET**

The collaboration created two different fact sheets- one to review with service users (Appendix F pp. 51-53) and one to review with staff members (Appendix G pp. 54-56) during the recruitment process. These documents provide the invitees with more information about the needs assessment.

### **MEETING REMINDER CARDS**

Because we recognize that participants may want a meeting reminder, we will provide all invitees with the option of taking a meeting reminder card (Appendix K p. 64). This will be the only written material the participants can take with them from the recruitment process. This card will be the size of a business card and will only list the Project Director's first name, a contact phone number, and a blank space to fill in the date/time of the meeting. If the Project Director cannot answer when the participant calls, they will encounter a confidential voicemail that only includes the Project Director's first name. The voicemail will not contain information about any of the organizations, the date/time of the focus group or individual interview, or anything about domestic and/or sexual violence.

### **RECRUITMENT TRAINING**

Michelle Harkey and Kelly West, both recruiters outside of the collaboration, will receive a live, online training conducted by the Project Director that will last approximately 15 minutes.

Training will include:

- An overview of the grant and needs assessment process
- Important considerations around safety, confidentiality, reporting requirements, and accessibility
- Recruitment tools
- How to recruit participants

(Recruitment Training Script: Appendix OO pp. 138-143)

## **COMPENSATION**

During all focus groups for service users, Bridge to Safety will provide light refreshments. The Project Director will make accommodations for any food/drink restrictions and requirements as needed.

Additionally, Bridge to Safety will provide all service user participants with a \$25 gift card as appreciation for their participation. Individuals will be told during recruitment and at the beginning of each focus group/interview that a gift card will be provided to them. If they prefer to not take it with them, the Project Director can keep it for them until they are ready to retrieve it. Individuals will also be told that they can discontinue their participation at any time during the focus group/interview without losing their gift card.

The note taker will count the number of participants and gift cards given out and keep a record of this data for potential auditing requirements. The facilitator will sign off that this number is correct after each focus group/interview as a witness and to ensure accuracy.

## **CONSENT PROCESS**

We will be using a passive consent process for all focus groups and interviews. Passive consent is the process of needs assessment participants affirming consent simply by remaining present in the interview or focus group after the opening remarks in the script are made. Passive consent provides for more confidentiality of participants than active consent, prevents a paper trail, and eliminates time spent on administrative matters in the session itself. Passive consent will be

clearly outlined in the facilitator's opening remarks. Participants will be told they can leave or discontinue at any time. Once the remarks have been read, it will be assumed that all participants who choose to stay will be giving consent for their participation. Participants of focus groups and interviews are agreeing to:

- Participate in a focus group/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.

## **CONFIDENTIALITY PROCESS/PRESERVATION**

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

- Personally identifiable information will only be collected during the RSVP process when individuals will be asked their first name for the purpose of linking individuals with their accommodations, and for contact information to provide optional meeting reminders. The Project Director will keep a list of any individuals who request accommodations and their first names which will be destroyed upon completion of all focus groups and individual interviews.
- The number of participants who attend focus groups and interviews will be totaled for the needs assessment report. No other RSVP information will be shared.
- In focus groups and interviews, participants will be asked to not provide any identifiable information about themselves, specific staff, or program participants.
- The recruiters who receive the RSVP forms will keep the forms in a sealed envelope. Dori Tempio, recruiter at Able SC, will provide the Project Director with RSVP forms the same day she receives them since they work at the same office. Collaboration members at YWCA and STSM, Bridget Webster and Kristin Dickson will provide the Project Director with the RSVP



forms in-person in a sealed envelope each week at their Connectors meetings.

- All RSVP forms will be destroyed upon completion of all focus groups and individual interviews.
- There will be no adverse ramifications for services due to any information shared.
- The only way a collaboration member would break confidentiality is if a participant makes a statement that shows the person is in serious danger of hurting themselves and/or others. If someone displays behavior or makes a statement that suggests that they are in significant danger of hurting themselves or others, the collaboration will follow the procedures for the organization hosting the group or interview. For example, if there is a participant in the focus group for people with disabilities at Able SC that displays these signs, the collaboration members will follow Able SC's procedures for responding to and supporting the participant.
- Focus group participants will be asked to keep confidential any information discussed or shared during the focus group. However, because we cannot ensure that participants preserve confidentiality, participants will be encouraged to be mindful of what they share.
- The note taker will not link personally identifiable information to comments made during any focus groups or interviews.
- The final needs assessment report will identify trends, barriers, and strengths linked to what each organization and group as a whole stated during the needs assessment process in summary form. In order to make systems change at collaborative organizations, it is imperative to identify strengths and needs to enrich the development of our strategic plan.
- Any information gathered through the needs assessment process will be kept by the Project Director in a locked filing cabinet at Able SC. When compiling the information for other collaboration members, the Project Director will type the information on her laptop that is locked with a confidential password.

- In the event that there is an emergency preventing the Project Director from accessing these documents, the Executive Director from Able SC will also have access to the laptop's password and file cabinet key.
- The note taker will provide collaboration team members with summaries of the focus groups and interviews. The note taker will be identifying themes, patterns, and issues that emerge following each focus group and individual interview. She will review her notes with the facilitator and floater after each focus group and with the facilitator after individual interviews to ensure all information is captured and consistent.
- Draft copies of notes from the needs assessment will be kept in the Project Director's locked cabinet and stored in the Project Director's password protected computer. When the Project Director shares this information with other collaboration members, it will be through a secure email; collaboration members will view this information on their password protected computers.
- The report will not be shared with anyone outside of the collaboration until it has been reviewed and approved by the whole collaboration, the Vera Institute of Justice, and the Office on Violence Against Women.
- All notes, records, and anything else in writing related to the needs assessment will be destroyed after the strategic plan has been approved by the Office on Violence Against Women and all collaboration members from Able SC, STSM, and YWCA have signed off on it.

## **MANDATORY REPORTING**

It is important to all collaboration members that no mandated reports are triggered during the needs assessment process. The collaboration does not have any mandated reporters facilitating or assisting in recruiting service users or conducting the focus groups or interviews with service users. Collaboration members reviewed South Carolina state laws regarding mandated reporting to ensure they are not mandated reporters. South Carolina has a specific list of professionals, including many child-care organizations who are required to report expected abuse and neglect. From the specific list of professionals, none of the

facilitators meet criteria. Additionally, because South Carolina law states that anyone living in an institution meets the criteria for a vulnerable adult, recruiters will make sure to not recruit anyone living in an institution including group homes to prevent the possibility of having to make a report.

## **ACCESSIBILITY CONSIDERATIONS**

The collaboration is committed to providing fully accessible focus groups and interviews for all participants throughout the needs assessment process. To the best of our ability, accessibility will be ensured in the following ways:

- Accessible space including accessible restrooms and parking will be used for all focus groups and interviews. Accessible spaces will be determined via Robbie Kopp, Certified ADA Coordinator and Director of Advocacy and Community Access from Able SC.
- Reasonable accommodations will be provided to those participating. The RSVP form for focus groups and interviews will include a checklist of common accommodations, along with a blank space for people to write in accommodations which are not listed. The Project Director will be responsible for overseeing requested accommodations. The Director of Administration at Able SC will assist the Project Director in coordinating these accommodations.
- All participants, facilitators, floaters, and the note taker will be asked to not wear perfume or scented lotions or any other item that has a fragrance to accommodate those with allergies, breathing conditions, or multiple chemical sensitivities.
- All print materials and needs assessment tools will be provided upon request in alternative formats such as easy to understand language, 18pt. large print font, braille, compatible with screen readers, etc.
- Because participants' own PCAs will not be permitted in the room during focus groups or interviews, the floater for focus groups or the note taker for individual interviews will escort participants requesting their PCA out of the room to meet with them. The RSVP form will let collaboration members know if an alternate PCA is needed during the focus group or interview. If

so, the Project Director will coordinate for an alternate PCA to be present during the focus group or individual interview for that person.

- Questions have been written to ensure accessibility for all individuals with and without disabilities by using concrete examples and plain (non-abstract) language. Participants are also welcome to ask the facilitator to repeat the question or provide clarification if there is something they do not understand.

## **SAFETY CONSIDERATIONS**

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

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

- For people served: Questions are intended to elicit information about services in the community, including services provided by Able SC, STSM, YWCA. Questions are not intended to gather information on personal experiences related to violence, abuse, or neglect.
- *For people served and staff (not including executive staff interviews):* If the discussion of services or service access brings up memories or intense feelings, a counselor/advocate will be available at each focus group and interview for participants to provide emotional support for anyone needing it either during or immediately following the session. A private, accessible space will be made available to ensure confidentiality and safety. Participants will be told that a counselor/advocate is available, where she will be located, and that they can request an escort to meet with her for emotional support at anytime during the focus group/individual interview.
- *For people served and staff:* A document listing local resources will be made available to anyone requesting one (Appendix NN p. 137).
- Anyone can discontinue at any point if they are feeling uncomfortable.

- No one has to answer any question that makes them uncomfortable.
- There will be no consequence to employment/services for anyone who chooses to participate or not participate in the needs assessment process.
- No personally identifiable information will be linked to those participating in the group, other than to provide them with their requested accommodations.
- We will be offering optional individual interviews for service users who would prefer to participate outside of a group setting.
- *For service users:* Anyone has the option for their gift card to be kept by Margaret Hollifield at Able SC until there is a convenient time for the person to pick up their gift card.
- The collaboration included a definition of sexual violence in the scripts for people with disabilities who have experienced domestic and/or sexual violence and for people without disabilities who have experienced sexual violence. Sexual violence is defined as sexual harassment, assault, or abuse. The collaboration decided to include this definition in case participants only associated sexual violence with one specific type and could feel that by participating in the group, everyone would assume they had experienced that type of sexual violence. The collaboration broadened the definition so that participants do not feel like their experience with sexual violence is disclosed.

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

- The meeting reminder card will not have the location of the meeting or any information linking the meeting to Able SC, STSM, or YWCA. The phone number listed on the card is linked to a confidential phone number not affiliated with any organization.
- We will be asking for the first name of all participants on the RSVP form for the purpose of connecting individuals with their requested accommodations, but their names will not be linked to any individually identifiable information.

- We will be asking for contact information from those who request a meeting reminder. This information will be destroyed at the completion of all focus groups/individual interviews.
- Any print materials and signage at focus groups and interviews for participants will not list Able SC, STSM, or YWCA or use language regarding the intersection of domestic and/or sexual violence and disabilities.
- An individual's own PCA will not be permitted in the room during focus groups or interviews to protect the confidentiality and safety of the participant. However, we will make accommodations for anyone requiring the assistance of a PCA.
- We have taken special considerations when selecting the groups we will be engaging, particularly with regard to people with disabilities and people who have experienced domestic and/or sexual violence:
  - The organizations will not recruit anyone who we know to currently be in a dangerous situation.

## **WORK PLAN**

Activity	Time Frame
Collaboration Charter	May 2018
Focus Memo	June 2018
Needs Assessment Plan	October 2018
Needs Assessment	November-January 2018
Needs Assessment Report	January- February 2019
Strategic Plan	April 2019

# APPENDIX A- RECRUITMENT SCRIPT FOR SERVICE USERS

[Insert organization name] is part of a collaboration working to create accessible and safe services. The organizations which are part of this partnership are Able South Carolina, YWCA of the Upper Lowlands, and Sexual Trauma Services of the Midlands.

Can I tell you a little bit more about this project?

## Project Overview

Able SC, YWCA, and STSM united in a group effort in 2017 after receiving a three-year federal grant from the Office on Violence Against Women at the U.S. Department of Justice. This project provides funding to create a strong connection between organizations to improve safe and accessible services for people in the community.

In order to improve our services, we will be conducting a needs assessment that includes staff from all three organizations and service users from each organization including:

- People with disabilities
- People who have been impacted by sexual violence
- People who have experienced domestic violence

A report will be written using information we gain from the needs assessment. All personally identifiable information will remain confidential. This anonymous information will be shared with organizations within our collaboration, as well as the Vera Institute of Justice and the Office on Violence Against Women. The purpose of the report will be to outline gaps and weaknesses in the services we provide and determine possible solutions.

## Invitation

*For people with disabilities*

We are contacting you to invite you to be part of a focus group with other people with disabilities as part of this project. It is expected that there will be 7-10 people

in the group. We will be asking group members their opinions on how to improve services for people with disabilities. Questions will only be asked about your experiences as a person with a disability receiving services in the community. Even though you or someone you know may have experienced sexual and/or domestic violence, we will not be asking you to share about that experience. If you don't feel comfortable participating in a group setting, you have the choice to request a one-on-one interview.

Would you be willing to participate in this focus group?

(The recruiter will make sure not to ask any person whether they have experienced sexual and/or domestic violence, but if the person discloses, the recruiter plans to let them know of any resources or supports available to them in the community. If the person lets the recruiter know that they received services previously and are in a safe situation, she will give them the opportunity to participate in the focus group or interview for people with disabilities who have experienced domestic and/or sexual violence.)

*For people who have experienced sexual violence*

We are contacting you to invite you to be part of a focus group with other people who have been impacted by sexual violence as part of this project. Sexual violence includes sexual harassment, abuse and assault. It is expected that there will be 3-5 people in the group. We will be asking group members their opinions on how to improve services for people who have been impacted by sexual violence. Questions will only be asked about your experiences receiving services in the community, not about your personal story with sexual violence. If you don't feel comfortable participating in a group setting, you have the choice to request a one-on-one interview.

Would you be willing to participate in this focus group?

*For people who have been experienced domestic violence*

We are contacting you to invite you to be part of a focus group with other people who have experienced domestic violence as part of this project. It is expected that there will be 7-10 people in the group. We will be asking group members their opinions on how to improve services for people who have experienced domestic violence. Questions will only be asked about your experiences receiving services



in the community, not about your personal story with domestic violence. If you don't feel comfortable participating in a group setting, you have the choice to request a one-on-one interview.

Would you be willing to participate in this focus group?

*(If they say they would like to participate, read the FAQ sheet to them and then allow time for them to ask questions. Afterwards, have them complete the RSVP form or assist them in completing the form. Then ask if they would like a meeting card reminder and provide them with one if requested. Then continue with the script. If the service user is not interested in participating, thank them for their time and politely end the conversation.)*

*For people who agree to participate in focus group*

Thank you so much for agreeing to participate in this needs assessment. Your participation will make a positive impact on making services safe and accessible for future service users. When you attend the focus group/individual interview, please refrain from wearing any scented products so we accommodate those with allergies, breathing conditions, or chemical sensitivities. I look forward to seeing you *(state date of individual interview or focus group)*. If you have any questions before then, you can call Margaret, Violence Prevention and Survivor Services Coordinator at Able SC at *(say confidential phone number)*. Have a wonderful day.

# APPENDIX B- RECRUITMENT SCRIPTS FOR STAFF FOCUS GROUPS

**(Used for recruitment via phone/in-person)**

[Insert organization name] is part of a collaboration working to create accessible and safe services for people with disabilities who have experienced domestic and/or sexual violence. The organizations which are part of this partnership are Able South Carolina, YWCA of the Upper Lowlands, and Sexual Trauma Services of the Midlands.

Can I tell you a little bit more about this project?

## Project Overview

Able SC, YWCA, and STSM united in a group effort in 2017 after receiving a three-year federal grant from the Office on Violence Against Women at the U.S. Department of Justice. This project provides funding to create a strong connection between organizations to improve safe and accessible services for people in the community.

In order to improve our services, we will be conducting a needs assessment that includes staff from all three organizations and service users from each organization.

A report will be written using information that we gain from the needs assessment. All personally identifiable information will remain confidential. This anonymous information will be shared with organizations within our collaboration, as well as The Vera Institute of Justice, and the Office on Violence Against Women.

## Invitation:

### *Staff at Able South Carolina*

We are contacting you to invite you to be a part of a focus group with other staff members from Able South Carolina as part of this project. It is expected that there will be 10 people in this focus group. We will be asking group members about their comfort level, confidence, and knowledge in serving people with disabilities

who have also experienced domestic and/or sexual violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make Able SC's services supportive to consumers who have experienced this type of violence.

Would you be willing to participate in this focus group?

*Staff at YWCA*

We are contacting you to invite you to be a part of a focus group with other staff members from YWCA of the Upper Lowlands as part of this project. It is expected that there will be 7-10 people in this focus group. We will be asking group members about their comfort level, confidence, and knowledge in serving people with disabilities who have experienced domestic violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make YWCA's services accessible to consumers who have disabilities.

Would you be willing to participate in this focus group?

*Staff at STSM*

We are contacting you to invite you to be part of a focus group with other staff members from Sexual Trauma Services of the Midlands as part of this project. It is expected that there will be 3-5 people in this focus group. We will be asking group members about their comfort level, confidence, and knowledge in serving people with disabilities who have experienced sexual violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make STSM's services accessible to consumers who have disabilities.

Would you be willing to participate in this focus group?

*(If they say they would like to participate, read the FAQ sheet for staff members to them and then allow time for questions. Afterwards, have them complete the RSVP form or assist them in completing the form. Then ask if they would like a meeting card reminder and provide them with one if requested. Then continue with the script. If the staff member is not interested in participating, tell them thank you for their time and politely end the conversation.)*

*For staff who agree to participate in focus group*

I would like to review the FAQ sheet with you and answer any questions you may have before completing the RSVP form.

*(Give participant time to complete RSVP form and provide assistance if requested. After collecting the form, read the paragraph below.)*

Thank you so much for agreeing to participate in this needs assessment. Your participation will make a positive impact on making services safe and accessible for future service users. When you attend the focus group, please refrain from wearing any scented products so we accommodate those with allergies, breathing conditions or chemical sensitivities. I look forward to seeing you *(state date of focus group)*. If you have any questions before then, you can call Margaret, Violence Prevention and Survivor Services Coordinator at Able SC at *(say confidential phone number)*. Have a wonderful day.

## APPENDIX C- RECRUITMENT EMAIL SCRIPT FOR STAFF FOCUS GROUPS

Subject: OVW Needs Assessment

Hello,

Able SC, YWCA, and STSM united in a group effort in 2017 after receiving a three-year federal grant from the Office on Violence Against Women at the U.S. Department of Justice. This project provides funding to create a strong connection between organizations to improve safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence.

In order to improve our services, we will be conducting a needs assessment that includes staff from all three organizations and service users from each organization.

A report will be written using information that we gain from the needs assessment that will outline our findings. All personally identifiable information will remain confidential. This anonymous information will be shared with organizations within our collaboration, as well as Vera Institute of Justice and the Office on Violence Against Women.

### Invitation:

#### *Staff at Able South Carolina*

We are contacting you to invite you to be part of a focus group with other staff members from Able South Carolina as part of this project. It is expected that there will be 10 people in this focus group. We will be asking group members about their comfort level, confidence, and knowledge in serving people with disabilities who have experienced domestic and/or sexual violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make Able SC's services supportive to consumers who have experienced this type of violence.

#### *Staff at YWCA*

We are contacting you to invite you to be part of a focus group with staff members from YWCA of the Upper Lowlands as part of this project. It is expected that there will be 7-10 people in this focus group. We will be asking group members about their comfort level, confidence, and knowledge in serving people with disabilities who have experienced domestic violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make YWCA's services accessible to consumers who have disabilities.

*Staff at STSM*

We are contacting you to invite you to be part of a focus group with other staff members from Sexual Trauma Services of the Midlands as part of this project. It is expected that there will be 3-5 people in this focus group. We will be asking group members about their comfort level, confidence, and knowledge in serving people with disabilities who have also experienced sexual violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make STSM's services accessible to consumers who have disabilities.

*Concluding Paragraph for Emails in this Recruitment Script*

If you are willing to participate, please complete the attached RSVP form and return it within 5 days. You can also view the attached FAQ form for more information about this focus group. If you do plan to attend, please refrain from wearing any scented products so we can accommodate those with allergies, breathing conditions, or chemical sensitivities. If you have any questions, please feel free to email me back at this email address. If need to cancel after you have registered for the focus group, please email Margaret Hollifield, Violence Prevention and Survivor Services Coordinator at Able SC, at [mhollifield@able-sc.org](mailto:mhollifield@able-sc.org).

Sincerely,

Signed by recruiter at each organization

## APPENDIX D- RECRUITMENT EMAIL SCRIPT FOR STAFF SURVEYS

Subject: OVW Needs Assessment

Hello,

Bridge to Safety, a collaboration between Able South Carolina, Sexual Trauma Services of the Midlands, and YWCA of the Upper Lowlands received a three-year federal grant from the Office on Violence Against Women at the U.S. Department of Justice to improve safe and accessible services for people in the community.

In order to improve our services, we will be conducting a needs assessment that includes staff from all three organizations and service users from each organization. The goal of the needs assessment is to identify strengths, weaknesses, and gaps in the services we provide so that we can make improvements.

### Invitation:

#### *Staff at Able South Carolina*

We are contacting you to invite you to participate in an online survey with other staff members from Able South Carolina as part of this project. The survey will include questions about your comfort level, confidence, and knowledge in serving people with disabilities who have also experienced domestic and/or sexual violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make Able SC's services supportive to consumers who have experienced this type of violence.

#### *Staff at YWCA*

We are contacting you to invite you to participate in an online survey with other staff members from YWCA of the Upper Lowlands as part of this project. The survey will ask you about your comfort level, confidence, and knowledge in serving people with disabilities who have experienced domestic violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make YWCA's services accessible to consumers who have disabilities.

*Staff at STSM*

We are contacting you to invite you to participate in an online survey with other staff members from Sexual Trauma Services of the Midlands as part of this project. The survey will ask you about your comfort level, confidence, and knowledge in serving people with disabilities who have experienced sexual violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make STSM's services accessible to consumers who have disabilities.

*Concluding Paragraph for Emails in this Recruitment Script*

If you are willing to participate, please click on the link and complete the survey by (*enter due date here*). If you have any questions, please feel free to email me back at this email address. If you want to view the needs assessment report which will compile the information given to the collaboration by staff and service users, please email Margaret Hollifield, Violence Prevention and Survivor Services Coordinator at Able South Carolina at [mhollifield@able-sc.org](mailto:mhollifield@able-sc.org). She will send you the needs assessment report once it has been completed and approved within the next few months.

Sincerely,

Signed by recruiter at each organization



## APPENDIX E- RECRUITMENT EMAIL SCRIPT FOR EXECUTIVE STAFF

Subject: OVW Needs Assessment

Hello,

As you know, Bridge to Safety, a collaboration between Able South Carolina, Sexual Trauma Services of the Midlands, and YWCA of the Upper Lowlands received a three-year federal grant from the Office on Violence Against Women at the U.S. Department of Justice to improve safe and accessible services for people in the community.

In order to improve our services, we will be conducting a needs assessment that includes staff from all three organizations and service users from each organization.

### Invitation:

#### *Executive Staff at Able South Carolina*

We are requesting your participation in an individual interview as part of this project. We will be asking about your perspective as upper management staff at Able South Carolina in how you believe your organization can improve services to people with disabilities who have experienced domestic and/or sexual violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make Able SC's services supportive to consumers who have experienced this type of violence.

#### *Executive Staff at YWCA*

We are requesting your participation in an individual interview as part of this project. We will be asking about your perspective as upper management staff at YWCA of the Upper Lowlands in how you believe your organization can improve services to people with disabilities who have experienced domestic violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make YWCA's services supportive to service users who have disabilities.

*Executive Staff at STSM*

We are requesting your participation in an individual interview as part of this project. We will be asking about your perspective as upper management staff at Sexual Trauma Services of the Midlands in how you believe your organization can improve services to people with disabilities who have experienced sexual violence. Your answers will be extremely helpful to the collaboration in forming our strategic plan to make STSM's services supportive to service users who have disabilities.

*Concluding Paragraph for Emails in this Recruitment Script*

If you are willing to participate, please complete the attached RSVP form and return within 5 days. You can also view the attached FAQ form for more information about this process. If you do participate, please refrain from wearing any scented products so we accommodate those with allergies, breathing conditions or chemical sensitivities. If you have any questions, please feel free to email me back at this email address. If you find that you need to reschedule after your individual interview, please email Margaret Hollifield, Violence Prevention and Survivor Services Coordinator at Able SC, at [mhollifield@able-sc.org](mailto:mhollifield@able-sc.org).

Sincerely,

Signed by recruiter at each organization

## APPENDIX F- FAQ SHEET FOR SERVICE USERS

### What is this collaboration?

- Our collaboration, Bridge to Safety, was formed in 2017 and consists of three organizations, Able South Carolina, Sexual Trauma Services of the Midlands, and YWCA of the Upper Lowlands.
- The collaboration is funded through a grant received from the Office on Violence Against Women at the US Department of Justice.
- Our goal is to create permanent changes within our organizations that will result in safe and accessible services for people with disabilities who have been impacted by domestic and/or sexual violence. This just means that we want it to be easy for people with disabilities who have been affected by this type of violence to feel supported and get the services they need within our organizations.

### What is the purpose of the needs assessment?

- The purpose of the needs assessment is for the collaboration to gather information from service users and staff members at each organization to learn about what changes we need to make so our services are safe and accessible.

### How long will this last?

- Each focus group will last approximately an hour and a half. An interview will last approximately one hour.

### What if I change my mind and decide I don't want to participate?

- Participation is completely voluntary and you can change your mind at any time, including during the focus group. You may get up and leave at any time without penalty.

### Will I be compensated for my participation?

- A \$25 gift card will be provided to focus group and interview participants. If the person leaves during the group or individual interview, they will still receive their gift card.
- The \$25 gift card will be provided at the focus group/individual interview. If for safety reasons or any other reason you do not want to receive your gift card at the focus group/individual interview, the Project Director can hold onto the gift card for you until there is a convenient time for you to pick it up.

### Who will be in the focus groups and individual interviews?

- Focus groups will consist of a facilitator, note taker, and floater. These people are working together to conduct the focus group. There will also be other participants in the room sharing their experiences with services. Individual interviews include a facilitator and a note taker, but not a floater.

### Will anyone know if I participate and will they know what I shared?

- All information gathered from focus groups and individual interviews will be kept confidential. No personally identifiable information will be taken. This means that the note taker will not connect anything you say to your name or anything else that would disclose your identity.
- If you are participating in a focus group, you will be in the room with other participants. You may or may not know or recognize some of the other people there. We will ask all participants to keep each other's identity and what other participants share confidential, however we cannot guarantee that everyone will.
- No one who provides you services will know the comments you make during the focus group or interview.
- The only way we would break confidentiality is if you make a statement that shows you are in serious danger of hurting yourself or others.

### What will you do with the information I share?

- We will use the information you give us along with other participants when writing our needs assessment report. We will record your comments in the report, but we will keep your identity anonymous. We will also use the information you give us to help us develop our strategic plan which will

guide our implementation activities that will address barriers in our services and make positive changes.

#### Who will see the needs assessment report?

- The report will be seen by all three collaboration organizations; our technical assistance provider, the Vera Institute of Justice; and our funder, the Office on Violence Against Women. It may also be put on a website that has information posted from similar collaborations that are also developing safe and accessible services. If posted on their website, anyone who has access to the internet can read the report. Other needs assessment participants may be interested in reading the needs assessment report.

#### What if I hear or think about something that makes me upset when I'm in the focus group or interview?

- Although we will not be asking about any experiences with domestic or sexual violence, we will have a counselor/advocate on site to provide emotional support should a participant feel triggered.  
*(After reviewing the FAQ sheet with consumers, the recruiter will allow them time to ask any questions they may have. If after reviewing the FAQ sheet, they want to participate in the needs assessment, give the participant the RSVP form to complete. Provide the service user assistance in completing the form if requested. If you are recruiting over the phone, you can read the questions to them and fill out the RSVP form for them as the participant gives their answers.)*

## APPENDIX G- FAQ SHEET FOR STAFF

### What is this collaboration?

- Our collaboration, Bridge to Safety, was formed in 2017 and consists of three organizations, Able South Carolina, Sexual Trauma Services of the Midlands, and YWCA of the Upper Lowlands.
- The collaboration is funded through a grant received from the Office on Violence Against Women.
- Our goal is to create permanent changes within our organizations that will result in safe and accessible services for people with disabilities who have been impacted by domestic and/or sexual violence. This just means that we want it to be easy for people with disabilities who have experienced this type of violence to feel supported and get the services they need within our organizations.

### What is the purpose of the needs assessment?

- The purpose of the needs assessment is for the collaboration to gather information from service users and staff at each organization to learn about what changes we need to make so our services are safe and accessible.

### How long will this last?

- Each focus group will last approximately an hour and a half.

### What if I change my mind and decide I don't want to participate?

- Participation is completely voluntary and you can change your mind at any time during the focus group. You may get up and leave at any time without penalty.

### Who will be in the focus groups?

- Focus groups will consist of a facilitator, note taker, and floater. These people are working together to conduct the focus group. There will also be other staff members in the room participating in the focus group.
- The facilitator of the focus group will not be from your organization, but from one of the partners within the collaboration.

### Will anyone know if I participate and will they know what I shared?

- All information gathered from focus groups and individual interviews will be kept confidential. No personally identifiable information will be taken. This means that the note taker will not connect anything you say to your name or anything else that would disclose your identity. However, other staff members at your organization may see that you have participated in the group and other staff members in the group will hear what you say. Although we are going to stress the importance of confidentiality in the focus group before the meeting starts, we cannot guarantee that the other participants will keep your information confidential.

#### What will you do with the information I share?

- We will use the information you give us along with other participants' when writing our needs assessment report. This report will help us develop a plan for how, as a collaboration, we are going to address barriers in our services and make positive changes. We will record your comments in the report, but we will keep your identity anonymous. We will also use the information you give us to help us develop our strategic plan which will guide our implementation activities that will address barriers in our services and make positive changes.

#### Who will see the needs assessment report?

- The report will be seen by all three collaboration organizations; our technical assistance provider, the Vera Institute of Justice; and our funder, the Office on Violence Against Women. It may also be put on a website that has information posted from similar collaborations that are also developing safe and accessible services. If posted on their website, anyone who has access to the internet can read the report. Other needs assessment participants may be interested in reading the needs assessment report.

#### Will I be penalized for anything I say or share?

- You will not be penalized for anything you say or share.
- Staff are encouraged to be honest about their perspectives and experiences so the collaboration can identify what solutions need to be implemented within each of our organizations.

(After reviewing the FAQ sheet with staff members, the recruiter will allow them time to ask any questions they may have. If after reviewing the FAQ sheet, they want to participate in the needs assessment, give the participant the RSVP form to complete. If you are recruiting over the phone, you can read the questions to them.



# APPENDIX H- BRIDGE TO SAFETY'S RSVP FORM FOR SERVICE USERS

First Name \_\_\_\_\_

**1. Group participating in (please circle one)**

Person who has experienced domestic violence

Person who has been impacted by sexual violence

Person with a disability

Person with a disability who has been impacted by sexual and/or domestic violence

**2. Focus group/Interview Date and Times**

(Include dates and times here)

**3. If you need financial assistance for transportation to focus groups or an interview, Bridge to Safety can reimburse one round-trip ticket using public transportation, ride-share service such as Uber or Lyft, or taxi. Please circle if you will need reimbursement and what method of transportation you will use.**

Yes

Public Transportation

No

Uber/Lyft

Taxi

**4. Please circle any accommodations you need or fill in the blank if your accommodation is not listed.**

ASL interpreter

Other language interpretation

Which language? \_\_\_\_\_

Assistive listening devices

Wheelchair Accessible Space

### Handouts in alternate formats

- Large Print
- Braille
- Other \_\_\_\_\_

### Alternate PCA\*

### Food Allergies

If so, what are they? \_\_\_\_\_

Other \_\_\_\_\_

*\*Your PCA can bring you to the focus group or individual interview but can't be in the room in order to protect your confidentiality and safety. They can wait for you outside the room, and if you need them, one of the collaboration members can escort you out of the room. During the meeting, we can provide an alternate PCA if you need one.*

### **5. (If meeting them in person) Would you like a meeting card reminder?**

Yes

No

### **6. (If recruiting over the phone) Would you like me to email you a meeting card reminder?**

Yes

No

### **7. If you would like a meeting card reminder through email, please provide your email address:**

\_\_\_\_\_

### **8. If you provided an email, is this a safe email that only you have access to?**

Yes

No

**9. Would you like us to contact you by phone to remind you of the focus group or interview time/date?**

Yes

No

**10. If you would like us to contact you by phone, please provide your ten-digit phone number:**

---

**11. Please answer the following questions if you chose to be reminded via phone.**

If you don't answer, can Margaret leave you a voicemail? Yes, No

Is it possible someone else may answer this phone besides you? Yes, No

# APPENDIX I- BRIDGE TO SAFETY'S RSVP FORM FOR STAFF

First Name \_\_\_\_\_

**1. Group participating in (please circle one)**

Staff at Able South Carolina

Staff at YWCA of the Upper Lowlands

Staff at Sexual Trauma Services of the Midlands

**2. Focus group/Interview date and times**

(Include dates and times here)

**3. Please circle any accommodations you need or fill in the blank if your accommodation is not listed.**

ASL interpreter

Other language interpretation

Which language? \_\_\_\_\_

Assistive listening devices

Wheelchair Accessible Space

Handouts in alternate formats

- Large Print
- Braille
- Other \_\_\_\_\_

Alternate PCA\*

Food Allergies

If so, what are they? \_\_\_\_\_

Other \_\_\_\_\_

\*Your PCA can bring you to the focus group or individual interview but can't be in the room in order to protect your confidentiality and safety. They can wait for you outside the room, and if you need them, one of the collaboration members can escort you out of the room. During the meeting, we can provide an alternate PCA if you need one.

**4. (*If meeting them in person*) Would you like a meeting card reminder?**

Yes

No

**5. (*If recruiting over the phone*) Would you like me to email you a meeting card reminder?**

Yes

No

**6. If you would like a meeting card reminder through email, please provide your email address:**

---

**7. Would you like us to contact you by phone to remind you of the focus group time/date?**

Yes

No

**8. If you would like to be contacted by phone, please provide your ten-digit phone number:**

---

# APPENDIX J- BRIDGE TO SAFETY'S RSVP FORM FOR EXECUTIVE STAFF

First Name \_\_\_\_\_

## 1. Group participating in (please circle one)

Executive Staff at Able South Carolina

Executive Staff at YWCA of the Upper Lowlands

Executive Staff at Sexual Trauma Services of the Midlands

## 2. Interview date and times

(Include dates and times here)

## 3. Please circle any accommodations you need or fill in the blank if your accommodation is not listed.

ASL interpreter

Other language interpretation

Which language? \_\_\_\_\_

Assistive listening devices

Wheelchair Accessible Space

Handouts in alternate formats

- Large Print
- Braille
- Other \_\_\_\_\_

Alternate PCA\*

Food Allergies

If so, what are they? \_\_\_\_\_

Other \_\_\_\_\_

\*Your PCA can bring you to the focus group or individual interview but can't be in the room in order to protect your confidentiality and safety. They can wait for you outside the room, and if you need them, one of the collaboration members can escort you out of the room. During the meeting, we can provide an alternate PCA if you need one.

**4. (*If meeting them in person*) Would you like a meeting card reminder?**

Yes

No

**5. (*If recruiting over the phone*) Would you like me to email you a meeting card reminder?**

Yes

No

**6. If you would like a meeting card reminder through email, please provide your email address:**

---

**7. Would you like us to contact you by phone to remind you of the individual interview time/date?**

Yes

No

**8. If you would like to be contacted by phone, please provide your ten-digit phone number:**

---

# APPENDIX K- MEETING REMINDER TEMPLATE

## Meeting Reminder

**Date:**

**Time:**

For any changes or cancellations, contact Margaret at  
*(confidential phone number will be inserted here)*



## APPENDIX L- FOCUS GROUP SCRIPT PEOPLE WITH DISABILITIES WHO HAVE EXPERIENCED DOMESTIC AND/OR SEXUAL VIOLENCE

Welcome! My name is *(state facilitator's name)* and I will be leading your group today. Please allow me to introduce *(state floater's name)* and *(note taker's name)*. I will be asking you questions about your experience accessing services as a person with a disability who has been impacted by domestic and/or sexual violence. Sexual violence includes sexual harassment, assault, and abuse. I will not be asking questions about any of your personal experiences with violence. My goal is to learn about your experience when asking for services including what made it easy to ask for services, what made it difficult, and what did or did not go well when you were asking for and receiving services. Your answers will be used to help our collaboration, Bridge to Safety, learn how to improve our services for people with disabilities who have experienced domestic and/or sexual violence.

*(State floater's name)* is here to help make sure our group runs smoothly today. If you find that you need to leave the room to use your personal care assistant or get support from a counselor, *(state floater's name)* can go with you out of the room and make sure you get the support you need. *(State floater's name)* will go ahead and pass out your \$25 gift card as a thank you for participating in this focus group today. If you would like the project director to hold onto your gift card for you for any reason, she will do so until you are ready to pick the card up. If you do not wish to receive your gift card today, please let *(state floater's name)* know, and she will give the gift card to the project director.

*(State floater's name)*- will you please pass out the gift cards? *(Allow time for the floater to pass out cards to everyone.)*

If you are interested, *(state floater's name)* can provide you with a list of resources after the focus group is completed. This list was compiled for people to access if they want support for their disability or for support after experiencing assault or abuse. If you are having current issues with accessibility in your

personal or professional life and want support, you can talk to the note taker after the focus group has completed.

*(State note taker's name)* is here to take notes today. *(State note taker's name)* will not write down any information that would allow someone to know that you were present today. This means she will write down what you say, but she will not write down your name or any other information that would let someone know you are here. *(State note taker's name)* may raise her hand at some point in the focus group if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. If you are having current accessibility issues in your personal or professional life and want support, you can talk to the note taker after the focus group has completed.

Let's go over some ground rules really quickly.

We have a limited amount of time in our focus group today. Our group can last up to an hour and a half. Please be mindful that we have several people in this room, so please only share enough information to get your point across so that everyone will have the opportunity to share their thoughts if they wish.

If you need to leave to use the restroom, you are welcome to quietly remove yourself from the room. The restroom is *(give directions to the restroom)*. If you need to access your PCA, you can leave the room yourself and return, or you can request *(insert floater's name here)* to escort you out of the room to meet your PCA. If you need to talk to a counselor, you can raise your hand and *(insert floater's name here)* will take you to the counselor. You do not have to explain anything to us to see the counselor. All you have to do is request to see her.

I ask that you keep everything you hear in this group today confidential—please don't tell anyone about who you saw in this group or what anyone said. We want everyone to feel safe and comfortable. Please be careful with what you share. We do not want anyone to share their personal experience with violence because we do not want anyone to get upset, and we cannot guarantee that every participant within this group will keep your information confidential. Please do not be offended if I interrupt you if you start talking about your experience with

violence. My only reason for doing this is to protect everyone's safety and confidentiality within this room.

By sharing your answers in this group today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If, for any reason, you feel that you need to leave the group today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving. You will still be able to use your gift card.

Does anyone have any questions about the ground rules today?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this focus group today. As a person with a disability who has been impacted by domestic and/or sexual violence, you have unique insight into the importance of accessibility and safety. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for people with disabilities who have experienced domestic and/or sexual violence. After asking questions, return to this page and read the paragraph below.)*

### *Closing Remarks*

Thank you so much for participating in this group today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have been impacted by domestic and/or sexual violence. Please remember that what was said in this group today is confidential. We have completed the focus group. If you would like to view the results of our needs assessment report, you are welcome to

provide me with a safe and confidential email that I can give to the project director. She will send you the final needs assessment report so that you can see what we learned from this process. If you are interested in this, please see me before you leave and I will write down your email. Unless you have any questions, you are free to leave.

## APPENDIX M- FOCUS GROUP SCRIPT FOR PEOPLE WITH DISABILITIES

Welcome! My name is *(state facilitator's name)* and I will be leading your group today. Please allow me to introduce *(state floater's name)* and *(note taker's name)*. I will be asking you questions about your experience accessing services as a person with a disability. My goal is to learn about your experience when asking for services including what made it easy to ask for services, what made it difficult, and what did or did not go well when you were asking for and receiving services. Your answers will be used to help our collaboration, Bridge to Safety, learn how to improve our services for people with disabilities who have experienced domestic and/or sexual violence.

*(State floater's name)* is here to help make sure our group runs smoothly today. If you find that you need to leave the room to use your personal care assistant or get support from a counselor, *(state floater's name)* can go with you out of the room and make sure you get the support you need. *(State floater's name)* will go ahead and pass out your \$25 gift card as a thank you for participating in this focus group today. If you would like the project director to hold onto your gift card for you for any reason, she will do so until you are ready to pick the card up. If you do not wish to receive your gift card today, please let *(state floater's name)* know, and she will give the gift card to the project director.

*(State floater's name)*- will you please pass out the gift cards? *(Allow time for the floater to pass out cards to everyone.)*

If you are interested, *(state floater's name)* can provide you with a list of resources after the focus group is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the focus group has completed.

*(State note taker's name)* is here to take notes today. *(State note taker's name)* will not write down any information that would allow someone to know that you were present today. This means she will write down what you say, but she will

not write down your name or any other information that would let someone know you are here. (*State note taker's name*) may raise her hand at some point in the focus group if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the focus group has completed.

Let's go over some ground rules really quickly.

We have a limited amount of time in our focus group today. Our group can last up to an hour and a half. Please be mindful that we have several people in this room, so please only share enough information to get your point across so that everyone will have the opportunity to share their thoughts if they wish.

If you need to leave to use the restroom, you are welcome to quietly remove yourself from the room. The restroom is (*give directions to the restroom*). If you need to access your PCA, you can leave the room yourself and return, or you can request (*insert floater's name here*) to escort you out of the room to meet your PCA. If you need to talk to a counselor, you can raise your hand and (*insert floater's name here*) will take you to the counselor. You do not have to explain anything to us to see the counselor. All you have to do is request to see her.

I ask that you keep everything you hear in this group today confidential—please don't tell anyone who you saw in this group or what anyone said. We want everyone to feel safe and comfortable.

By sharing your answers in this group today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the group today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving. You will still be able to use your gift card.

Does anyone have any questions about the ground rules today?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this focus group today. As a person with a disability, you have unique insight into the importance of accessibility. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for people with disabilities. After asking questions, return to this page and read the paragraph below.)*

#### *Closing Remarks*

Thank you so much for participating in this group today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence. Please remember that what was said in this group today is confidential. We have completed the focus group. If you would like to view the results of our needs assessment report, you are welcome to provide me with a safe and confidential email that I can give to the project director. She will send you the final needs assessment report so that you can see what we learned from this process. If you are interested in this, please see me before you leave and I will write down your email. Unless you have any questions, you are free to leave.

## APPENDIX N- FOCUS GROUP SCRIPT FOR PEOPLE WHO HAVE EXPERIENCED SEXUAL VIOLENCE

Welcome! My name is *(state facilitator's name)* and I will be leading your group today. Please allow me to introduce *(state floater's name)* and *(note taker's name)*. I will be asking you questions about your experience accessing services as a person who has been impacted by sexual violence. Sexual violence includes sexual harassment, abuse, and assault. I will not be asking questions about any of your personal experiences with violence. My goal is to learn about your experience when asking for services including what made it easy to ask for services, what made it difficult, and what did or did not go well when you were asking for and receiving services. Your answers will be used to help our collaboration, Bridge to Safety, learn how to improve our services for people with disabilities who have experienced domestic and/or sexual violence.

*(State floater's name)* is here to help make sure our group runs smoothly today. If you find that you need to leave the room to use your personal care assistant or get support from a counselor/advocate, *(state floater's name)* can go with you out of the room and make sure you get the support you need. *(State floater's name)* will go ahead and pass out your \$25 gift card as a thank you for participating in this focus group today. If you would like the project director to hold onto your gift card for you for any reason, she will do so until you are ready to pick the card up. If you do not wish to receive your gift card today, please let *(state floater's name)* know, and she will give the gift card to the project director.

*(State floater's name)*- will you please pass out the gift cards? *(Allow time for the floater to pass out cards to everyone.)*

If you are interested, *(state floater's name)* can provide you with a list of resources after the focus group is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the focus group has completed.



*(State note taker's name)* is here to take notes today. *(State note taker's name)* will not write down any information that would allow someone to know that you were present today. This means she will write down what you say, but she will not write down your name or any other information that would let someone know you are here. *(State note taker's name)* may raise her hand at some point in the focus group if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. . If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the focus group has completed.

We have a limited amount of time in our focus group today. Our group can last up to an hour and a half. Please be mindful we have several people in this room, so please only share enough information to get your point across so that everyone will have the opportunity to share their thoughts if they wish.

If you need to leave to use the restroom, you are welcome to quietly remove yourself from the room. The restroom is *(give directions to the restroom)*. If you need to access your PCA, you can leave the room yourself and return, or you can request *(insert floater's name here)* to escort you out of the room to meet your PCA. If you need to talk to a counselor/advocate, you can raise your hand and *(insert floater's name here)* will take you to the counselor. You do not have to explain anything to us to see the counselor. All you have to do is request to see her.

I ask that you keep everything you hear in this group today confidential—please don't tell anyone about who you saw in this group or what anyone said. We want everyone to feel safe and comfortable. Please be careful with what you share. We do not want anyone to share their personal experience with violence because we do not want anyone to get upset, and we cannot guarantee that every participant within this group will keep your information confidential. Please do not be offended if I interrupt you if you start talking about your experience with violence. My only reason for doing this is to protect everyone's safety and confidentiality within this room.

By sharing your answers in this group today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs

Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the group today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving. You will still be able to use your gift card.

Does anyone have any questions about the ground rules today?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this focus group today. As a person who has been impacted by sexual violence, you have unique insight into the importance of safety. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for people who have experienced sexual violence. After asking questions, return to this page and read the paragraph below.)*

### *Closing Remarks*

Thank you so much for participating in this group today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have been impacted by domestic and/or sexual violence. Please remember that what was said in this group today is confidential. We have completed the focus group. If you would like to view the results of our needs assessment report, you are welcome to provide me with a safe and confidential email that I can give to the project director. She will send you the final needs assessment report so that you can see what we learned from this process. If you are interested in this, please see me before you leave and I will write down your email. Unless you have any questions, you are free to leave.

## APPENDIX O- FOCUS GROUP SCRIPT FOR PEOPLE WHO HAVE EXPERIENCED DOMESTIC VIOLENCE

Welcome! My name is *(state facilitator's name)* and I will be leading your group today. Please allow me to introduce *(state floater's name)* and *(note taker's name)*. I will be asking you questions about your experience accessing services as a person who has experienced domestic violence. I will not be asking any questions about any of your personal experiences with violence. My goal is to learn about your experience when asking for services including what made it easy to ask for services, what made it difficult, and what did or did not go well when you were asking for and receiving services. Your answers will be used to help our collaboration, Bridge to Safety, learn how to improve our services for people with disabilities who have experienced domestic and/or sexual violence.

*(State floater's name)* is here to help make sure our group runs smoothly today. If you find that you need to leave the room to use your personal care assistant or get support from a counselor, *(state floater's name)* can go with you out of the room and make sure you get the support you need. *(State floater's name)* will go ahead and pass out your \$25 gift card as a thank you for participating in this focus group today. If you would like the project director to hold onto your gift card for you for any reason, she will do so until you are ready to pick the card up. If you do not wish to receive your gift card today, please let *(state floater's name)* know, and she will give the gift card to the project director.

*(State floater's name)*- will you please pass out the gift cards? *(Allow time for the floater to pass out cards to everyone.)*

If you are interested, *(state floater's name)* can provide you with a list of resources after the focus group is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the focus group has completed.

*(State note taker's name)* is here to take notes today. *(State note taker's name)* will not write down any information that would allow someone to know that you were present today. This means she will write down what you say, but she will not write down your name or any other information that would let someone know you are here. *(State note taker's name)* may raise her hand at some point in the focus group if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the focus group has completed.

Let's go over some ground rules really quickly.

We have a limited amount of time in our focus group today. Our group can last up to an hour and a half. Please be mindful we have several people in this room, so please only share enough information to get your point across so that everyone will have the opportunity to share their thoughts if they wish.

If you need to leave to use the restroom, you are welcome to quietly remove yourself from the room. The restroom is *(give directions to the restroom)*. If you need to access your PCA, you can leave the room yourself and return, or you can request *(insert floater's name here)* to escort you out of the room to meet your PCA. If you need to talk to a counselor, you can raise your hand and *(insert floater's name here)* will take you to the counselor. You do not have to explain anything to us to see the counselor. All you have to do is request to see her.

I ask that you keep everything you hear in this group today confidential—please don't tell anyone about who you saw in this group or what anyone said. We want everyone to feel safe and comfortable. Please be careful with what you share. We do not want anyone to share their personal experience with violence because we do not want anyone to get upset, and we cannot guarantee that every participant within this group will keep your information confidential. Please do not be offended if I interrupt you if you start talking about your experience with violence. My only reason for doing this is to protect everyone's safety and confidentiality within this room.

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If for any reason, you feel that you need to leave the group today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving. You will still be able to use your gift card.

Does anyone have any questions about the ground rules today?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this focus group today. As a person who has experienced domestic violence, you have unique insight into the importance of safety. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for people who have experienced domestic violence. After asking questions, return to this page and read the paragraph below.)*

Thank you so much for participating in this group today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence. Please remember that what was said in this group today is confidential. We have completed the focus group. If you would like to view the results of our needs assessment report, you are welcome to provide me with a safe and confidential email that I can give to the project director. She will send you the final needs assessment report so that you can see what we learned from this process. If you are interested in this, please see me before you leave and I will write down your email. Unless you have any questions, you are free to leave.

## APPENDIX P- INDIVIDUAL INTERVIEW SCRIPT FOR PEOPLE WITH DISABILITIES WHO HAVE EXPERIENCED DOMESTIC AND/OR SEXUAL VIOLENCE

Welcome! My name is (*state facilitator's name*) and I will be leading this interview today. Please allow me to introduce (*note taker's name*). I will be asking you questions about your experience accessing services as a person with a disability who has been impacted by either domestic and/or sexual violence. Sexual violence includes sexual harassment, assault, and abuse. I will not be asking questions about any of your personal experiences with violence. My goal is to learn about your experience when asking for services including what made it easy to ask for services, what made it difficult, and what did or did not go well when you were asking for and receiving services. Your answers will be used to help our collaboration, Bridge to Safety, learn how to improve our services for people with disabilities who have been impacted by domestic and/or sexual violence.

(*State note taker's name*) is here to take notes today and to make sure our interview runs smoothly today. (*State note taker's name*) will not write down any information that would allow someone to know that you were present today. This means she will write down what you say, but she will not write down your name or any other information that would let someone know you are here. (*State note taker's name*) may raise her hand at some point in the interview if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. If you are interested, (*State note taker's name*) can provide you with a list of resources after the interview is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the interview has completed.

If you find that you need to leave the room to use your personal care assistant or get support from a counselor, *(state note taker's name)* can go with you out of the room and make sure you get the support you need.

*(State note taker's name)* will go ahead and give you your \$25 gift card as a thank you for participating in this focus group today. If you would like her to hold onto your gift card for you for any reason, she will do so until you are ready to pick the card up. If you do not wish to receive your gift card today, please let *(note taker's name)* know.

*(Note taker should hand the gift card to the interviewee unless they state that they do not want the gift card at this time. If they request for the note taker to hold onto the card, the note taker and interviewee can have a brief conversation about when the interviewee would like to receive the card).*

If you need to leave to use the restroom, you are welcome to ask us to pause the interview and leave to go to the restroom. The restroom is *(give directions to the restroom)*. If you need to access your PCA, you can leave the room yourself and return, or you can request *(insert note taker's name here)* to escort you out of the room to meet your PCA. If you need to talk to a counselor, please let us know and *(insert note taker's name here)* will take you to the counselor. You do not have to explain anything to us to see the counselor. All you have to do is request to see her.

By sharing your answers in this interview today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the interview today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving. You will still be able to use your gift card.

Do you have any questions?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this interview today. As a person with a disability who has been impacted by domestic and/or sexual violence, you have unique insight into the importance of accessibility and safety. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for people with disabilities who have experienced domestic and/or sexual violence. After asking questions, return to this page and read the paragraph below.)*

#### *Closing Remarks*

Thank you so much for participating in this interview today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have been impacted by domestic and/or sexual violence. We have completed the interview. If you would like to view the results of our needs assessment report, you are welcome to provide me with a safe and confidential email that I can give to the project director. She will send you the final needs assessment report so that you can see what we learned from this process. If you are interested in this, please see me before you leave and I will write down your email. Unless you have any questions, you are free to leave.



## APPENDIX Q- INDIVIDUAL INTERVIEW SCRIPT FOR PEOPLE WITH DISABILITIES

Welcome! My name is (*state facilitator's name*) and I will be leading this interview today. Please allow me to introduce (*note taker's name*). I will be asking you questions about your experience accessing services as a person with a disability. My goal is to learn about your experience when asking for services including what made it easy to ask for services, what made it difficult, and what went did or did not go well when you were asking for and receiving services. Your answers will be used to help our collaboration, Bridge to Safety, learn how to improve our services for people with disabilities who have experienced domestic and/or sexual violence.

(*State note taker's name*) is here to take notes today and to make sure our interview runs smoothly today. (*State note taker's name*) will not write down any information that would allow someone to know that you were present today. This means she will write down what you say, but she will not write down your name or any other information that would let someone know you are here. (*State note taker's name*) may raise her hand at some point in the interview if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. If you are interested, (*State note taker's name*) can provide you with a list of resources after the interview is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the interview has completed.

If you find that you need to leave the room to use your personal care assistant or get support from a counselor, (*state note taker's name*) can go with you out of the room and make sure you get the support you need.

(*State note taker's name*) will go ahead and give you your \$25 gift card as a thank you for participating in this focus group today. If you would like her to hold onto your gift card for you for any reason, she will do so until you are ready to pick the card up. If you do not wish to receive your gift card today, please let (*note taker's name*) know.

*(Note taker should hand the gift card to the interviewee unless they state that they do not want the gift card at this time. If they request for the note taker to hold onto the card, the note taker and interviewee can have a brief conversation about when the interviewee would like to receive the card).*

If you need to leave to use the restroom, you are welcome to ask us to pause the interview and leave to go to the restroom. The restroom is *(give directions to the restroom)*. If you need to access your PCA, you can leave the room yourself and return, or you can request *(insert note taker's name here)* to escort you out of the room to meet your PCA. If you need to talk to a counselor, please let us know and *(insert note taker's name here)* will take you to the counselor. You do not have to explain anything to us to see the counselor. All you have to do is request to see her.

By sharing your answers in this interview today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the interview today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving. You will still be able to use your gift card.

Do you have any questions?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this interview today. As a person with a disability, you have unique insight into the importance of accessibility. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for people with disabilities. After asking questions, return to this page and read the paragraph below.)*

### *Closing Remarks*

Thank you so much for participating in this interview today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence. We have completed the interview. If you would like to view the results of our needs assessment report, you are welcome to provide me with a safe and confidential email that I can give to the project director. She will send you the final needs assessment report so that you can see what we learned from this process. If you are interested in this, please see me before you leave and I will write down your email. Unless you have any questions, you are free to leave.

## APPENDIX R- INDIVIDUAL INTERVIEW SCRIPT FOR PEOPLE WHO HAVE EXPERIENCED SEXUAL VIOLENCE

Welcome! My name is *(state facilitator's name)* and I will be leading this interview today. Please allow me to introduce *(note taker's name)*. I will be asking you questions about your experience accessing services as a person who has been impacted by sexual violence. Sexual violence includes sexual harassment, assault, and abuse. My goal is to learn about your experience when asking for services including what made it easy to ask for services, what made it difficult, and what did or did not go well when you were asking for and receiving services. Your answers will be used to help our collaboration, Bridge to Safety, learn how to improve our services for people with disabilities who have experienced domestic and/or sexual violence.

*(State note taker's name)* is here to take notes today and to make sure our interview runs smoothly today. *(State note taker's name)* will not write down any information that would allow someone to know that you were present today. This means she will write down what you say, but she will not write down your name or any other information that would let someone know you are here. *(State note taker's name)* may raise her hand at some point in the interview if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. If you find that you need to leave the room to use your personal care assistant or get support from a counselor, *(state note taker's name)* can go with you out of the room and make sure you get the support you need. *(State note taker's name)* will go ahead and give you your \$25 gift card as a thank you for participating in this focus group today. If you would like her to hold onto your gift card for you for any reason, she will do so until you are ready to pick the card up. If you do not wish to receive your gift card today, please let *(note taker's name)* know. If you are interested, *(State note taker's name)* can provide you with a list of resources after the interview is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse. If you are

having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the interview has completed.

*(Note taker should hand the gift card to the interviewee unless they state that they do not want the gift card at this time. If they request for the note taker to hold onto the card, the note taker and interviewee can have a brief conversation about when the interviewee would like to receive the card).*

If you need to leave to use the restroom, you are welcome to ask us to pause the interview and leave to go to the restroom. The restroom is *(give directions to the restroom)*. If you need to access your PCA, you can leave the room yourself and return, or you can request *(insert note taker's name here)* to escort you out of the room to meet your PCA. If you need to talk to a counselor, please let us know and *(insert note taker's name here)* will take you to the counselor. You do not have to explain anything to us to see the counselor. All you have to do is request to see her.

By sharing your answers in this interview today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the interview today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving. You will still be able to use your gift card.

Do you have any questions?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this interview today. As a person who has been impacted by sexual violence, you have unique insight into the importance of safety. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for people with disabilities. After asking questions, return to this page and read the paragraph below.)*

### *Closing Remarks*

Thank you so much for participating in this interview today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have been impacted by domestic and/or sexual violence. We have completed the interview. If you would like to view the results of our needs assessment report, you are welcome to provide me with a safe and confidential email that I can give to the project director. She will send you the final needs assessment report so that you can see what we learned from this process. If you are interested in this, please see me before you leave and I will write down your email. Unless you have any questions, you are free to leave.

# APPENDIX S- INDIVIDUAL INTERVIEW SCRIPT FOR PEOPLE WHO HAVE EXPERIENCED DOMESTIC VIOLENCE

Welcome! My name is *(state facilitator's name)* and I will be leading this interview today. Please allow me to introduce *(note taker's name)*. I will be asking you questions about your experience accessing services as a person who has experienced domestic violence. My goal is to learn about your experience when asking for services including what made it easy to ask for services, what made it difficult, and what did or did not go well when you were asking for and receiving services. Your answers will be used to help our collaboration, Bridge to Safety, learn how to improve our services for people with disabilities who have experienced domestic and/or sexual violence.

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If you need to leave to use the restroom, you are welcome to ask us to pause the interview and leave to go to the restroom. The restroom is *(give directions to the restroom)*. If you need to access your PCA, you can leave the room yourself and return, or you can request *(insert note taker's name here)* to escort you out of the room to meet your PCA. If you need to talk to a counselor, please let us know and *(insert note taker's name here)* will take you to the counselor. You do not have to explain anything to us to see the counselor. All you have to do is request to see her.

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If for any reason, you feel that you need to leave the interview today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving. You will still be able to use your gift card.

Do you have any questions?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this interview today. As a person who has experienced domestic violence, you have unique insight into the importance of safety. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.



*(Allow time for questions. If there are no questions, go ahead and ask the questions for people with disabilities. After asking questions, return to this page and read the paragraph below.)*

### *Closing Remarks*

Thank you so much for participating in this interview today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence. We have completed the interview. If you would like to view the results of our needs assessment report, you are welcome to provide me with a safe and confidential email that I can give to the project director. She will send you the final needs assessment report so that you can see what we learned from this process. If you are interested in this, please see me before you leave and I will write down your email. Unless you have any questions, you are free to leave.

## APPENDIX T- INDIVIDUAL INTERVIEW SCRIPT FOR EXECUTIVE STAFF AT ABLE SC

Welcome! My name is *(state facilitator's name)* and I will be leading this interview today. Please allow me to introduce *(note taker's name)*. I will be asking you questions about your experience leading an organization that serves consumers with disabilities who may also have experienced domestic and/or sexual violence. Your participation will help our collaboration, Bridge to Safety, learn how to increase safety and accessibility within each of our organizations.

*(State note taker's name)* is here to take notes today and to make sure our interview runs smoothly. *(State note taker's name)* may raise her hand at some point in the interview if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. If you are interested, *(State note taker's name)* can provide you with a list of resources after the interview is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse.

If you need to leave to use the restroom, you are welcome to ask us to pause the interview and leave to go to the restroom. If you need to access your PCA, you can leave the room yourself and return, or you can request *(insert note taker's name here)* to escort you out of the room to meet your PCA. If you need to talk to a counselor/advocate, please let us know and *(insert note taker's name here)* will take you to the counselor/advocate. You do not have to explain anything to us to see the counselor/advocate; all you have to do is request to see her.

By sharing your answers in this interview today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the interview today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving.

Do you have any questions?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question you would like me to clarify.

Thank you so much for participating in this interview today. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for Executive Staff Members from Able South Carolina. After asking questions, return to this page and read the paragraph below.)*

#### Closing Remarks

Thank you so much for participating in this interview today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence. We have completed the interview. Unless you have any questions, you are free to leave.

## APPENDIX U- INDIVIDUAL INTERVIEW SCRIPT FOR EXECUTIVE STAFF AT STSM

Welcome! My name is *(state facilitator's name)* and I will be leading this interview today. Please allow me to introduce *(note taker's name)*. I will be asking you questions about your experience leading an organization that serves consumers who have experienced sexual violence, some of whom may have a disability. Your participation will help our collaboration, Bridge to Safety, learn how to increase safety and accessibility within each of our organizations.

*(State note taker's name)* is here to take notes today and to make sure our interview runs smoothly. *(State note taker's name)* may raise her hand at some point in the interview if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. If you are interested, *(State note taker's name)* can provide you with a list of resources after the interview is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the interview has completed.

If you need to leave to use the restroom, you are welcome to ask us to pause the interview and leave to go to the restroom. If you need to access your PCA, you can leave the room yourself and return, or you can request *(insert note taker's name here)* to escort you out of the room to meet your PCA.

By sharing your answers in this interview today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the interview today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving.

Do you have any questions?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question you would like me to clarify.

Thank you so much for participating in this interview today. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for Executive Staff Members from Sexual Trauma Services of the Midlands. After asking questions, return to this page and read the paragraph below.)*

Thank you so much for participating in this interview today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence. Unless you have any questions, you are free to leave.

## APPENDIX V- INDIVIDUAL INTERVIEW SCRIPT FOR EXECUTIVE STAFF AT YWCA

Welcome! My name is (*state facilitator's name*) and I will be leading this interview today. Please allow me to introduce (*note taker's name*). I will be asking you questions about your experience leading an organization that serves people who have experienced domestic violence, some of whom may have a disability. Your participation will help our collaboration, Bridge to Safety, learn how to increase safety and accessibility within each of our organizations.

(*State note taker's name*) is here to take notes today and to make sure our interview runs smoothly. (*State note taker's name*) may raise her hand at some point in the interview if she needs you to repeat what you said, or if she needs you to clarify anything to make sure she is accurately representing what you are stating. If you are interested, (*State note taker's name*) can provide you with a list of resources after the interview is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the interview has completed.

If you need to leave to use the restroom, you are welcome to ask us to pause the interview and leave to go to the restroom. If you need to access your PCA, you can leave the room yourself and return, or you can request (*insert note taker's name here*) to escort you out of the room to meet your PCA.

By sharing your answers in this interview today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the interview today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving.

Do you have any questions?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question you would like me to clarify.

Thank you so much for participating in this interview today. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for Executive Staff Members from YWCA of the Upper Lowlands. After asking questions, return to this page and read the paragraph below.)*

Thank you so much for participating in this interview today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence. We have completed the interview. Unless you have any questions, you are free to leave.

## APPENDIX W- FOCUS GROUP SCRIPT FOR ABLE SC STAFF

Welcome! My name is (*enter facilitator's name*) and I will be asking you questions today regarding your experience and thoughts on serving consumers who have experienced domestic and/or sexual violence. Please let me introduce (*note taker's name*) and (*floater's name*).

Our collaboration, Bridge to Safety, appreciates your participation in this focus group today. Your answers to these questions will help this collaboration between Able South Carolina, YWCA of the Upper Lowlands, and Sexual Trauma Services of the Midlands learn how to make our services safe and accessible to people with disabilities who have experienced domestic and/or sexual violence.

First, I would like to describe the roles of the other two people I just introduced. (*Note taker's name*) is here to write down your answers to the questions I ask. She will not record your name or any other personally identifying information. She will write down what you say so that we can use this information in our needs assessment report. This report will guide us in creating our strategic plan for making each of our organizations' services safe and accessible. (*Note taker's name*) may raise her hand to ask you to repeat your statement, or she may ask you to clarify so she can accurately capture and represent what you are saying for our needs assessment report.

(*Floater's name*) is here to assist us in making sure the group runs smoothly. If you need to access your PCA outside of the room, please raise your hand and (*floater's name*) can escort you out of the room. If you are interested, (*state floater's name*) can provide you with a list of resources after the focus group is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse.

Let's go over some ground rules really quickly.

We have a limited amount of time in our focus group today. Our group can last up to an hour and a half. Please be mindful we have several people in this room, so please only share enough information to get your point across so that everyone will have the opportunity to share their thoughts if they wish.



If you need to leave to use the restroom, you are welcome to quietly remove yourself from the room. *(Give directions to the restroom if the focus group is not held at the staff's facility and there is a chance that some staff may not know where it is located.)*

I ask that you keep everything you hear in this group today confidential- please don't tell anyone who you saw in this group or what anyone said. We want everyone to feel safe and comfortable. Please do not be offended if I interrupt you if you start talking about your experience with violence. My only reason for doing this is to protect everyone's safety and confidentiality within this room.

By sharing your answers in this group today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the group today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving.

Does anyone have any questions about the ground rules today?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this focus group today. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for staff who work at Able SC. After asking questions, return to this page and read the paragraph below.)*

Thank you so much for participating in this group today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic

and/or sexual violence. Please remember that what was said in this group today is confidential. We have completed the focus group. If you would like to view the results of our needs assessment report, please email Margaret Hollifield and she will send you the report once it has been approved within the next few months. I have her cards with me if you would like to take one. Unless you have any questions, you are free to leave.

## APPENDIX X- FOCUS GROUP SCRIPT FOR STSM STAFF

Welcome! My name is (*enter facilitator's name*) and I will be asking you questions today regarding your experience and thoughts on serving consumers who have disabilities. Please let me introduce (*note taker's name*) and (*floater's name*).

Our collaboration, Bridge to Safety, appreciates your participation in this focus group today. Your answers to these questions will help this collaboration between Able South Carolina, YWCA of the Upper Lowlands, and Sexual Trauma Services of the Midlands, learn how to make our services safe and accessible to people with disabilities who have experienced domestic and/or sexual violence.

First, I would like to describe the roles of the other two people I just introduced. (*Note taker's name*) is here to write down your answers to the questions I ask. She will not record your name or any other personally identifying information. She will write down what you say so that we can use this information in our needs assessment report. This report will guide us in creating our strategic plan for making each of our organizations' services safe and accessible. (*Note taker's name*) may raise her hand to ask you to repeat your statement, or she may ask you to clarify so she can accurately capture and represent what you are saying for our needs assessment report. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the focus group has completed.

(*Floater's name*) is here to assist us in making sure the group runs smoothly. If you need to access your PCA outside of the room, please raise your hand and (*floater's name*) can escort you out of the room. If you are interested, (*state floater's name*) can provide you with a list of resources after the focus group is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse.

Let's go over some ground rules really quickly.

We have a limited amount of time in our focus group today. Our group can last up to an hour and a half. Please be mindful we have several people in this room,

so please only share enough information to get your point across so that everyone will have the opportunity to share their thoughts if they wish.

If you need to leave to use the restroom, you are welcome to quietly remove yourself from the room. *(Give directions to the restroom if the focus group is not held at the staff's facility and there is a chance that some staff may not know where it is located.)*

I ask that you keep everything you hear in this group today confidential- please don't tell anyone who you saw in this group or what anyone said. We want everyone to feel safe and comfortable. Please do not be offended if I interrupt you if you start talking about your experience with violence. My only reason for doing this is to protect everyone's safety and confidentiality within this room.

By sharing your answers in this group today, you are agreeing that our collaboration can record your responses in writing to be used for our Needs Assessment Report and to develop our strategic plan and implementation activities.

If for any reason, you feel that you need to leave the group today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving.

Does anyone have any questions about the ground rules today?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this focus group today. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for people who have experienced domestic violence. After asking questions, return to this page and read the paragraph below.)*

Thank you so much for participating in this group today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence. Please remember that what was said in this group today is confidential. We have completed the focus group. If you would like to view the results of our needs assessment report, please email Margaret Hollifield and she will send you the report once it has been approved within the next few months. I have her cards with me if you would like to take one. Unless you have any questions, you are free to leave. Unless you have any questions, you are free to leave.

## APPENDIX Y- FOCUS GROUP SCRIPT FOR YWCA

Welcome! My name is (*enter facilitator's name*) and I will be asking you questions today regarding your experience and thoughts on serving consumers who have experienced domestic and/or sexual violence. Please let me introduce (*note taker's name*) and (*floater's name*).

Our collaboration, Bridge to Safety, appreciates your participation in this focus group today. Your answers to these questions will help this collaboration between Able South Carolina, YWCA of the Upper Lowlands, and Sexual Trauma Services of the Midlands, learn how to make our services safe and accessible to people with disabilities who have experienced domestic and/or sexual violence.

First, I would like to describe the roles of the other two people I just introduced. (*Note taker's name*) is here to write down your answers to the questions I ask. She will not record your name or any other personally identifying information. She will write down what you say so that we can use this information in our needs assessment report. This report will guide us in creating our strategic plan for making each of our organizations' services safe and accessible. (*Note taker's name*) may raise her hand to ask you to repeat your statement, or she may ask you to clarify so she can accurately capture and represent what you are saying for our needs assessment report. If you are having current issues with accessibility in your personal or professional life and want support, you can talk to the note taker after the focus group has completed.

(*Floater's name*) is here to assist us in making sure the group runs smoothly. If you need to access your PCA outside of the room, please raise your hand and (*floater's name*) can escort you out of the room. If you are interested, (*state floater's name*) can provide you with a list of resources after the focus group is completed. This list was compiled for people to access if they want support for their disability or for support after an assault or abuse.

Let's go over some ground rules really quickly.

We have a limited amount of time in our focus group today. Our group can last up to an hour and a half. Please be mindful we have several people in this room,

so please only share enough information to get your point across so that everyone will have the opportunity to share their thoughts if they wish.

If you need to leave to use the restroom, you are welcome to quietly remove yourself from the room. *(Give directions to the restroom if the focus group is not held at the staff's facility and there is a chance that some staff may not know where it is located.)*

I ask that you keep everything you hear in this group today confidential—please don't tell anyone who you saw in this group or what anyone said. We want everyone to feel safe and comfortable. Please do not be offended if I interrupt you if you start talking about your experience with violence. My only reason for doing this is to protect everyone's safety and confidentiality within this room.

If for any reason, you feel that you need to leave the group today, you can. You may leave at anytime, for any reason, and do not need to explain why you are leaving.

Does anyone have any questions about the ground rules today?

*(Allow time for questions before continuing. Answer questions and then continue.)*

When I'm asking you questions, please let me know if I need to repeat anything or if there is a question or word you don't understand.

Thank you so much for participating in this focus group today.. We value everything you have to say. There are no right or wrong answers. Unless there are any questions, I will begin asking questions now.

*(Allow time for questions. If there are no questions, go ahead and ask the questions for people who have experienced domestic violence. After asking questions, return to this page and read the paragraph below.)*

Thank you so much for participating in this group today. Your answers are valuable to us as we move forward in this process. By sharing your thoughts and experiences, we can improve services at our organization to create safe and accessible services for people with disabilities who have experienced domestic and/or sexual violence. Please remember that what was said in this group today is confidential. We have completed the focus group. If you would like to view

the results of our needs assessment report, please email Margaret Hollifield and she will send you the report once it has been approved within the next few months. I have her cards with me if you would like to take one. Unless you have any questions, you are free to leave. Unless you have any questions, you are free to leave.



## APPENDIX Z- QUESTIONS FOR PEOPLE WITH DISABILITIES

1. Where have you learned about services in your community? (For example, how did you find your doctor?)

1a. Where are some places that you think it would be good to share information with people with disabilities on services available to them? (Prompts: Church Bulletin? Library? Stores? Internet?)

1b. Who, if anyone, helps you find this information (Prompts: staff, friend, family, co-worker, counselor, case manager, or someone else)?

1c. What suggestions or recommendations would you make to help organizations let people with disabilities know about their services?

2. In your experience as a person with a disability, what things have organizations or service providers done that helped you in getting/receiving their services? How were they made accessible to you?

2a. In what ways were their services accessible?

2b. What made you feel comfortable asking for reasonable accommodations/supports?

2c. What did the staff members do to make you feel comfortable or relaxed as a person with a disability?

2d. Were there words that staff used that helped you feel comfortable? If so, what did they say?

2e. What else has an organization done or could do to make you feel more comfortable as a person with a disability?

3. What kinds of things have made it difficult or hard for you to receive services from an organization as a person with a disability?

3a. In what ways were their services not accessible?

- 3b. Have you ever felt like you could not ask for reasonable accommodations/supports at an organization? Please describe what happened that made you feel uncomfortable.
- 3c. Has a staff member at an organization ever made you feel uncomfortable because of your disability?
- 3d. Were there words staff used that made you feel uncomfortable? If so, what did they say?
- 3e. What other difficulties have you experienced in trying to receive services at organizations or by people who work there?
4. What makes services easy to connect to and use?
- 4a. Is location important to you when receiving services at an organization? Why?
- 4b. Are the hours the organization is open important to you? Why?
- 4c. What kind of information would you like to know about the organization before getting services?
- 4d. How would you like to schedule appointments for services (e.g., walking in, phone call, over email/web/text, etc.)?
- 4e. What kind of support, if any, would you like for getting connected to a new service (e.g., someone making the call with you, going with you, etc.)?
- 4f. Is there anything else that would make a service easy to connect to and use?
5. What would you like people who work there to know in order to best support people with disabilities?
- 5a. What would be the most important thing you would share with them?
6. Do you have any other ideas for us on how to make our community's services better and more inclusive for people with disabilities?

## **APPENDIX AA- QUESTIONS FOR PEOPLE WITH DISABILITIES WHO HAVE EXPERIENCED DOMESTIC AND/OR SEXUAL VIOLENCE**

1. Where have you learned about services available for people with disabilities who have been impacted by domestic and/or sexual violence?

1a. Name some places you think would be good to share information about services to help people with disabilities who have been impacted by domestic and/or sexual violence. (For example: Yellow pages online or hardcopy, church/temple bulletins, library, retail stores, or internet search?)

1b. Who, if anyone, helps you find this information (Prompts: staff, friend, family, co-worker, counselor, case manager, or someone else)?

1c. What are your ideas for ways that organizations can let people with disabilities who have been impacted by domestic and/or sexual violence know about their services?

2. What do organizations or service providers do to help make your experience better when getting services?

2a. What about the physical space/location was positive?

2b. What did you like about how the staff treated and how much they were able to help you?

2c. What do people who work there do to help you feel safe?

2d. What did they do to make you feel like they were keeping your information private?

2e. What did the organization or people who work there do to make you feel welcome when receiving services?

2f. Are there materials/resources that people who work there give you that make your experience good? What are those/what do those look like?

2g. Did you feel comfortable requesting reasonable accommodations/supports?

2h. What about their services were accessible?

3. What led to a poor experience with an organization or a person who works there?

3a. What about the physical space/location was poor?

3b. What did you not like about how the staff treated you? How did staff's actions towards you make you feel?

3c. What made you feel unsafe?

3d. Did you feel like your privacy was not protected?

3e. What about the overall experience was poor?

3f. Did you feel uncomfortable requesting reasonable accommodations/supports?

3g. Did you feel like their services were easy to use and supported your needs because of your disability?

4. What does safety mean to you?

4a. What have people done at organizations done to help you feel safe?

5. What have other organizations or people who work there done to help you feel comfortable sharing your experience of domestic and/or sexual violence as a person with a disability?

5a. How did an organization make you feel like you could trust them to talk about your experience?

6. What have organizations or service providers who work there done that made you feel unsafe?

6a. What did they do that kept you from trusting them or having trust in them?

6b. As a person with a disability, what made you feel like you could not share that you had been impacted by domestic and/or sexual violence?

For the next set of questions, we will ask for your suggestions for rape crisis centers and domestic violence organizations on how to support people with disabilities. Also, we want to know what you would like to tell organizations that serve people with disabilities about supporting their service users who have experienced domestic and/or sexual violence.

Let's begin with your suggestions for domestic and/or sexual violence organizations.

7. What are some ways they could improve serving people with disabilities?

7a. What are ways they could make you feel more comfortable in requesting reasonable accommodations?

7b. Would it be helpful if they understood disability and the differences between types of disabilities? If yes, please explain why.

7c. How could they improve their services for people with disabilities?

7d. How could they make their process better for people with disabilities when sending people to other resources or organizations for information and support?

7e. Describe the importance, to you, of accessibility and getting supports as a person with a disability.

Following up on this, now let's talk about your ideas for disability service organizations.

8. What are some ways they could improve serving people who have been impacted by domestic and/or sexual violence?

8a. How should a service provider at a disability organization talk about the topic of domestic and/or sexual violence with a consumer?

8b. What is the best way a person who works at a disability organization can create a safe and private place for you to talk?

8c. How can a service provider at a disability organization best respond to a consumer when they share they have experienced abuse/assault?

8d. What is the best way a person who works at a disability organization can build trust with a consumer who has experienced domestic and/or sexual violence?

8e. Can you suggest organizations we can refer/send consumers who have been impacted by domestic violence and/or sexual assault?

## APPENDIX BB- QUESTIONS FOR PEOPLE WHO HAVE EXPERIENCED DOMESTIC VIOLENCE

1. Where have you learned about services in your community? (For example, how did you find your doctor?)

1a. Where are some places that you think it would be good to share information for people who have experienced domestic violence on services available to them? (Prompts: Church Bulletin? Library? Stores? Internet?)

1b. Who, if anyone, helps you find this information (Prompts: staff, friend, family, co-worker, counselor, case manager, or someone else)?

1c. What are your suggestions for ways that organizations can let people who have experienced domestic violence know about their services?

2. Now, I'd like to ask you to think about what organizations or service providers do to help make your experience positive when accessing services?

2a. What about the physical space/location was positive?

2b. What did you like about how the staff treated you, how much they understood you, and how much they were able to help?

2c. What do service providers do to help you feel safe?

2d. What did they do to make you feel like they were protecting your confidentiality (keeping your information private)?

2e. Are there materials/resources that service providers give you that make your experience positive? What are those/what do those look like?

3. What has an organization or service provider done that contributed to making any part of your experience with them a negative one?

3a. What about the physical space/location was negative?

3b. What did you not like about how the staff treated you? How did staff's treatment towards you make you feel?

3c. What made you feel unsafe?

3d. Did you feel like your confidentiality was not protected?

3e. What about the overall atmosphere was negative?

We'd now like to spend some time gathering your thoughts on the concepts of safety and comfort, as they are important considerations for people who have experienced domestic violence when accessing services and disclosing their experiences. We want to explore with you what organizations and service providers do or don't do to help you feel safe and comfortable disclosing your experiences of domestic violence.

4. What does safety mean to you?

4a. What have service providers done to help you feel safe?

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

5a. What made you feel as if you could trust the organization or service providers enough to disclose?

5b. What made you feel comfortable in sharing your experience of domestic violence with the organization?

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

6a. What did they do that prevented you from trusting them or having confidence in them?

6b. 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 focus on gaining your thoughts on the concept of confidentiality as this too is an important consideration for people who have experienced domestic violence when accessing services and disclosing their experiences. We want to explore what confidentiality means to you and how



organizations can consider their practices of confidentiality when providing services to people who have experienced domestic violence.

7. What does confidentiality mean to you?

7a. How important is confidentiality when you're seeking or receiving services?

8. What would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support people who have experienced domestic violence?

## APPENDIX CC- QUESTIONS FOR PEOPLE WHO HAVE EXPERIENCED SEXUAL VIOLENCE

1. I'd like to begin by asking, how did you learn about services available to people who have been impacted by sexual violence?

1a. Where are good places to distribute or provide information about available services? (For example: Yellow pages online or hardcopy, church/temple bulletins, library, retail stores, Internet search?)

1b. In your opinion, which of these ways would be the best choice when reaching out to other people who have experienced sexual violence to let them know of services available?

2. 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. What about the physical space/location was positive?

2a. What did you like about how the staff treated you, how much they understood you, and how much they were able to help?

2b. What do service providers do to help you feel safe?

2c. What did they do to make you feel like they were protecting your confidentiality (keeping your information private)?

2d. Are there materials/resources that service providers give you that make your experience positive? What are those/what do those look like?

3. What has an organization or service provider done that contributed to making any part of your experience with them a negative one?

3a. What about the physical space/location was negative?

3b. What did you not like about how the staff treated you? How did staff's treatment towards you make you feel?

3c. What made you feel unsafe?

3d. What made you feel like your confidentiality was not protected?

3e. What about the overall atmosphere was negative?

We'd now like to spend some time gathering your insight on the concept of safety and comfort, as they are often important considerations for people who have experienced sexual violence when accessing services and disclosing their experiences of sexual 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 disclosing your experiences of sexual violence.

4. What does safety mean to you?

4a. What have service providers done to help you feel safe?

5. As a follow-up, what have organizations or service providers done that helped you to feel comfortable disclosing or talking about your experience of sexual violence?

5a. What made you feel as if you could trust the organization or service providers enough to disclose?

5b. What made you feel comfortable in sharing your experience of sexual violence with the organization?

6. What have organizations or service providers done that made you feel unsafe?

6a. What did they do that prevented you from trusting them or having confidence in them?

6b. What made you feel uncomfortable, and that you could not share your experience of sexual violence with the organization?

For the next series of questions, I'd like to focus on gaining your thoughts on the concept of confidentiality, as this too is an important consideration for people who have experienced sexual violence when accessing services and disclosing their experiences. We want to explore what confidentiality means to you, and how organizations can consider their practices of confidentiality when serving people who have experienced sexual violence.

7. To begin, what does confidentiality mean to you?

- 7a. How important is confidentiality when you're seeking or receiving services?
8. What would you like service providers (such as doctors, therapists, or community agencies) to know about how to best support people who have experienced sexual violence?

## APPENDIX DD- FOCUS GROUP QUESTIONS FOR ABLE SC STAFF

1. What actions do you take to make consumers feel safe and welcome at Able SC?

2. Describe your confidence level in your ability to support a consumer who just disclosed to you they have been assaulted or abused.

3. If a consumer discloses to you that they have been assaulted/abused, how comfortable do you feel responding to this situation?

3a. What would your initial response be to them?

3b. Have you experienced a consumer disclosing to you that they were assaulted or abused? How did you handle this situation?

4. If a person discloses to you, where would you refer them to receive services? Are there any resources you would provide to a consumer who just disclosed to you they have been assaulted or abused? If yes, please tell us about the experience(s) you have had referring consumers to those resources.

5. How do you think you can foster a warm and supportive environment so that consumers feel comfortable disclosing?

6. Do you know what Able SC's protocol is for responding to a consumer who has disclosed they have been assaulted or abused? Please describe the process.

For the next few questions, I will ask you to think about a time a consumer disclosed to you that they experienced domestic and/or sexual violence. If you do not have experience with the following questions, there will be a scenario and questions for you to answer later on.

7. Think about a time when things went well at Able South Carolina while you were responding to or working with a person who had experienced sexual and/or domestic violence. What things were in place within Able SC to help you?

7a. What went well?

7b. Were you able to meet this consumer in a private setting?

7c. What resources were available to assist you?

7d. What, if any, partnerships does Able SC have with other organizations in the community that worked well in supporting the consumer?

7e. What policies or procedures at Able SC provided you assistance with supporting this consumer?

7f. How did your supervisor support you in responding to working with a consumer who experienced domestic and/or sexual violence?

8. Think about a time when things did not go well for you in working with a consumer who disclosed they had experienced domestic and/or sexual violence.

8a. What did not work well?

8b. Were there barriers to meeting with the consumer privately?

8c. What resources were you lacking to provide to the consumer?

8d. Were there challenges with any community partnerships? If so, please describe.

8e. What policies or procedures would have helped you in supporting this consumer?

8f. What supervision or support could have helped you in this process?

If you have not received a disclosure of domestic and/or sexual violence from a consumer, I would like you to think of the following scenario within your position at Able SC:

Jamie is a 30-year-old woman with a disability who hired a caregiver, Nicholas, two weeks ago. This assistant sexually assaults Jamie when he is supposed to be helping her. Jamie comes to Able South Carolina the following day after one of the assaults and says she wants to get a new caregiver because she doesn't like Nicholas. After she gives more details, you find out that she has been raped by her assistant several times.

9. In order for you to best support Jamie, what support do you need from Able SC?

9a. What steps would you take to help Jamie?

9b. What policies and protocols would help you?

9c. What policies and protocols need to be clarified?

9d. What policies and protocols would you recommend?

9e. What support do you need from your supervisor?

9f. What other support or clarification from the organization do you need to help your consumer?

10. Responding to consumers who have experienced domestic and/or sexual violence may impact you emotionally. What do you need from Able SC to support you?

11. Is there anything you would like to learn about serving people with disabilities who have experienced domestic and/or sexual violence?

## **APPENDIX EE- FOCUS GROUP QUESTIONS FOR STSM STAFF**

1. Describe how confident you feel in providing services to a person who has experienced sexual violence who also has a disability.
2. In your role at Sexual Trauma Services of the Midlands, what do you do if you find out that someone you are serving has a disability and whether or not they need a reasonable accommodation/support?
  - 2a. What steps do you take to provide reasonable accommodations to a person with a disability?
  - 2b. How does STSM's materials or office environment communicate to people you are serving that they request reasonable accommodations/supports?
  - 2c. Do you inform your consumers that they can request reasonable accommodations? How and/or When?
  - 2d. Do you ask your consumers directly if they need reasonable accommodations or do you wait until the consumer discloses the need for accommodations?
  - 2d. Do you ask your consumers directly if they need reasonable accommodation?
  - 2e. Do you wait until the consumer discloses the need for a reasonable accommodation to you? Do you wait until the consumer discloses they have a disability?
3. What policies and/or procedures are in place at STSM in guiding you to support a consumer who has a disability?
4. What concerns have been expressed to you or what concerns do you think a person would have about disclosing that they have a disability or requesting a reasonable accommodation/support at STSM?

For our next set of questions, I will ask you about what went well and what didn't go well when you were providing support to someone who has experienced



sexual violence who also has a disability. If you do not have experience with the following questions, there will be a scenario and questions for you to answer later on.

5. Think about a time when you were providing services to a person who had experienced sexual violence who also had a disability. What went or worked well?

5a. In what way were services provided in an accessible manner?

5b. In what ways were you able to meet requests for reasonable accommodations/or for support?

5c. What resources were you able to provide to the individual, so they could get further access to support?

5d. What community relationships or partnerships were helpful to you and the consumer? What aspects of these partnerships were helpful?

5e. What structures within STSM guided you in providing support to someone with a disability who also requested reasonable accommodations? When answering, consider support from your supervisor, policies, and protocols.

5f. Is there anything else you want to share about the experience?

6. Now we would like to talk about a time when things did not go well for you in providing support to a consumer who has a disability. What did not work well?

6a. What accessibility issues came up, if any?

6b. If you had difficulty meeting the consumer's reasonable accommodation request(s), what were the challenges?

6c. What types of resources would have been helpful when serving your consumer with a disability?

6d. If there were challenges with community partnerships, what were they?

6e. Were there policies or procedures that were missing or needed to be clarified? Please explain.

6f. Is there anything else you want to share about this experience?

Please think of the following scenario. Chrissy, a 40-year-old woman who works at a local university, has a disability. She comes for her first appointment at STSM and discloses that her support person has sexually assaulted her several times.

7. In order for things to go well in responding to and supporting Chrissy, what support do you need from STSM?

7a. What policies or protocols need to be clarified at STSM?

7b. What policies or protocols would you recommend to be implemented at STSM?

7c. What resources do you need to have access to so you can provide the best support to Chrissy?

8. How comfortable are you in working with people who have disabilities who have experienced sexual violence?

9. Are there any thoughts you would like to share with the collaboration about serving people with disabilities who have experienced sexual violence?

9a. Is there anything specific you would like to learn about serving people with disabilities who have experienced sexual violence?

## APPENDIX FF- FOCUS GROUP QUESTIONS FOR YWCA STAFF

1. Describe how confident you feel in providing services to a person who has experienced domestic violence who also has a disability.
2. In your role at YWCA, what do you do if you find out that someone you are serving has a disability and whether or not they need an reasonable accommodation/support?
  - 2a. What steps do you take to provide reasonable accommodations to a person with a disability?
  - 2b. How does YWCA's materials or office environment communicate to people you are serving that they can request reasonable accommodations/supports?
  - 2c. Do you inform your consumers that they can request reasonable accommodations? How and/or when?
  - 2d. Do you ask your consumers directly if they need a reasonable accommodation?
  - 2e. Do you wait until the consumer discloses the need for a reasonable accommodation to you? Do you wait until the consumer discloses they have a disability?
3. What policies and/or procedures are in place at YWCA in guiding you to support a consumer who has a disability?
4. What concerns have been expressed to you or what concerns do you think a person would have about disclosing that they have a disability or requesting a reasonable accommodation/support at YWCA?

For our next set of questions, I will ask you about what went well and what didn't go well when you were providing support to someone who has experienced domestic violence who also has a disability. If you do not have experience with the following questions, there will be a scenario and questions for you to answer later on.

5. Think about a time when you were providing services to a person who had experienced sexual violence who also had a disability. What went or worked well?

5a. In what way were services provided in an accessible manner?

5b. In what ways were you able to meet requests for reasonable accommodations/or for support?

5c. What resources were you able to provide to the individual so they could get further access to support?

5d. What community relationships or partnerships were helpful to you and the consumer? What aspects of these partnerships were helpful?

5e. What structures within YWCA guided you in providing support to someone with a disability who requested reasonable accommodations? When answering, consider support from your supervisor, policies, and protocols.

5f. Is there anything else you want to share about the experience?

6. Now we would like to talk about a time when things did not go well for you in providing support to a consumer who has a disability. What did not work well?

6a. What accessibility issues came up, if any?

6b. If you had difficulty meeting the consumer's reasonable accommodation request(s), what were the challenges?

6c. What types of resources would have been helpful when serving your consumer with a disability?

6d. If there were challenges with community partnerships, what were they?

6e. Were there policies or procedures that were missing or needed to be clarified? Please explain.

6f. Is there anything else you want to share about this experience?

Please think of the following scenario. Chrissy, a 40-year-old woman who works at a local university, has a disability. She comes for her first appointment at YWCA and discloses that her support person has physically assaulted her several times.

7. In order for things to go well in responding to and supporting Chrissy, what support do you need from YWCA?

7a. What policies or protocols need to be clarified at YWCA?

7b. What policies or protocols would you recommend to be implemented at YWCA?

7c. What resources do you need to have access to so you can provide the best support to Chrissy?

8. How comfortable are you in working with people who have disabilities who also have experienced domestic violence?

9. Are there any thoughts you would like to share with the collaboration about serving people with disabilities who have experienced domestic violence?

9a. Is there anything specific you would like to learn about serving people with disabilities who have experienced domestic violence?

## APPENDIX GG- SURVEY QUESTIONS FOR ABLE SC STAFF

1. What actions do you take to make consumers feel safe and welcome at Able SC?
2. Describe your confidence level in your ability to support a consumer who just disclosed to you they have been assaulted or abused.
3. If a consumer discloses to you that they have been assaulted/abused, how comfortable do you feel responding to this situation?
4. If a person discloses to you, where would you refer them to receive services? What, if any, resources you would provide to a consumer who just disclosed to you they have been assaulted or abused?
5. How do you think you can foster a warm and supportive environment so that consumers feel comfortable disclosing?
6. Do you know what Able SC's protocol is for responding to a consumer who has disclosed they have been assaulted or abused? Please describe the process.

For the next few questions, I will ask you to think about a time a consumer disclosed to you that they had experienced domestic and/or sexual violence. If you do not have experience with the following two questions, there will be a scenario and questions for you to answer later on.

7. Think about a time when things went well at Able South Carolina while you were responding to or working with a person who had experienced sexual and/or domestic violence. What made this a positive experience?
8. Think about a time when things did not go well for you in working with a consumer who disclosed they had experienced domestic and/or sexual violence. What made this a negative experience?

If you have not received a disclosure of domestic and/or sexual violence from a consumer, I would like you to think of the following scenario.

Jamie is a 30-year-old woman with a disability who hired a caregiver, Nicholas, two weeks ago. This assistant sexually assaults Jamie when he is supposed to be

helping her. Jamie comes to Able South Carolina the following day after one of the assaults and says she wants to get a new caregiver because she doesn't like Nicholas. After she gives more details, you find out that she has been raped by her assistant several times.

9. In order for you to best support Jamie, what steps would you take to help her?

9a. What policies and protocols would help you?

10. Responding to consumers who have experienced domestic and/or sexual violence may impact you emotionally. What do you need from Able SC to support you?

11. Is there anything you would like to learn about serving people with disabilities who have experienced domestic and/or sexual violence?

## APPENDIX HH- SURVEY QUESTIONS FOR STSM STAFF

1. Describe how confident you feel in providing services to a person who has experienced sexual violence who also has a disability.
2. In your role at Sexual Trauma Services of the Midlands, what do you do if you find out that someone you are serving has a disability and whether or not they need a reasonable accommodation/support?
  - 2a. What steps do you take to provide reasonable accommodations to a person with a disability?
3. What policies and/or procedures are in place at STSM in guiding you to support a consumer who has a disability?
4. What concerns have been expressed to you, or do you think a person would have about disclosing that they have a disability or requesting a reasonable accommodation/support at STSM?

For our next set of questions, I will ask you about what went well and what didn't go well when you were providing support to someone who has experienced sexual violence who also has a disability. If you do not have experience with the following questions, there will be a scenario and questions for you to answer later on.

5. Think about a time when you were providing services to a person who had experienced sexual violence who also had a disability. What worked well?
  - 5a. What resources were you able to provide to the individual, so they could get further access to support?
  - 5b. What community relationships or partnerships were helpful to you and the consumer? What aspects of these partnerships were helpful?
6. Now we would like to talk about a time when things did not go well for you in providing support to a consumer who has a disability. What did not work well?(ie:resources that weren't available, accessibility issues, lack of needed community partnerships)



Please think of the following scenario. Chrissy, a 40-year-old woman who works at a local university, has a disability. She comes for her first appointment at STSM and discloses that her support person has sexually assaulted her several times.

7. In order for things to go well in responding to and supporting Chrissy, what support do you need from STSM?

8. How comfortable are you in working with people who have disabilities who have experienced sexual violence?

9. Is there anything specific you would like to learn about serving people with disabilities who have experienced sexual violence?

## APPENDIX II- SURVEY QUESTIONS FOR YWCA STAFF

1. Describe how confident you feel in providing services to a person with a disability who has experienced domestic violence?
2. In your role at YWCA, what do you do if you find out that someone you are serving has a disability and whether or not they need an reasonable accommodation/support?
  - 2a. What steps do you take to provide reasonable accommodations to a person with a disability?
3. What policies and/or procedures are in place at YWCA in guiding you to support a consumer who has a disability?
4. What concerns have been expressed to you or do you think a person would have about disclosing that they have a disability or requesting a reasonable accommodation/support at YWCA?

For our next set of questions, I will ask you about what went well and what didn't go well when you were providing support to someone who has experienced domestic violence who also has a disability. If you do not have experiences with the following questions, there will be a scenario and questions for you to answer later on.

5. Think about a time when you were providing services to a person who had experienced domestic violence who also had a disability. What worked well?
  - 5a. What resources were you able to provide to the individual so they could get further access to support?
  - 5b. What community relationships or partnerships were helpful to you and the consumer? What aspects of these partnerships were helpful?
6. Now we would like to talk about a time when things did not go well for you in providing support to a consumer who has a disability. What did not work well? (ie:resources that weren't available, accessibility issues, lack of needed community partnerships)

Please think of the following scenario. Chrissy, a 40-year-old woman who works at a local university, has a disability. She comes for her first appointment at YWCA and discloses that her support person has physically assaulted her several times.

7. In order for things to go well in responding to and supporting Chrissy, what support do you need from YWCA?

8. How comfortable are you in working with people who have disabilities who have experienced domestic violence?

9. Is there anything specific you would like to learn about serving people with disabilities who have experienced domestic violence?

## APPENDIX JJ- QUESTIONS FOR EXECUTIVE STAFF AT ABLE SC

1. What is your perception of your staff's knowledge on the impact and prevalence of domestic and sexual violence on people with disabilities?
2. If applicable, what barriers have staff faced in providing support to consumers who have experienced domestic and/or sexual violence?
3. What changes within Able SC's organization do you believe would be helpful to implement to increase safety and support for consumers who have experienced domestic and/or sexual violence?
4. If applicable, please describe the protocol staff members are supposed to follow if a consumer seeks support after disclosing they have been assaulted/abused.
5. Please describe your organization's relationships with domestic violence shelters and rape crisis centers in the community. Do you believe they are equipped to serve Able SC's consumers? Why or why not?
6. What types of training, if any, do you believe your staff needs so they can best serve consumers who have experienced domestic and/or sexual violence?
7. How is Able SC currently creating a safe and supportive environment for consumers who have experienced domestic and/or sexual violence? What changes do you think could foster an even safer and more supportive atmosphere?
8. What do you view as strengths and gaps in the following areas at Able SC:
  - 8a. Policy on obtaining accommodations?
  - 8b. Policies regarding privacy and confidentiality?
  - 8c. Policies regarding record-keeping policies?
  - 8d. Policies regarding mandated reporting?
  - 8e. Policies around ensuring customer safety if the incident of abuse/assault involves another consumer as perpetrator?

- 8f. What are your ideas for resolving any gaps in your policies?
9. What else would you like the collaboration to take into account when creating the strategic plan to develop safe and accessible services at each of our organizations?

## APPENDIX KK- QUESTIONS FOR EXECUTIVE STAFF AT STSM

1. What is your perception of your staff's knowledge on the impact and prevalence of sexual violence on people with disabilities?
2. If applicable, what barriers have staff faced in providing support to consumers who have a disability?
3. What changes within STSM's organization do you believe would be helpful to implement to increase safety and support for consumers who have a disability?
4. If applicable, please describe the protocol staff members are supposed to follow if a consumer needs accommodations.
5. Please describe your organization's relationships with disability organizations and independent living centers in the community. Do you believe they are equipped to serve STSM's consumers? Why or why not?
6. What types of training, if any, do you believe your staff needs so they can best serve consumers who have a disability?
7. How is STSM currently creating a safe and supportive environment for consumers who have a disability? What changes do you think could foster an even safer and more supportive atmosphere?
8. What do you view as strengths and gaps in the following areas at STSM in regards to providing services to people with disabilities who have experienced sexual violence:
  - 8a. Policy on obtaining accommodations?
  - 8b. Mandated reporting of adults with disabilities?
  - 8c. Situations when a person seeking services has a legal guardian?
9. What else would you like the collaboration to take into account when creating the strategic plan to develop safe and accessible services at each of our organizations?

## APPENDIX LL- QUESTIONS FOR EXECUTIVE STAFF AT YWCA

1. What is your perception of your staff's knowledge on the impact and prevalence of domestic violence on people with disabilities?
2. If applicable, what barriers have staff faced in providing support to consumers who have a disability?
3. What changes within YWCA's organization do you believe would be helpful to implement to increase safety and support for consumers who have a disability?
4. If applicable, please describe the protocol staff members are supposed to follow if a consumer needs accommodations.
5. Please describe your organization's relationships with disability organizations independent living centers in the community. Do you believe they are equipped to serve YWCA's consumers? Why or why not?
6. What types of training, if any, do you believe your staff needs so they can best serve consumers who have a disability?
7. How is YWCA currently creating a safe and supportive environment for consumers who have a disability? What changes do you think could foster an even safer and more supportive atmosphere?
8. What do you view as strengths and gaps in the following areas at YWCA in regards to providing services to people with disabilities who have experienced domestic violence:
  - 8a. Policy on obtaining accommodations?
  - 8b. Mandated reporting of adults with disabilities?
  - 8c. Situations when a person seeking services has a legal guardian?
9. What else would you like the collaboration to take into account when creating the strategic plan to develop safe and accessible services at each of our organizations?

## APPENDIX MM-DEBRIEFING PROCESS

Group or Interview:

Date:

1. What themes did we identify throughout this group or interview?
2. What new information did we gain from this group?
3. What are some memorable statements that we heard?
4. Were there any reactions during group discussion, verbal or nonverbal, that would be important to note?
5. Is there anything else that should be added to the notes?



## **APPENDIX NN- RESOURCE SHEET**

### **Able South Carolina**

Columbia and Greenville Office (803) 779-5121

Toll-free: (800) 681-6805

TTY:(803) 779-0949

### **Sexual Trauma Services of the Midlands**

24-hour Crisis Line (803) 771-7273

Toll Free Line 1-800-491-7273

Administrative (803) 790-8208

### **YWCA of the Upper Lowlands**

Main Office (803) 773-7158

Hotline (877) 268-9922

### **Additional Crisis Hotlines**

Columbia Area Mental Health Hotline (803) 898-8888

Helpline of the Midlands (Suicide Prevention) (803) 790-4357

National STI and AIDS Hotline 1-800-227-8922

National Domestic Violence Hotline 1-800-799-7233

National Teen Dating Abuse Helpline 1-866-331-9474

State Office of Victim Assistance (SOVA) (803)734-1900

# APPENDIX OO- RECRUITMENT TRAINING SCRIPT

- Before meeting for the recruitment training, the Project Director will email Michelle Harkey and Kelly West all the materials they will need to successfully recruit participants for the needs assessment including recruitment scripts, FAQ sheets, RSVP forms and meeting reminder cards.

Good morning/afternoon Michelle and Kelly! Thank you for participating in this brief training today. My name is Margaret Hollifield and I'm the Project Director for the disability grant funded through the Office on Violence Against Women (OVW). I'm meeting with you today to share with you an overview of the grant, the needs assessment process, important considerations, and how we plan to recruit participants. I will also review with you all the recruitment tools you will need for this process.

## Background of Grant

First, I'd like to give you a brief background of the grant project. Able South Carolina (Able SC), Sexual Trauma Services of the Midlands (STSM), and the YWCA of the Upper Lowlands (YWCA), have partnered together to form a collaboration to serve people who have been impacted by domestic and sexual violence who also have disabilities. This collaboration, Bridge to Safety, has received funding from OVW, U.S. Department of Justice, to create permanent changes within our organizations that will result in safe and accessible services for people with disabilities who have been impacted by domestic and/or sexual violence. Based upon our agencies' individual and collective expertise, we will be addressing domestic and sexual violence in the lives of people with any type of disability. We are focusing these change efforts in the Midlands of South Carolina, which consists of the counties in the central region of the state, including the state capital of Columbia.

## Our Vision Statement

Bridge to Safety envisions a future where people with disabilities who have been impacted by domestic and sexual violence can have equitable access to trauma informed care, support, and services. These services will be consumer-driven,

inclusive, accessible, personalized, and confidential and will foster a sense of empowerment, independence, acceptance, safety, and support.

### Our Mission Statement

The collaboration's mission is to create long-term, sustainable systemic change within our organizations by making services accessible and safe for people with disabilities who have been impacted by domestic and sexual violence. The collaboration will do this by:

- 1) Understanding the needs of the people Able SC, STSM, and YWCA serve.
- 2) Identifying and addressing barriers within and between our agencies.
- 3) Fostering the development of knowledge and expertise about the intersection of violence and disability for all staff at each collaborating organization.
- 4) Developing a partnership plan so that Able SC, STSM, and YWCA have a seamless collaboration to provide wraparound services to people with disabilities who have been impacted by domestic and/or sexual violence.
- 5) Changing policies and/or procedures within our organizations that currently create barriers to serving people with disabilities who have been impacted by domestic and/or sexual violence.

### Where we are in the process

Bridge to Safety submitted their Collaboration Charter in May 2018 and received approval from OVW in June 2018. The collaboration submitted their Focus Memo in June 2018 and began working on the needs assessment plan. The information gathered from conducting the needs assessment will assist the collaboration in formulating a strategic plan to support people with disabilities who have experienced domestic and/or sexual violence.

### Background in Needs Assessment

Bridge to Safety will be facilitating a needs assessment to inform our collaboration on how to increase capacity in each of our organizations to serve people with

disabilities who have been impacted by domestic and/or sexual violence. The overarching purpose of the Needs Assessment, as described by OVW, is to:

- Provide practical information on services for people with disabilities who have been impacted by domestic and/or sexual violence and how to improve them
- Inform our selection of implementation activities
- Increase buy-in and support for our collaboration's work

The goals of the needs assessment include:

- Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Able SC, YWCA, and STSM that address how to respond to, serve, and support people with disabilities who have been impacted by sexual and/or domestic violence.
- Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for people with disabilities who have been impacted by sexual and/or domestic violence.
- Identify the strengths and barriers that exist in each organization to ensure accessibility, safety, and responsiveness through the lens of people with disabilities and people who have experienced domestic and/or sexual violence.
- Identify STSM and YWCA staff's comfort level in providing services to people with disabilities. Identify Able SC staff's comfort level in providing services to consumers who have experienced domestic and/or sexual violence.

Basic structure of the Needs Assessment

- The needs assessment will include focus groups, individual interviews and staff surveys.
- There will be separate focus groups for people with disabilities, people who have experienced sexual violence and people who have experienced domestic violence. To protect and honor their confidentiality and safety, we will offer the option for a consumer to participate in an individual interview rather than a focus group.

- Staff members from each organization will be recruited for focus groups.
- Staff members from each organization who are not participating in focus groups will receive an email that will allow them to complete a voluntary survey
- Executive staff from each organization will complete an individual interview.

## Recruitment

Now I am going to review what both of you will do at your organization to recruit participants one a time. Please open the attachments I have sent you. You should find a recruitment script, an RSVP form, a FAQ sheet and a meeting card reminder.

For Michelle Harkey at YWCA- Michelle, you will recruit specific individuals you think will be interested in participating in focus groups who have experienced domestic violence and who have also received services from the YWCA. Debra plans to recruit as well, so you all will need to divide up who will be responsible for recruiting which participants. You will recruit people in-person and over the phone, reading from the recruitment script provided in your email. You will review the FAQ sheet with them and if the individual is interested in participating, provide them with an RSVP form. Provide assistance to anyone needing support completing their RSVP form. You will collect the form after the individual has completed it. If you are recruiting over the phone, you will fill out the RSVP form for them while they are on the phone. You will keep the RSVP form in an envelope until they are picked up by Bridget Webster who will bring the envelope to me at each weekly meeting. If the person wants a meeting reminder, you can provide them with a meeting reminder card in-person, through a safe email, or ask them if they want a meeting reminder phone call on a safe phone number prior to the focus group or individual interview. If they request a reminder phone call, you will ask them if it's Okay if I call them to remind them and if it is Okay for me to leave a voicemail if they cannot answer. I will provide the reminder phone call two business days prior to the scheduled focus group or individual interview.

For Kelly West, Community Outreach Manager at STSM- Kelly, you will recruit people who you think will be interested in participating in focus groups/individual interviews who have experienced sexual violence and have received services from STSM. You will recruit people in-person and over the phone reading from the recruitment script I have provided in your email. You will review the FAQ sheet with them and provide them with an RSVP form, providing assistance to the person in completing the form when necessary. If you are recruiting over the phone, you will complete the RSVP form for them while on the phone with them. You will collect the RSVP forms and put them in an envelope. Kristin Dickson will retrieve the envelope from you and bring them to me each week at the Connectors meetings. If the person who plans to participate in a focus group/individual interview wants a meeting reminder, you can provide them with a meeting reminder card in person, through a safe email or ask if they want a reminder phone call on a safe phone number. If they do request a reminder phone call, you will ask them if it is Okay if I call them to remind them and if so, if it is safe for me to leave a voicemail if they cannot answer. I will provide the reminder phone call two business days prior to the scheduled focus group or individual interview.

Do either of you have any questions about this process? (*Allow each person time to ask questions.*)

Considerations around safety, confidentiality, reporting requirements, and accessibility

We want to make sure each person's confidentiality is protected. Our collaboration has been very careful to ensure that mandatory reporting will not be triggered. We were told by people who work at your organizations that neither of you are mandated reporters, so this should not be a problem. I ask that you not take any notes when you recruit. All you need to do is fill out the RSVP form. I will be destroying this form after all focus groups/individual interviews are held to protect the person's identity.

It is very important to us that this process is accessible for all participants. The RSVP form asks the person if they need any accommodations.

All forms and procedures were made to maintain the individual's confidentiality and safety and all forms were made to be inclusive to every individual. Please follow all of the steps I have shared with you and use the forms that have been supplied. If you have any questions throughout this process, I am always here to help. You can contact me via phone or email (*Margaret will provide contact information*).

*(Allow time for any last few questions.)*

Thank you for recruiting and being an important part of the needs assessment process. Thank you for attending this training today and I hope you have a wonderful day.