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##

## Introduction

The Community Alliance for Individuals with Disabilities (C-AID) is a regional collaboration in southeastern North Carolina between the Rape Crisis Center (RCC) of Coastal Horizons Center, Inc., and the disAbility Resource Center (dRC), both headquartered in Wilmington, NC.

RCCprovides crisis response, supportive counseling, advocacy, and court accompaniment to those who experience sexual assault or abuse. In addition, RCC provides outreach and training in schools and in the community to raise awareness about the dangers and prevalence of sexual assault. The parent organization of RCC, Coastal Horizons Center, Inc., provides professional assistance to those in need of substance abuse and mental health treatment services, prevention, crisis intervention, criminal justice alternatives, and community outreach. The needs assessment plan and tools that we have developed to assess the strengths and weaknesses of our collaboration in service delivery to survivors with disabilities will focus on the dRC and exclusively on the RCC rather than on the entire Coastal Horizons organization.

The dRC, founded in 2008, is a community based, non-profit, non-residential program that provides free services to persons with any type of disability. The dRC is dedicated to empowering all persons, regardless of disability, to make choices about their own lives and experience success and well-being as active participants in society. The dRC is one of eight Centers for Independent Living (CIL) in the state of North Carolina. A CIL is defined as, “
A private, nonprofit corporation that provides services to maximize the independence of individuals with disabilities and the accessibility of the communities they live in”. The dRC provides an array of independent living services including information and referral with counseling, help with accessible living situations, job searches, prescription assistance, computer classes, and advocacy. The services are provided by staff members who are disabled or who have had a personal life experience with a disability.

This collaboration is funded by a three-year grant through the U.S. Department of Justice, Office of Violence Against Women (OVW). The two agencies in our collaboration are committed to a long-term, synergistic relationship. Historically in this region, there has been no agency or agency collaboration that has addressed organizational capacity to serve survivors with disabilities effectively and safely. The dedicated funding of this grant will allow us, at last, to take the first step in addressing this issue.

![C:\Users\Hal\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\P6L0RHP7\MC900150014[1].wmf]()In the first year of our grant we developed our collaboration charter, which is the foundation of our team. Now we are developing our needs assessment plan and tools that will allow us to gather information from individuals with disabilities and survivors of sexual assault to determine our existing strengths and weaknesses in service delivery. Based on the findings of this assessment we will develop our strategic plan to implement the needed changes in our two organizations.

## Vision Statement

![C:\Users\Hal\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\H18D73SH\MP900442372[1].jpg]()We envision a day when sexual assault is unacceptable and perpetrators are held accountable. We envision our entire community to be disability-aware, trauma-informed and fully accessible to persons with disabilities. We envision a day when all victim service providers will have welcoming, effective, and healing services for sexual assault survivors with disabilities and that these individuals will feel physically and emotionally safe, valued, and respected. We envision a day when sexual assault survivors, with or without disabilities, become advocates for their own rights and well-being to the maximum extent possible. This needs assessment process will shed light on the path to this vision.

## Mission Statement

Within our service area of New Hanover and Brunswick counties of North Carolina, we will work to attain this vision by making sustainable improvements in our two organizations in (1) enhancements to facility accessibility, policies, protocols, and culture for serving sexual assault survivors with disabilities (2) staff knowledge, skills, and attitudes regarding sexual assault survivors with disabilities, and (3) building effective relationships between the organizations in our collaboration. In addition to survivors with disabilities, we include any other survivors who need access to our services. In the future, we hope to address the needs of the Deaf community and to provide training in best practices to other victim service providers.

## Goal and Purpose of the Needs Assessment

Our goal for this needs assessment is to:

* Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at that address how to respond to, serve, and support survivors with disabilities.
* 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 survivors with disabilities.
* Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of sexual assault and people with disabilities.

The purpose of our needs assessment is to use the findings to create a strategic plan for implementing the changes that will create organizational environments for survivors of sexual assault who have disabilities that are safe, accessible, effective, and welcoming.

## Sources of Data

Existing Data

![C:\Users\Hal\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\STHZ4MP9\MC900030044[1].wmf]()(1) *Client Surveys.*Both RCC and dRC have some client satisfaction survey data that will be examined. The RCC client satisfaction surveys, dating from 2007-2009, have qualitative data on staff responsiveness and confidentiality. The dRC client surveys date from 2011 and have qualitative data covering the helpfulness and effectiveness of the staff. These data may yield many helpful ideas for improving service. Given the substantial staff changes in both organizations, however, these data need to be validated with current client perceptions.

(2) *PerformanceIndicators*. In 2014, the Vera Institute of Justice developed the Performance Indicator Measurement System for organizations serving individuals with disabilities and survivors of sexual assaultsuch as ours. Both RCC and dRC completed this assessment that gives us our current strengths and weaknesses across a spectrum of environmental and behavioral factors in client services. The assessment tool also gives us best practices in multiple service areas, from policies and staff behaviors to service animal protocols. These performance indicators now allow us to direct our primary efforts at collecting qualitative data from clients through focus groups and interviews.

New Data

(3) *Focus Groups and Interviews*. The majority of our new data will come from focus groups. Focus groups have been used extensively in qualitative research studies since they are an effective way to engage groups of individuals in the generation of diverse ideas and perspectives in a short period of time. These groups and interviews should give us clear indications of what we need to do to make our services accessible and what factors in our service environments allow survivors to feel safe and, for individuals with disabilities, to feel welcomed and accepted.

We will offer individual interviews to participants who may find it difficult to have a sense of comfort and trust in a group setting or who wish to share their views honestly without self-censorship. Interviews also give participants an option to participate if they have scheduling conflicts with the focus group. The focus groups and interviews will be designed and scheduled with considerations for accessibility issues, time constraints, confidentiality and trauma-informed considerations.

(4) Staff*Needs Survey.*We know from the performance indicators that staff training should be given annually in several disability-aware, trauma-informed areas. However we have no idea of the perceived need for such training among our staff. Therefore, our collaboration will survey the approximately 35 employees, interns, and volunteers who serve in our organizations to gather quantitative data on their perceived needs for additional training in a variety of service areas. A survey will ensure the opinions of all direct service and office staff of dRC and RCC receive adequate representation. These data should allow us design more effective training since it will help us advertise, prioritize, and sequence training topics to match perceived needs.

*(5) Board of Directors Interests Surveys.* In addition, we will survey the dRC Board of Directors who have expressed an interest in learning more about how to provide safe, trauma-informed services to individuals with disabilities who are victims of sexual assault. It is important we do this since this group hasorganizational oversight, aglobal perspective on the community, and decision-making power over strategic planning. The surveys should increase their involvement in the grant’s objectives. We declined to survey the Board of Directors of the entire Coastal Horizons organization since they are outside of the scope of this grant.

We will use SurveyMonkey, a web-based instrument, as a development and administration tool of the surveys. The perceived need surveys for RCC and dRC staff are shown in Appendices XII and XIII. The interest survey for the dRC Board of Directors is shown in Appendix XIV.

## Kinds of Information Needed

To learn more about what factors in our service environment will make it accessible and allow survivors with disabilities to feel safe, welcomed, and accepted, we will review our client surveys and gather information from ourclients in focus groups and interviews about their experiences with organizations that served them as victims of sexual assault or as individuals with disabilities. This effort will include gathering information on barriers, level of staff engagement, intake procedures, and the more difficult factors to quantify including feelings of comfort, trust, confidentiality and acceptance. We also will invite clients to share how trauma affects someone seeking services and what they envision a service agency to be like in their ideal world. The focus group questions are shown in Appendices IV through VI.

## How this Information Will be Used

The information gathered in the focus groups is crucial for our collaboration to develop a needs assessment report and a strategic plan. Focus group participants should give us important suggestions for serving clients at the intersection of sexual assault and disability. These suggestions can be incorporated into our strategic plan for making our service environment accessible and welcoming and where survivors with disabilities feel safe, comfortable and accepted.

## Target Audience

*Survivors of Sexual Assault.* We will recruit sexual assault survivors who are clients of RCC. These individuals are the experts of their own experience and should be encouraged to represent their own needs. It is critical to gather information about the experiences they have had at various service agencies where they have disclosed or received services as survivors of sexual assault. We also will seek their ideas for making RCC services more comfortable, welcoming, and effective. We will recruit all RCC clients 18 years and older except those who are in crisis or who currently are receiving services at a center for disabilities. See Appendix IV for questions we will use in focus groups with survivors of sexual assault.

*People with Disabilities.* We will recruit individuals with disabilities who are clients of the dRC. People with disabilities are vital to the needs assessment process since they are the experts of their own experience and have the power to represent their own needs and expectations. As a result, it is imperative to ask them directly what their personal experiences have been when receiving services from various organizations and agencies in order to make our collaboration organizations more comfortable, accessible, confidential and disability-aware. We will recruit all dRC clients except those under the age of 18 or who are receiving services from a sexual assault survivor agency. See Appendices V and VI for questions we will use in focus groups with individuals having disabilities.

## Recruitment of Participants

![C:\Users\Hal\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\H18D73SH\MC900297511[1].wmf]()The Project Director will request the assistance of RCC advocates and therapists and dRC staff to be face-to-face recruiters for participants in the focus groups. During this process, staff personnel will use a recruitment guide to explain the purpose of the grant, guidelines for participation, safety and confidentiality precautions we will take, mandatory reporting requirements, and stipends involved with participation. Candidates will be recruited face-to-face preferably during their regular appointments at RCC or dRC. Appendix I shows the recruitment guide for survivors, Appendix II for individuals with motor or sensory disabilities, and Appendix III for individuals with developmental delays. Recruiter training is described below under *Focus Group Staff Training*.

## RSVP and Meeting Reminder Cards

A recruiter will haveindividuals who wish to participate complete an RSVP card. The recruiter can help the participant complete the card as needed. The RSVP cards will be collected from recruiters by the Project Directorwho will have responsibility for keeping them confidential and safe. The RSVP cards will give him a head count for each focus group along with first names, accommodation requests, and food/drink allergy information. RSVP cards for each focus group will be destroyed after that focus group ends.A sample RSVP card is shown in Appendix VII.

If they wish, participants can take a Meeting Reminder Card (Appendix VIII) with the date, time, and location of the focus group/interview. If a participant specifically asks for contact information, an alternate card will have the name and phone number of the Project Director.

## Number of Focus Groups

Our schedule of focus groups across our service area of New Hanover and Brunswick Counties is shown below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Audience Type** | **Source Agency** | **Facilitation Agency** | **#of Groups in New Hanover**  | **# of Groups in Brunswick**  |
| Sexual Assault Survivors | RCC | dRC | 1 | 1 |
| Individuals with Sensory/Motor Disabilities | dRC | RCC | 2 | 0 |
| Individuals with Developmental Delays | dRC | RCC | 2  | 0 |

The dRC has no facility in Brunswick County so their Wilmington office in New Hanover will host all focus groups for individuals with disabilities. To ensure active participation of all members, focus groups will be restricted to 8 participants or less. If more than eight are recruited from a specific audience then an additional focus group will be conducted for that audience. Individual interviews will be available upon request or if there is a conflict with the scheduled focus group.

Staff and Board of Directors surveys will be administered online to the following organizational personnel of RCC and dRC using the SurveyMonkey program.

|  |  |  |
| --- | --- | --- |
| **Audience Type** | **RCC** | **dRC** |
| Direct service (employees, interns, volunteers) | ∿20 | ∿6 |
| Office staff | n/a | ∿3 |
| dRC Board of Directors | 0 | ∿8 |

## Places and Times for Focus Groups

![C:\Users\Hal\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\H18D73SH\MC900412464[1].wmf]()The focus groups will be conducted at the Prevention meeting rooms at Coastal Horizons Center, Inc. and the disAbility Resource Center in Wilmington and at the Coastal Horizons' office inShallotte, Brunswick County. The meeting rooms in both counties are ADA-accessible and are served by accessible public transportation. Both sites have a confidential, ADA-compliant room next to the meeting room for the sexual assault advocate. Meeting Reminder cards, childcare, transportation vouchers (as needed), and a list of available local resources will be available to participants. Meeting times will be late morning or afternoon with enough transit time for participants to return home before dark. The focus groups will be scheduled a few days apart to allow collaboration staff to debrief and process lessons learned before conducting the next focus group.

## Confidentiality

Every effort will be made to keep individual identities and information from the focus groups confidential unless mandatory reporting requirements are triggered. No identifyinginformation will be used or associated with any specific statement made in the focus groups. No participant names will be attached to notes captured in the focus groups.

![C:\Users\Hal\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\STHZ4MP9\MC900431578[1].png]()All existing data, RSVP cards, digital recordings and flash drives with the note-taker Word files will be stored in a locked drawer at the Rape Crisis Center and made available only to those on the collaboration team who are involved with the needs assessment process. RSVP cards for each focus group will be destroyed after that focus group has ended. After the strategic plan is completed and approved, all written and digital information gathered during focus groups will be destroyed.

## https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcQZyey00BJgxNCkp5n4MCZMURTMaVDj6wlnqBmdE5XKYcxiOWfSHQMandatory Reporting

Both RCC and dRC are considered mandated reporters of abuse/neglect of children and vulnerable adults. Mandatory reporting requirements of child abuse/neglect and the abuse/neglect of an adult who is disabled (according to the State of North Carolina statutes) will be enforced if necessary but every precaution will be taken to avoid disclosures during the meeting.

Mandatory reporting and confidentiality concerns will be emphasized during recruitment and to participants at the beginning of the focus group to ensure they understand their rights. The facilitator will review the requirements for mandatory reporting within North Carolina. This statute (North Carolina General Statute 7B-302[b]) states that if a mandated reporter has reason to believe maltreatment of a vulnerable adult has occurred, the reporter must make a report to DSS within 24 hours with information relating to the identity of the vulnerable adult and abuser (if possible), the nature of the maltreatment, any evidence, name and contact of caller, and time/date/location of the incident.

If a situation arises during a focus group or interview where a mandatory report must be filed, the mandatory reporter will complete the report and discuss it with the participant (and with the guardian at the participant's request) after the focus group or interview ends. It is not anticipated that the report will be shared with any members of the collaboration.

**Passive Consent**

At the beginning of each focus group, the facilitator will read a number of statements to participantsshown below. Once the statements have been read, it will be assumed all participants who choose to stay agree with the statements.

1. You agree to participate in this focus group because you want to.
2. You agree you can be silent or leave at any time and still receive your $20 gift card.
3. You agree not to share what is said here today with people outside of the group.
4. You agree to have the session recorded but with no names used or recorded.
5. You agree that your comments can be used in a needs assessment report and a strategic plan with no names attached to the comments.
6. You agree to respect what each person has to say during the group.
7. You agree to take turns speaking, one at a time.

A passive consent process provides more confidentiality of participants, prevents a paper trail, and eliminates time spent on administrative matters. Passive consent will be used in the facilitator’s opening remarks (See Appendices IV, V, and VI).

**Participants with Guardians.**For participants with guardians, the guardians (with the participant's approval) can give passive consent for their clients to participate in a focus group. The Executive Director of the dRC, who is a member of the collaboration team, will provide written information to the guardians on the goals of the needs assessment, along with methods, confidentiality, and safety practices (See Appendix IX). The Executive Director will call each guardian and confirm receipt of the information and answer any questions they have about their client’s participation. Guardians will be given an additional one-week window to call with questions. If the Executive Director answers all questions or cannot contact the guardian, passive consent is assumed.

## Stipends

Each participant will be given a $20 gift card (Amex, MasterCard, or Visa) at the beginning of the focus group or interview. Participants will still receive their $20 gift card whether or not they complete the needs assessment activity. If a participant has any safety concerns by taking the card home, staff can keep the gift card for distribution at a later date.

## Action Plan for Disclosures

The intent of the needs assessment is to gain information from individuals with disabilities or survivors about services they have received from any organization or agency. The focus group/interview questions have been intentionally designed to minimize the potential for disclosure, but this does not mean disclosures will not occur. Since we recognize the importance of providing safety and trauma-informed support for survivors and individuals with disabilities, we will have a sexual assault advocate who is trained to work with individuals with disabilities in an adjacent room. If a disclosure is about to or does occur during a session, the facilitator will ask the support staff person to escort the participant to the advocate.

## Focus Group Staff Training

**Recruiters**

All recruiters will receive training in their responsibilities. The training will conducted by the Project Director and last about 2 hours. It will cover the following topics:

* The grant and needs assessment process;
* The importance of safety and potential safety issues;
* Confidentiality and mandatory reportingrequirements,
* Accessibility and accommodations;
* Helping participants think through any safety issues with the stipend or Meeting Reminder cards;
* Eligibility requirements for survivors of sexual assault and individuals with disabilities (see discussion under *Target Audience*section).
* Practice in using the scripts with the populations they will be recruiting.

**Facilitator**. The RCCSupervisor will serve as facilitator of the focus groups for individuals with disabilities and the Executive Director of the dRC will serve as the facilitator of focus groups for survivors of sexual assault.

In advance of all focus groups, the two facilitators, who are members of the collaboration team, will meet to review procedures for working with sexual assault survivors and individuals with disabilities until each is comfortable with their knowledge level. This training will include:

* An overview of their role and expectations;
* Specific strategies for managing safety, confidentiality, mandatory reporting requirements, and accommodations;
* Practice in asking probing questions in the focus group for individuals with developmental disabilities to gauge comprehension and adapting questions to match the skill sets of the participants;
* Practice in coordinating needs and requests that may arise during the focus group.

Each facilitator will be responsible for the following:

* In advance of the focus group, verify the location is accessible and that all accommodation needs are available and ready.
* Welcome participants and introduce the other support staff.
* Make sure everyone is comfortable and understands they can leave at any time.
* Review general housekeeping details including passive consent statements.
* Distribute the $20 gift card stipend to each participant at the beginning of the session.
* Coordinate the accommodation requests (e.g., assistive communication devices, Personal Care Assistants [PCAs] support) and other services offered during the focus group (a list of community resources [see Appendix X], refreshments, sexual assault advocate, escort out to transportation, etc.).
* Facilitate an effective discussion about the questions in the script and intervening quickly in cases of possible arguments or personal disclosures.
* Note major themes on a flipchart to serve as memory aids for participants.
* Be responsible for keeping track of the time.

Facilitators will use the guide for their specific focus group found in Appendices IV through VI.

**Note-Taker.** The Project Director will serve as note-taker for all six focus groupsto make it easier for him to identify themes arising in each focus group. As a backup to his notes, he will record the sessions. He will use a laptop computer and sit in an inconspicuous area outside of the circle formed by the participants and facilitator but still within easy hearing distance. He will have the following duties:

1. Start the digital recorder just before the focus group begins and stop it at the end.
2. Be aware of focus group procedures (e.g., questioning and probes, wrap-up comments and referrals, distribution of stipends, etc.).
3. Capture opinions, ideas, key points, and compelling quotes but do not attach them to any participant names.
4. Document what emotions are expressed during the discussion.
5. Remain out of the discussion except to ask for clarification of what was said.
6. Facilitate the debriefing session with the facilitator, support person, and other collaboration team members.
7. Transfer the discussion and debriefing notes from the laptop to a flash drive.
8. Review the digital recording of the session and edit the notes into “note summaries” for distribution to collaboration team members.
9. Keep the recording and flash drive with notes in a secure, locked location at the RCC and then erase them once the strategic plan has been approved.

In advance of the focus groups, the note-taker will conduct a short simulation of a focus group with three other members of staff to ensure he is comfortable with capturing relevant information and compelling quotes. This simulation will be repeated, as needed, until he is comfortable with his assignment.

**Support Staff Person.** The support staff personwill sit outside of the participant circle in an inconspicuous area of the room but within easy view of all participants and will not participate except for the following duties.

1. Ensure the facilitator and note-taker have what they need to conduct the meeting.
2. Assist with any accommodation needs.
3. Attend to room setup and the distribution of food and drink refreshments.
4. Attend to any comfort, safety, and emotional support requests of the participants.
5. Distribute a list of community resources to participants desiring them.
6. Escort any participant to the sexual assault advocate or their PCA if requested.
7. After the group ends, escort participants, as requested, to their transportation.

The support staff person for all focus groups will be the Disability Advocacy Specialist at dRC on our collaboration team. She is familiar with the grant and the needs assessment process. The Project Director will review her duties with her in advance of all focus groups, and she will participate in the debriefings.

**Sexual Assault Advocate**. A sexual assault advocate will be stationed in an accessible confidentialroom adjacent to the focus group room in the event that a participant wants emotional support, wishes to disclose or wishes to disclose an incident covered by the mandatory reporting requirements of North Carolina. The Disability Specialist Advocate at RCC will serve as the advocate at all six focus groups. In addition to her experience with trauma-informed sexual assault advocacy, she has received training on explaining mandated reporting requirements to people having disabilities. The Project Director will hold a short, informational meeting with her in advance of the focus groups to review the intent of the groups and strategies for dealing with the range of participant needs she could encounter. The advocate also will have cards listing community resources participants can take with them if desired (see Appendix X).

## Web-based Surveys

The Project Director will facilitate the web-based surveys through SurveyMonkey. For the perceived needs survey, he will email an invitation to all staff members of the RCC and the dRC . For the interests survey, he will email members of the dRC Board of Directors.The surveys can be completed anonymously by organization; using their name is optional. Passive consent is confirmed if they complete the survey. All surveys are designed to be completed in 20 to 30 minutes. The Disability Advocacy Specialist at dRC will be responsible for developing the surveys in SurveyMonkey, tabulating results and forwarding them to the Project Director.

## Accommodations and Accessibility

Participants can request accommodation needs during the recruitment process on the RSVP cards. In advance of the focus groups, the Project Director will be responsible for coordinating the availability of reasonable requests for accommodations. The following protocols will be in place to ensure accessibility of facilities/services and appropriate accommodations are available for all participants and staff.

* PCAs may accompany participants to the focus group and/or interview but must wait in an adjacent room until needed.
* Requests for reasonable accommodations for PCAs, interpreters, and/or assistive communication devices will be made during the recruitment process.
* There will be a certified ASL interpreter for each Deaf or hard-of-hearing participant during the session to ensure effective communication.
* Appropriate assistive communication devices will be available for Deaf and hard-of-hearing individuals if requested.
* For low-vision participants, versions of the Meeting Reminder Card will be available in large, 18 pt. san serif font that can be read by a variety of text readers (e.g., Merlin, Acrobat).
* Recruitment, focus group introductions and questions to be used with individuals having developmental delays have been written in plain language that is as non-abstract as possible.
* The focus group locations are ADA-compliant for accessibility and are served, by appointment, by accessible transportation services.
* Childcare at the site, transportation vouchers, and lists of local available resources will be available to participants who need them.
* If any participant indicates food or drink allergies on the RSVP card, alternative food and drink options will be available.

## Safety

Safety of our participants is of paramount importance. Therefore, our safety plan is structured around the following 13 points that will be shared with participants during recruitment and/or during the introduction to the focus group or interview.

1. Each participant will be recruited face-to-face through his or her service organization preferably during regularly scheduled appointment.
2. No public notices or flyers will be used to recruit for or advertise the focus group.
3. No materials will be mailed to or given to participants that could compromise their safety and there will be no outside observers during the focus group.
4. During recruitment, if a participant specifically asks for contact information, the Meeting Reminder Card will have a phone number for information (see Appendix VIII).
5. Participants will agree not to share information about each other's involvement in the focus group or about what is discussed in the group.
6. A participant can withdraw from the focus group or interview before or during the session for any reason, no questions asked.
7. The focus groups will be conducted during daylight hours with sufficient transit time for participants to return home during daylight hours.
8. Focus group locations will be chosen based on their accessible, safe and welcoming environment.
9. If a PCA is needed by a participant but is unavailable, the collaboration will have an alternate PCA (based on the needs of the participant) available at the focus group.
10. If a participant has a guardian, the guardian can accompany the participant to the focus group while the passive consent statements are read, and then wait in an adjacent room.
11. Guardians and PCAs accompanying any participant to a focus group must wait in an adjacent room.
12. Mandatory reporting requirements of child abuse/neglect and the abuse/neglect of a vulnerable (dependent) adult will be enforced but every precaution will be taken to avoid disclosures during the meeting.
13. At the end of the focus group, participants will be escorted as needed to their mode of transportation by staff personnel.
14. Regarding the $20 stipend, if a participant feels any safety concerns by taking the card home, project staff can keep the gift card for distribution at a later date.

## Guides for Recruitment, Focus Groups, and Interviews

Recruiters and facilitators will use guides to remind them of the key information that needs to be communicated to candidates and participants. The guides use bullet points for quick reference and plain language that avoids acronyms and legal terminology. The guides have been tailored for use with the following audiences:

1. Survivors of sexual assault
2. Individuals with motor or sensory disabilities
3. Individuals with developmental disabilities

Facilitators will modify the language of the guides as needed when conducting an interview.

## Recording of Sessions

All sessions will be digitally recorded and a note-taker will capture relevant discussion and compelling quotes. Recordings and notes will be kept secure with all other data until the strategic plan has been approved ,and then they will be destroyed.

## Debriefing and Evaluation

Following each focus group, we will hold a debriefing session involving focus group staff and as many of the collaboration team members as possible. This debriefing session is important because it gives members who are not participating in the focus group a clear picture of what was shared during the session. The debriefing form we will use (see Appendix XI) will allow us to identify themes, evaluate what worked in the group, what did not work, and gather suggestions for improving subsequent focus groups and interviews.

## Timetable for Needs Assessment and Strategic Plan

This timeline shows upcoming activities and the target dates for future deliverables of the project. We may modify the timeline based on OVW's approval time of deliverables.

| **#** | **Activity** | **Deliverable** | **Submission Target Date** |
| --- | --- | --- | --- |
| 1 | Develop needs assessment plan. | Needs Assessment Plan | 12/12/ 2014 |
| 2 | Approval period for plan | n/a | 12/15/14-1/30/15 |
| 3 | Review existing data | n/a | 12/15/14-1/30/15 |
| 3 | Recruit participants for the focus groups. | n/a | 2/2/-2/13 |
| 4 | Conduct focus groups and interviews. | n/a | 2/16-3/13 |
| 5 | Write needs assessment report. | n/a | 2/23-3/27 |
| 6 | Deliver final needs assessment report. | Needs Assessment Report | 4/3/15 |
| 7 | Approval period for report | n/a | 4/6 - 5/15 |
| 8 | Write draft of strategic plan for implementing the organizational changes within the collaboration. | draft | 5/18-6/5 |
| 9 | Deliver final plan. | Strategic Plan | 6/19/15 |
| 10 | Approval period for plan | n/a | 6/22-7/31 |
| 11 | Begin implementation of strategic plan. | n/a | 8/1/15 |
| 12 | Complete draft of results of implementation. | n/a | 9/9/16 |
| 13 | Deliver final report. | Implementation Report | 9/23/16 |

## Appendix I: Recruitment Guide, Survivors of Sexual Assault

**Introductions and Purpose**

1. *Give your name and the organizations in your collaboration.*
2. We want yourhelp to gather information about your experiences with any agency that has served you as a survivor of sexual assault. We are thinking specifically of what these agencies did or didn't do to give you a feeling of safety, comfort, confidentiality and acceptance when you were disclosing or seeking services.
3. We’ll use this information to improve how the Rape Crisis Center (or RCC) can serve survivors better.
4. We're hostinga focus group of RCC clientsto gather this information and wondered if you'd like to join us.
5. No names will be used in the group and your name will not be attached to any information we gather.
6. You can also share your ideas in a private interview if you don't want to participate in a group.

**Guidelines for Participation**

1. The goal of the focus group is to help us learn what things an agency can do to make a survivor feel safe and comfortable and accepted when disclosing and when receiving services as a survivor.
2. We won't be asking you to talk about the trauma you experienced--we are focusing on what an agency did afterwards to help or not help in your healing process.
3. You don't have to participate in this group and, if you do, you can leave at any time no questions asked.
4. No names will be used during the focus group, and we will not use your name with any information gathered from the group.
5. Your decision whether or not to participate will not affect the service you receive from the RCC in any way.
6. The focus group will last about 1 hour.
7. You will receive a $20 gift card at the beginning of the group.
8. There will be light refreshments.
9. Is this something you would like to participate in?

*(If yes, continue with details. If no, thank them for their time.)*

Okay, here are the details of the focus group.

**Time and Options**

1. The focus group will last about 1 hour.
2. The focus group will be held at the [location] starting at [time] and ending about [time] to give you plenty of time to return home during daylight hours.
3. You do not have to participate and can withdraw at any time.
4. If you are not comfortable with a focus group you can have a private interview.

**Confidentiality and Mandatory Reporting**

1. The session will be recorded and the information used in our needs assessment report and strategic plan. We will not share the notes or recordings with anyone outside our collaboration. When the project is finished, we will destroy the recordings and notes.
2. We won't attach your name to anything you say during the group.
3. We'll use information about your experiences and your ideas in our written report but will not use your name.
4. Since the facilitator is a mandatory reporter of sexual assault or abuse of a child or a dependent adult, please don't share personal experiences about assault or abuse or about the assault or abuse of anyone you know.
5. We're interested in your experiences as a survivor, about what survivor agencies can do to make survivors feel safe, accepted, confidential, and welcomed.
6. If you do disclose, as mandatory reporters, we must report abuse/neglect of children or adults with disabilities to the DSS.
7. If our discussion about services brings up any emotions you want to discuss, there'll be a sexual assault advocate in a room next door you can talk to during or following the focus group.

**Support, Stipend and Refreshments**

1. If you need help or need to be excused, a support staff person can assist you.
2. If you need help with public transportation we can assist you with a voucher.
3. If you need childcare at the group, we will have child care where we meet.
4. You each get a $20 gift card whether you complete the session or not.
5. We can also hold the card until later if you feel it might be dangerous to take the card home with you.
6. We also will have light refreshments.
7. Please don't wear any perfume or scents to the group since others may be allergic to them.

**RSVP Cards**

1. If you wish to participate, please fill out this RSVP card with your FIRST name only.
2. Tell us if you need any kind of assistance to participate.
3. Tell us if you have any allergies to food or drink.
4. We will keep the cards locked and at the end of the focus group destroy them.

**Meeting Reminder Cards**

This Meeting Reminder Card has the date, time, and location of your focus group. We can give a phone contact number to you if you need it and feel comfortable taking it home.

## Appendix II: Recruitment Guide, Individuals with Motor/Sensory Disabilities

**Introductions and Purpose**

1. *Give your name and organizations in the collaboration.*
2. We're gathering information about your experiences when you receive service from any agency in our community. We're thinking specifically of what these agencies did or didn't do to give you a feeling of trust and comfort, of recognizing your unique needs, and how accessible their services were to you.
3. We’ll use this information to improve how the disAbility Resource Center(the dRC) can serve individuals with disabilities better in the future.
4. We're hosting a focus group of dRC clients to gather this information and wondered if you'd like to join us.
5. No names will be used in the group and your name won't be attached to any information we gather.
6. You can also share your ideas in a private interview if you don't want to participate in a group.

**Guidelines for Participation**

1. The goal of the focus group is to help us learn what an agency can do to create a more welcoming, comfortable environment where individuals with disabilities can access services and share their unique needs.
2. You don't have to participate in this group and, if you do, you can leave at any time no questions asked.
3. Your decision whether or not to participate will not affect the service you receive from the dRC in any way.
4. Please indicate if you need an interpreter on this RSVP card, and we will provide one.
5. You will receive a $20 gift card at the beginning of the group.
6. There will be light refreshments.
7. Is this something you would like to participate in?

*(If yes, continue with details. If no, thank them for their time.)*

Okay, here are the details of the focus group.

**Time and Options**

1. The focus group will last about 1 hour. We are here to confidential but some limits. If you report abuse/neglect we would have to report abuse.
2. The focus group will be held at the [location] at [time] to give you plenty of time to return home during daylight hours.
3. You do not have to participate and can withdraw at any time.
4. If you are not comfortable with a focus group you can have a private interview.

**Confidentiality and Mandatory Reporting**

1. We will NOT attach your name to anything said during the group.
2. We only will use your stories and ideas in our written report but not your name.
3. The session will be recorded and the information used in our needs assessment report and strategic plan. We will not share the notes or recordings with anyone outside of our collaboration. When the project is finished, we will destroy the recordings and notes.
4. Please don't share experiences about assault or abuse about yourself or anyone you know. If you do, we must report abuse/neglect of children or adults with disabilities.
5. If our discussion about services brings up any emotions you want to discuss, there'll be a sexual assault advocate in the next room you can talk to during or after the focus group.

**Support, Stipend and Refreshments**

1. If you need help or need to be excused, a support staff person can assist you.
2. If you need help with public transportation we can assist you with a voucher.
3. If you need childcare at the group, we will have child care where we meet.
4. If you feel you need a PCA with you during the meeting, we will provide you with one when you arrive. Your own PCA cannot attend the focus group.
5. If you need the assistance of the PCA during the focus group, someone can take you to them.
6. You each get a $20 gift card whether you complete the session or not.We can also hold the card until later if you feel it might be dangerous to take the card home with you.
7. We also will have light refreshments.
8. Please do not wear any perfume or scents since others may be allergic to them.

**RSVP Cards**

1. If you wish to participate, please fill out this RSVP card with your FIRST name only.
2. Tell us if you have any allergies to food or drink.
3. If you need any kind of assistance to participate, please tell us here.
4. We will keep the cards locked and at the end of the focus group they will be destroyed.

**Meeting Reminder Cards**

This Meeting Reminder Card has the date, time, and location of your focus group. We can give a phone contact number to you if you need it and feel comfortable taking it home.

## Appendix III: Recruitment Guide, Individuals with Developmental Disabilities

*(Evaluate the abilities of individuals in the group and modify your language as needed to make it appropriate them.)*

**Introductions and Purpose**

1. *Give your name and who you work for.*
2. We hope you will join us and share your feelings about how people with disabilities are treated at agencies around town. We want to hear your stories about how agencies made you feel. Were you comfortable, welcomed, and accepted for who you are? Could you trust them with your information?
3. What do agencies do to make it hard or easy for you to get information? What should they do differently?
4. We are trying to improve the disAbility Resource Center (the dRC) so it can serve individuals with disabilities better.
5. We’re having a group of people who go to the dRC to share their stories--would you like to join us?
6. You don't have to join the group but, if you do, you can stop at any time and it don't change the service you now get at the dRC.
7. If you share your stories, we won't use your name with them.
8. Also, please don't share if you've been abused. If you want to share a story about sexual abuse during the meeting, you can talk to a counselor in another room.
9. If the story is about abuse of a child or an adult with a disability, we must report it to DSS.
10. During the group we'll make sure you feel safe and comfortable.
11. If you need an interpreter, we will have one at the group.
12. If you decide to join the group you get a $20 gift card. And we will have snacks.

So what do you think? Is this something you would like to do?

*(If yes, continue. If no, thank them for their time.)*

Okay, here's how the group works.

**Time and Options**

1. The group will last about 1 hour.
2. The group will be held at the [location] and will begin at [time] and end about [time] so you have enough time to get home when it's daylight.
3. You don't have to participate and can stop at any time.
4. If you are not comfortable with a focus group you can have a private interview.

**Confidentiality and Mandatory Reporting**

1. We will NOT put your name to anything you say during the group.
2. We only will use your stories and ideas in our written report but not your name.
3. *(Hold up recorder).*The session will be recorded, and we'll take notes on your stories and ideas for our report.
4. We'll not share this information with anyone outside our group. When the project is done, we'll destroy the recording and notes.
5. Remember, don't share stories about sex assault. You should do this in private with a counselor.
6. If you do share a story about sex assault of a child or adult with a disability, we must report it to DSS.
7. If you think of these things during the group, there is a counselor you can talk to in the next room during or after the group.

**Support, Stipend and Refreshments**

1. If you need help or need to be excused, a staff person can helpyou.
2. If you need help with a bus to come to the meeting, we can pay for it.
3. If you feel you need a PCA with you during the meeting, we will provide you with one when you arrive. Your own PCA cannot attend the focus group.
4. If you need the assistance of the PCA during the focus group, someone can take you to them.
5. You will get a $20 gift card at the beginning of the group whether you stay or not.
6. We can keepthe card for you if you think it's dangerous to go home with it.
7. We also will have snacks during the group.
8. Please don't wear perfume or scentto the group since they can make other people sick.

**RSVP Cards**

1. If you want to come to the group, fill out this card. We can help you fill it out. We need just your FIRST name.
2. Tell us if you need an interpreter or a PCA. Will you bring a PCA with you?
3. Tell us if any foods or drinks make you sick.
4. We will keep the cards locked and, at the end of the focus group, we will destroy them.

**Meeting Reminder Cards**

This card tells you the meeting day, the meeting place, and the meeting time. We can give you a phone contact number to you if you need it and feel comfortable taking it home.

## Appendix IV: Focus Group Intro& Questions, Survivors of Sexual Assault

**Greeting and Purpose**

1. *Greet each participant; ask for their first name and connect them to any accommodations if requested on the RSVP card.*
2. *Introduce yourself, the note-taker, the support staff person, and the sexual assault advocate and describe their roles.*
3. We are going to be asking you some questions today to help us gain your insights as survivors of sexual assault.
4. Please think about these questions from just the viewpoint of being a survivor. You are all unique individuals with varied and dynamic experiences, but, as much as possible, only focus on how it feels to be a survivor.

**Passive Consent**

We're working on a three-year grant from the Office of Violence Against Women to make the services of the Rape Crisis Center (or RCC) and the disAbility Resource Center (the dRC) more comfortable, welcoming, safe, and accessible. The information you share will help us do that. First of all, we need to make sure of the following:

1. You agree to participate in this focus group because you want to.
2. You agree that you can be silent or leave at any time and still receive your $20 gift card.
3. You agree not to share what is said here today with people outside of the group.
4. You agree to have the session recorded but with no names used or recorded.
5. You agree that your comments can be used in a needs assessment report and a strategic plan with no names attached to the comments.
6. You agree to respect what each person has to say during the group.
7. You agree to take turns speaking, one at a time.

Do you agree with these statements? Do you have any questions?

*Pass out stipends and proceed with the questions.*

**Focus Group Questions for Survivors**

1. I’d like to begin by asking you about how you learned of services available to survivors of sexual assault?
* Where are good places to distribute or provide information about the services available? (e.g., Yellow pages online or hardcopy, church/temple bulletins, library, retail stores, Internet search?)
* In your opinion, which of these ways would be the best choice when reaching out to survivors of sexual assault to let them know of services available to them?
1. Now, I’d like to ask you about what agencies or service providers do to make your experience positive when accessing services.
* What are the qualities of a really positive physical space or location?
* What are really positive staff behaviors, like competency and knowledge?
* What do they do to assure you that your information is confidential?
* What do they do to assure you of your privacy?
* What do they do the make the materials/resources easily accessible?
* How do they make the overall atmosphere comfortable and approachable?
1. On the other hand, what have agencies and service providers done to make your experience negative?
* What are the qualities that make a physical space or location negative?
* What staff behaviors contribute to a negative experience?
* What do staff do or don't do to make you worry your information will be shared with unauthorized people?
* What do they do or don't do to make you worry about your privacy?
* What do they do or don't do to make materials/resources not accessible?
* How do they make the overall atmosphere uncomfortable and negative?

We’d now like to gatheryour insights on safety and comfort since they are important to survivors when disclosing and accessing services. What do organizations and service providers do--or don’t do--when it comes to disclosing and accessing services?

1. What does safety mean to you?
	* What have service providers done to help you feel safe?
2. As a follow-up, what have organizations or service providers done that have helped you to feel comfortable disclosing or talking about your experience?
* What made you feel as if you could trust the organization or service providers enough to disclose?
* What made you feel comfortable in sharing your experience with staff there?
1. On the contrary, what have organizations or service providers done that have made you feel unsafe?
* What did they do that prevented you from trusting them or having confidence in them?
* What made you feel uncomfortable, and that you could not share your experience of sexual assault with staff there.

For the next questions, I’d like to hear about your experiences with confidentiality since this is also important for survivors when disclosing and accessing services. What does confidentiality means to you and how do organizations practice confidentiality when serving survivors?

1. To begin, what does confidentiality mean to you?
* How important is confidentiality when you’re seeking or receiving services?
* When would it be okay to share your information and details of your trauma with other organizations? Here are three options, which do you prefer?
	+ 1. After signing a one-time release of information as part of an intake process, allowing the organization to release your information to anyone they deem necessary
		2. Giving permission prior to each time your information is going to be released, providing you with a choice as to whom you want the information released to?
		3. Or, three, are you fine with an organization sharing your information any time?
1. What's one thing you consider most important when community service providers (such as doctors, therapists, or community agencies) provide service to survivors?
2. Tell me about what the *ideal* service agency would look like to you. How would the ideal staff act? What kinds of services, equipment and therapies would they offer?

**Optional Question**

*(Gauge whether your group can respond to the following question and ask it if appropriate.)*

1. How do you think the trauma of sexual assault affects survivors who are thinking about seeking services? What kinds of changes did you see in your own thinking when you thought about seeking help?

Do you have any other feedback for us?

Conclusion

Thank you for your time and help. The information and ideas you shared today are very valuable to us for writing our reports and improving services at RCC and the dRC.I'll stay around a few minutes for questions.

## Appendix V: Focus Group Intro & Questions, Individuals with Motor/Sensory Disabilities

**Greeting and purpose**

1. *Greet each participant; ask for their first name and connect them to any accommodations if requested on the RSVP card.*
2. *Introduce yourself, the note-taker, the support staff person, and the sexual assault advocate and describe their roles.*
3. We are going to be asking you some questions today, to help us gain your insights as individuals with disabilities.
4. Please think about these questions from the viewpoint of just being an individual with a disability. You all are unique individuals and have varied and dynamic experiences, but, as much as possible, only focus on how it feels to be an individual with a disability.

**Passive Consent**

We're working on a three-year grant from the Office of Violence Against Women to make the services of the Rape Crisis Center (or RCC) and the disAbility Resource Center (the dRC)safer, more effective, more accessible, and more welcoming.The information you share will help us do that. First of all, we need to make sure of the following. Do:

1. You agree to participate in this focus group because you want to.
2. You agree that you can be silent or leave at any time and still receive your $20 gift card.
3. You agree not to share what is said here today with people outside of the group.
4. You agree to have the session recorded but with no names used or recorded.
5. You agree that your comments can be used in a needs assessment report and a strategic plan with no names attached to the comments.
6. You agree to respect what each person has to say during the group.
7. You agree to take turns speaking, one at a time.

*Pass out stipends. Proceed with the questions.*

**Focus Group Questions for Individuals with Sensory/Motor Disabilities**

1. I’d like to begin by asking you how do you actually locate services in your community--like a doctor's office, the grocery store, or the library?
* Where's the best place for us to we share information so people with disabilities can find it? What comes to mind--church bulletins, the library, the internet?
* If you need help accessing these places--who helps you? Does anyone? (e.g., staff, friend, family, co-worker, counselor, case manager)
1. Sometimes, agencies do things that make it difficult for people with disabilities to get the information they need about their services. Have you ever experienced this?
2. What about accommodations--getting communication devices, large-print brochures and so on. Have there been problems in these areas for you?

Okay, now think about an organization or agency in your community where you feel real comfortable, where you can trust the staff that works there. What do they do to make it easy for you to share your unique needs, or you accommodation requests, or any challenges you are facing with physical space or personal information? Here are some questions about that organization.

1. The people who work there--what do they do to make you feel comfortable?
* Do they know what they are doing? If so, how do you know?
* What about the building? Is the building something you like?
	+ Is it easy or hard to get around? Why?
	+ Is it easy or hard to find what you are looking for? Why?
* Is there anything else that makes you feel comfortable about that place?

Now think about an organization or agency in your community that makes you feel uncomfortable, where you can't trust the staff. For example: things that staff do that make it difficult for you to share your unique needs, accommodation requests, any challenges you may face, the physical space, or personal information.

1. What about the people who work there--what do they do or don't do to make you uncomfortable and distrust them?
* Do they know what they're doing? How do you know?
* What about the building? Is it something you like or dislike?
	+ Is it easy or hard to get around? Why?
	+ Is it hard or easy to find what you are looking for? Why?
* Is there anything else that makes you feel uncomfortable, or that you can't trust about this place?

Now here are some questions about getting help. We all need help sometimes, but it can be hard to ask for help from others. Think about the last time you needed help from someone such as: someone you work with or hang out with--help with calling someone; help reading papers; help getting somewhere, things like that.

1. What made it easy for you to ask for the help you needed?
	* Did that person ask if you needed help?
	* Do you like it when people ask if you need help?
	* Is there anything else that these people do that makes it easy to ask for help if you want it?
2. When you go somewhere in the community for services and someone really understands you and your disability, what is that like?
* What happens?
* How do you know they understand you?
* How do you know they understand your disability?
* What did you like about what the person did to help?
1. When you go somewhere in the community for services and people don’t understand you and your disability, what is that like?

What happens?

How do you know they do not understand you?

How do you know they don’t understand your disability?

What didn’t you like about what the person did to help?

1. What would you like people in the community to know about how to best support people with disabilities?
* What would be the most important thing you would teach them?
1. Do you have any other feedback for us on how to make things better for people with disabilities when they go somewhere in the community for services?

Conclusion

Well, that’s it. Thanks for helping me by sharing your experiences and ideas.

Our staff can help anyone who needs assistance to their transportation.

I'll stay around for a few minutes to answer any questions. Thanks!

## Appendix VI: Focus Group Intro and Questions, Individuals with Developmental Disabilities

*(Evaluate the abilities of individuals in the group and modify content as needed to make it appropriate for your audience.)*

**Greetings and purpose**

1. *Greet each participant; ask for their first name and connect them to any accommodations if requested on the RSVP card.*
2. *Introduce yourself, the note-taker, the support staff person, and the sexual assault advocate and describe their roles.*
3. We’re glad you’re here today. We hope you can share your stories about how you've been treated by agencies around town and give us some ideas for making those services better--
we mean how they treated you, whether you felt welcomed, comfortable, safe, and could you get the help just right for you.

**Passive Consent**

The stories you share today will help us improve services at the Rape Crisis Center (or RCC) and the disAbility Resource Center (the dRC) to make them more comfortable, welcoming, safe, and accessible.

1. First of all, we want to make sure you all want to be here. Is this right?
2. You agree to participate in this focus group because you want to.
3. You agree that you can be silent or leave at any time and still receive your $20 gift card.
4. You agree not to share what is said here today with people outside of the group.
5. You agree to have the session recorded but with no names used or recorded.
6. You agree that your comments can be used in a report, but we will use no one's name.
7. You agree to respect what each person has to say during the group.
8. You agree to take turns speaking, one at a time.
9. There are no right or wrong answers to my questions.
10. Is this all agreeable to you? Do you have any questions?

*Pass out stipends.*

*Proceed with the questions.*

**Focus Group Questions for Individuals with Developmental Disabilities**

You all have received services from the disAbility Resource Center (or dRC) and many other places around town like your doctor ordentist, places where you work and shop or meet and so on. I was wondering if you could tell me a little about all the experiences you have had at these places. How did they treat your disability? Were they nice to you, did they make you feel comfortable, or were you uncomfortable and not respected? I want to learn how we can make all these places meet your needs better--and you are the experts about that!

Here are some questions. Try and remember how they treated you, how you felt at all these places *because* of your disability.

1. How did you find the services you needed because of your disability (like your doctor)?
* What’s a good way to tell other people with disabilities how to find the services they need? (e.g., church, the library, the Internet?)
* Did anyone help you find this information? (e.g., PCA, staff, friend, family, co-worker, counselor, case manager).
1. Sometimes, agencies don’t know how to get information to people with disabilities about what services they offer. What do agencies do (or don’t do) that make it difficult for you to get this information?
* How do they tell you whether they can give you accommodations like an interpreter or a communication device?
* How do they tell you whether they are accessible—like for wheelchairs, handicapped parking, and big print brochures?
* What should they do to get this information to people with disabilities?
1. Okay, this question is about some agency or organization in town where you feel comfortable, where you can trust the staff.
* What do the staff do to make it easy for you to share your needs, to ask for help, to help with problems?
* What can agencies do to help people with disabilities feel comfortable and give them a feeling of trust?
* Do they know what they are doing? How do you know this?
1. Now think about the building. What about the building do you like or dislike?
* Is it easy or hard to get around? Why?
* Is it easy or hard to find what you are looking for? Why?
* Is there anything else that makes you feel comfortable about that place?
1. Now, I’d like to ask you to think about a place in your community that makes you feel uncomfortable, where you can’t trust the staff there to share your needs or get special help or find something. Do the people who work there do something that makes you uncomfortable? If yes, what do they do?
2. Now think about the building. Is there something about the building or place that you don’t like? Is it hard to get around? If yes, what makes it hard to get around?
* Is it hard or easy to find what you are looking for? Why?
* Is there anything else that makes you feel uncomfortable, or that you cannot trust about this place?
1. The next question is about getting help. We all need help sometimes, but sometimes it can be hard to ask for help. Try and think of the last time you needed help, like help to call someone, help reading papers, help getting somewhere. What made it easy for you to ask for the help you needed?
* Did that person ask if you needed help?
* Do you like it when people ask if you need help?
* Is there anything else that these people do that makes it easy to ask for help?
1. When you go somewhere in town for services and someone there really understands you and your disability—what’s that like?
* How do you know they understand you?
* How do you know they understand your disability?
* What did you like about what the person did to help?
1. Now on the other hand, if you go for services somewhere and they don’t really understand you and your disability, what’s that like?
* How do you know they do not understand you?
* How do you know they don’t understand your disability?
* What didn’t you like about what the person did to help?
1. What would you like people in the community to know about how to bestsupport people with disabilities?
* What would be the most important thing you would teach them?
1. And last question, do you have any other ideas to make things better for people with disabilities when they go somewhere in the community for services?

Conclusion

Well, that’s it. Thanks for helping me by sharing your stories and ideas.

Our staff can help you out to your transportation if you want.

I'll stay around for a few minutes to answer any questions. Thanks!

## Appendix VII. RSVP Card

**All information you give is confidential.**

Check ONE:

⟤ I want to participate in the focus group.

⟤ I ONLY want a private interview.

My first name is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Check any type of assistance you will need for the focus group:

⟤ I will need an interpreter.

⟤ I will need an assistive speaking/listening device. What is it? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

⟤ I will bring a Personal Care Assistant.

⟤ I will need a Personal Care Assistant.

⟤ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do you have any food or drink allergies?

⟤ No I do not

⟤ Yes, I am allergic to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Appendix VIII: Meeting Reminder Cards

**Meeting Reminder**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Alternate card with contact information**

**Meeting Reminder**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone or text Gloria Garton**

**[910.754.4515]**

## Appendix IX: Guardian Information Flyer on Focus Group

Guardian Information

The disAbility Resource Center (dRC) and the Rape Crisis Center (RCC) are gathering information from our clients to improve our services. We are holding focus groups to do this.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ has agreed to participate in a focus group. It will last about one hour. The focus group will take place on:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

at \_\_\_\_\_\_ am/pm at the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Center.

Safety and confidentiality are high priority. We have taken extra measures to ensure both:

1. The focus group will only discuss experiences clients have had at service agencies and ideas for improving services at dRC and RCC. No names will be used.
2. All focus group meeting times are during daylight hours to include time allotted for transit.
3. Participants have agreed not to share information about each other's involvement in the group or about what is discussed in the group with other people.
4. A participant can withdraw from the focus group at any time.
5. Guardians and Personal Care Attendants cannot attend the focus group. A waiting room will be provided.

Focus Group Participation

Community Alliance for Individuals with Disabilities



OTHERWISE DELETE BOX

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

has agreed to participate in a focus group.

Please read over the information.

Contact Gloria Garton at (insert phone number) by next week with any concerns or questions.

If we do not receive questions or concerns in one week, we will assume you consent for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
to participate tn the focus group.

COMMUNITY ALLIANCE FOR INDIVIDUALS WITH DISABILITIES

The Rape Crisis Center of Coastal Horizons Center, Inc.

The disAbility Resource Center

## Appendix X: List of Community Resources for Participants

**Dial 2-1-1 for help locating the service you want.**

**NEW HANOVER COUNTY**

|  |  |  |
| --- | --- | --- |
| **Organization** | **What They Do** | **Telephone** |
| Cape Fear Hospital |  | 910-452-8112 |
| Carousel Center | Child abuse under 12 years | 910-254-9898 |
| Department of Social Services | Assault, abuse, or neglect of children or adults including elderly  | 910-798-3400 |
| disAbility Resource Center | advocacy, information, referrals and computer access services for individuals with disabilities | 910.815.6618 |
| New Hanover Health Department | HIV/STD testing | 910-343-6500 |
| Open Gate | Domestic violence | 910-343-0703 |
| Rape Crisis Center | Sexual assault hospital response, advocacy, therapy, and prevention | 910-392-7460 |
| Sheriff’s Office |  | 910-798-4200 |
| WHAT | Teen services, HIV testing | 910-790-9949 |
| Wilmington Police Department |  | 910-343-3600 |

**BRUNSWICK COUNTY**

|  |  |  |
| --- | --- | --- |
| **Organization** | **What They Do?** | **Telephone** |
| Brunswick Sheriff’s Office |  | 910-253-7490 |
| Department of Social Services | Assaults of children and adults | 910-253-2077 |
| Dosher Hospital | In Southport | 910-457-3800 |
| Health Department |  | 910-253-2077 |
| Hope Harbor Home | Domestic violence Brunswick | 910-754-5726 |
| Novant Hospital  | In Bolivia | 910-791-1700 |
| Rape Crisis Center | Sexual assault | 910-754-7949 |

## Appendix XI: Debriefing Form

At the end of each session, with any other collaboration members present, have the Note-taker facilitate and record a discussion among the focus group staff about their reactions to the focus group just ended.

|  |  |  |  |
| --- | --- | --- | --- |
| Group |  | Location |  |
| Date |  | **Start/End** |  |
| Participants |  | **Facilitator** |  |
| Note-taker |  | **Support Person** |  |
| Advocate |  | **Others at Debrief** |  |

|  |  |
| --- | --- |
| Impressions and reactions? |  |
| Anything surprising or new? |  |
| Memorable quotes? |  |
| Most animated discussion? |  |
| What went well? |  |
| What needs to be improved? |  |
| What appeared to be the biggest strength in service? |  |
| What appeared to be the greatest gap? |  |
| Final comments? |  |

## Appendix XII: Survey of Perceived Need for Training Among RCC Staff

This is a survey of what areas of training you feel you need in order to provide accessible, welcoming, safe, and confidential service to persons with disabilities who have experienced sexual assault. How knowledgeable are you about these topics?

1. I have **no knowledge** about this topic and need a lot of training.
2. I have **some knowledge** about this topic but could benefit from more training.
3. I am **knowledgeable** about this topic and wouldn't benefit much from training.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Why individuals with disabilities have a high rate of being sexually assaulted.  | **1** | **2** | **3** |
|  | The sexuality of persons with cognitive disabilities.  | **1** | **2** | **3** |
|  | What to do when a person discloses (how to inform the individual of their mandated reporting obligations *before* they disclose, how to work with the individual if you have to report, how to file a report) | **1** | **2** | **3** |
|  | Disability etiquette | **1** | **2** | **3** |
|  | Local and regional resources for persons with disabilities especially those who are victims of sexual assault | **1** | **2** | **3** |
|  | How the Americans for Disabilities Act affects my work with clients who have sensory, motor, or cognitive disabilities. | **1** | **2** | **3** |
|  | Conducting a hospital call or an intake procedure for an individual who has sensory/motor/or cognitive disabilities, is deaf, needs a communication device to talk with me, or who has a guardian or Personal Care Assistant. | **1** | **2** | **3** |
|  | What to do if, after intake, a survivor with a disability is afraid to return home. | **1** | **2** | **3** |
|  | How to evacuate our facility if there are clients with disabilities on site | **1** | **2** | **3** |
|  | What is the communication etiquette when a deaf person who has an interpreter is in a meeting with me?  | **1** | **2** | **3** |
|  | Operating assistive communication devices for clients with communication problems (deaf, low-vision, speech problems, etc.). | **1** | **2** | **3** |
|  | The philosophy of our collaboration partner, the dRC, and what services they offer. | **1** | **2** | **3** |
|  | The English alphabet in American Sign Language and 50 relevant signs so I can have some communication ability with Deaf clients.  | **1** | **2** | **3** |

##

## Appendix XIII: Survey of Perceived Need for Training Among dRC Staff

This is a survey of what areas of training you feel you need in order to provide accessible, welcoming, safe, and confidential service to persons with disabilities who have experienced sexual assault. How knowledgeable are you about these topics?

1. I have **no knowledge** about this topic and need a lot of training.
2. I have **some knowledge** about this topic but could benefit from more training.
3. I am **knowledgeable** about this topic and wouldn't benefit much from training.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Tell me about sexual assault 101--definitions, statistics, myths, rape crisis culture, etc. | **1** | **2** | **3** |
|  | As a mandatory reporter, what do I do if a person is about to disclose or does disclose to me sexual violence about themselves or another person? (How to inform the individual of your mandated reporting obligations *before* they disclose, how to work with the individual if you have to report, how to file a report, etc.) | **1** | **2** | **3** |
|  | Why do individuals with disabilities have a high rate of being sexually assaulted?  | **1** | **2** | **3** |
|  | Please discuss the sexuality of persons with cognitive disabilities.  | **1** | **2** | **3** |
|  | What does trauma-informed services mean? | **1** | **2** | **3** |
|  | What is the philosophy of our collaboration partner, the RCC, and what services they offer? | **1** | **2** | **3** |
|  | How do I refer clients to RCC counselors? | **1** | **2** | **3** |
|  | What is therapy like for survivors with disabilities? | **1** | **2** | **3** |
|  | How would I evacuate our facility if there are clients with disabilities on site? | **1** | **2** | **3** |
|  | How would I create a safety plan for survivors with disabilities? | **1** | **2** | **3** |
|  | Teach me the English alphabet in American Sign Language and 50 relevant signs so I can have some communication ability with Deaf clients.  | **1** | **2** | **3** |
|  | Why is it important to follow the disability movement mantra, "Nothing About Us Without Us"? | **1** | **2** | **3** |
|  | How would I find safe, accessible temporary housing if the survivor with a disability can't return home? | **1** | **2** | **3** |

##

## Appendix XIV: Survey of Training Interests, dRC Board of Directors

The goal of the collaboration between the dis**Ability** Resource Center the Rape Crisis Center is to provide accessible, welcoming, safe, and confidential service to persons with disabilities who have experienced sexual assault. This is a survey of what areas of sexual assault and disabilities you would be interested in learning more about.

1. I have **no interest** about this topic.
2. I have **some interest** in learning more about this topic.
3. I am **very interesting** in learning more about this topic.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Tell me about sexual assault 101--definitions, statistics, myths, rape crisis culture, etc. | **1** | **2** | **3** |
|  | As a mandated reporter, what do I do if a person is about to disclose or does disclose to me sexual violence about themselves or another person?  | **1** | **2** | **3** |
|  | Why do individuals with disabilities have a high rate of being sexually assaulted?  | **1** | **2** | **3** |
|  | Please discuss the sexuality of persons with cognitive disabilities.  | **1** | **2** | **3** |
|  | What does trauma-informed services mean? | **1** | **2** | **3** |
|  | What is the philosophy of our collaboration partner, the RCC, and what services they offer? | **1** | **2** | **3** |
|  | How do I refer clients to RCC counselors? | **1** | **2** | **3** |
|  | What is therapy like for survivors with disabilities? | **1** | **2** | **3** |
|  | How do I create a safety plan for survivors with disabilities? | **1** | **2** | **3** |
|  | What is the communication etiquette when a deaf person who has an interpreter is in a meeting with me?  | **1** | **2** | **3** |
|  | How do I operate assistive communication devices for clients with communication problems (deaf, low-vision, speech problems, etc.). | **1** | **2** | **3** |
|  | Why is it important to follow the disability movement mantra, "Nothing About Us Without Us"? | **1** | **2** | **3** |
|  | Teach me the English alphabet in American Sign Language and 50 relevant signs so I can have some communication ability with Deaf clients.  | **1** | **2** | **3** |
|  | How do I find safe, accessible temporary housing for a survivor with a disability who can't return home? | **1** | **2** | **3** |