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Deaf Gain Collaborative

Willow Center Center, RESTORE, and IGNITE

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# Introduction

Willow Center, IGNITE (formerly known as Advocacy Services for Abused Deaf Victims), and RESTORE Sexual Assault Services are now engaged in a historic collaboration to enhance accessibility and cultural/linguistic competency of services provided to Deaf survivors of domestic violence and sexual assault through the careful implementation of systemic changes. All grant funded positions consist of a multidisciplinary team representing all levels of leadership ranging from management to direct service staff. Willow Center is the lead agency providing residential and nonresidential support services to survivors of domestic violence and their children. Services includes six core programs to support the needs of survivors: a 24-hour Hotline, Court Advocacy, Emergency Shelter, Education & Training, Children’s Program, and Counseling Center. In addition, Willow Center is embedded in Strong Memorial Hospital in an office called the HEAL Clinic which is domestic violence’s equivalent of the services of a Sexual Assault Nurse Examiner (SANE) and allows survivors to submit and/or obtain temporary Order of Protections before leaving the hospital. IGNITE provides support to the Deaf community and to Deaf, DeafBlind, and Hard of Hearing individuals, families, and children who are survivors of domestic violence, sexual abuse, and stalking. Services includes crisis intervention, advocacy, empowerment sessions, individual counseling, group counseling/support groups, individual art therapy and Art Circles. RESTORE leads the community response to sexual assault through advocacy and education by providing the safety, support and validation that changes the lives of all those affected. Services includes crisis intervention, advocacy, information to enable informed choices, support and referrals, short-term counseling sessions, legal/court and medical accompaniment, assistance with the Office of Victim Services, and community education and professional training programs.

It is this collaboration’s vision that we will proactively transform our community to become culturally and linguistically competent in addressing the needs of Deaf survivors of domestic violence and sexual assault in Monroe County. To that end, each agency in this collaboration is committed to changing our respective organizational cultures as well as building our own capacity for timely competent response to needs of Deaf survivors. Additionally, interagency referrals will be made into a seamless process and deepen the partnership of each agency to forge sustainable and long lasting supportive relationships.

This collaboration recently completed the Collaboration Charter and the Statement of Focus which now informs the development of the Needs Assessment Plan. The findings and report from the Needs Assessment that we will conduct will, in turn, inform the development of the strategic plan to create sustainable change in each of agency to improve services for Deaf survivors. It is recognized that the Deaf community is very small and close knit so our needs assessment will be designed to take into consideration this community’s enhanced need of privacy and confidentiality safeguards. Furthermore, our organizations differ significantly in size and reach. Finally, we are working within an ambitious timeline so we need to ensure that our plan is feasible. Accordingly, we have slightly narrowed the scope of this Needs Assessment as follows:

* All participants groups within each agency are included except for individuals who do not provide any direct service. Any omissions in this document are due to no direct service individuals within the participant group for that particular agency.
* We are not formally recruiting students on college campuses although some of our existing clients may be survivors and also a college student due to the Institute Review Board (IRB) protocol for each college prolonging our timeline.

**Needs Assessment Purpose**The overarching purpose of the Needs Assessment, as described by the Office on Violence on Women, is to:

* Provide practical information on services for Deaf survivors, and how to improve cultural and linguistic competency
* Inform your selection of implementation activities
* Increase buy-in and support for your collaboration’s work.

## Needs Assessment Goals

The Needs Assessment is our opportunity to investigate and identify gaps and barriers in provision of services to Deaf survivors of domestic violence and sexual assault within the Monroe County. Our goals for this phase are to:

* Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Willow Center, IGNITE, and RESTORE that address how to respond to, serve, and support Deaf survivors.
* Identify current attitudes, knowledge, skills and comfort of professionals at every level of each organization regarding responding to and providing services to Deaf survivors.
* 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 Deaf survivors.
* Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of Deaf survivors of domestic and/or sexual violence.
* Identify the strengths and weaknesses of the existing relationship between all the collaborative organizations, both formal and informal; barriers to working together effectively; and ways to enhance and sustain our relationships to provide seamless services for survivors with disabilities.
* Evaluate the cultural and linguistic competency at all levels within three agencies in this collaboration.

### Work PlanThe Work Plan is a guide for the activities of the collaboration team and will be revised as needed. The time frame for the 3-year grant is September 1, 2015 to September 30, 2018.

|  |  |
| --- | --- |
| DELIVERABLE | ESTIMATED DATE OF SUBMISSION TO OVW |
| Collaborative Charter | September 9, 2016 |
| Statement of Focus Memo | September 15, 2016 |
| Needs Assessment Plan | December 15, 2016 |
| Needs Assessment Report | March 30, 2017 |
| Strategic Plan | April 30, 2017 |

# Information Sources

**Existing Information**

Although this collaboration has access to limited amount of existing information that would inform our needs assessment, we do have one source which we will highlight below:

1. IGNITE did an OVW-approved Needs Assessment in the past year focusing on Deaf LGBTQI survivors. The findings from this process will be compared with the findings from our needs assessment.

In addition to the existing information above, from the work IGNITE did in previous years with Deaf survivors, several gaps in service delivery relevant to our collaboration were identified. These are as follows:

* Willow Center & RESTORE:
  + Lack of cultural and linguistic competency.
  + Inaccessibility of shelter.
  + High turnover of agency staff limiting the sustainability and effectiveness of any conventional one-time in-service training.
  + A lack of outreach to the Deaf community.
  + Lack of program capacity to hire and work with Deaf people.
  + Lack of understanding surrounding the proper protocol and procedure in hiring interpreters.
  + The hearing community lacks awareness of what domestic violence and sexual assault looks like in the Deaf community.
  + Service providers do not recognize the intersectionalities within the Deaf community.
* IGNITE & the Deaf Community
  + The community needs more awareness surrounding issues of domestic violence and sexual assault.
  + It is a very private community; sensitive topics are typically not discussed.
  + The awareness and education of the Deaf Community needs to be addressed by a person within the Deaf Community versus solely bringing in a hearing agency for educational purposes.
  + IGNITE’s lack of funding subsequently inhibits the opportunity to improve services and, as a direct result of the limited funding, there are less than two full time advocates providing direct service.
  + The location of the IGNITE offices are difficult to locate and access.

# Methods

**Overview of Structure for Each Method and Key Roles**

## Surveys

**Introduction**

To supplement the qualitative information we will collect through focus groups and individual interviews, we will also collect quantitative information in form of online surveys about services, barriers faced, environment, and safety from select participant groups that we have determined is not feasible, safe, and/or appropriate to engage through other means.

Deaf Community

We have chosen online surveys for the Deaf community because of the small and close knit nature of the community necessitating an anonymous mechanism to collect information. However, we recognize the limitations of relying on surveys for collecting meaningful qualitative information but believe that the information will still be valuable. The questions will be kept very broad to avoid disclosures and triggers. (See Appendix: Survey Questions Deaf Community pg. 25)  
  
Board of Directors

We have chosen to offer surveys to the Board of Directors for all three agencies for the following reasons:

* **Willow Center**: This Board of Directors is working through multiple historic agency changes and only has the capacity to participate in an online survey.
* **IGNITE**: This Board of Directors is working through multiple historic agency changes and only has the capacity to participate in an online survey.
* **RESTORE**: RESTORE is a program within Planned Parenthood of Central and Western New York. Thus, due to the multiple layers of authority between RESTORE, a largely self-directed program with an unique mission and services, and the Board of Directors, they are not directly involved with RESTORE’s programs and services. Additionally, this Board of Directors is going through a major organizational transition with a new CEO leading the agency.

**Format**

Survey participation will be voluntary and completely anonymous.

A monthly Pro subscription to SurveyGizmo will be purchased. SurveyGizmo is the only major cost effective online survey provider that offers all the required features.

Inclusion Project Manager will manage this online account, the rollout, and provide an in-depth data analysis report to be included in the Needs Assessment Report.

**Schedule**

To assure adequate time to solicit participation while allowing time for compilation and analysis, surveys for all groups will be available for a period of 30 days.

## Focus Groups

**Introduction**

We will conduct focus groups in order to collect qualitative information about services, barriers faced, physical environment and safety. Their participation is completely voluntary and will not affect any of their services. Although we believe that a focus group is the most efficient and effective way to effectively engage larger groups of individuals in a short period of time and will generate a diverse range of ideas and perspectives, survivors will also have the option of individual interviews if they do not wish to contribute in a group setting.

Survivors

We have chosen to offer only three focus groups - two from Willow Center and one from IGNITE - for this participant group due to our collective inability to recruit participants in the past.

Management and Supervisors

Given Willow Center’s large number of people in this category, we have chosen to offer two focus groups for this group.

Staff, Interns, and Volunteers

We have chosen to offer a total of five focus groups to this group at Willow Center and RESTORE.

Independent Contractors

We have chosen to offer two focus groups to this group.

Board of Directors

We have chosen to not offer a focus group to the Board of Directors for RESTORE because RESTORE is a program within Planned Parenthood of Central and Western New York. Thus, due to the multiple layers of authority between RESTORE, a largely self-directed program with an unique mission and services and, the Board of Directors, they are not directly involved nor are they familiar with RESTORE’s programs and services. However, RESTORE has an advisory task force of professionals who work very closely with RESTORE and function as a quasi-Board of Directors. A focus group would be conducted with members of this task force.

**Schedule**

Focus groups will take place at times convenient for the participants. Each focus group will last between 1.5 and 2 hours (See Appendix B for focus group questions).

**Format**

At the beginning of each focus group, a very brief and voluntary demographic survey will be distributed and collected. Then, the following will be explained:

* The roles of each member of the team conducting the interview or focus group.
* Passive consent and voluntary participation.
* The purpose of the focus group/interview and that they are being called upon as experts to assist us.
* Confidentiality and exceptions to confidentiality.
* The opportunity to speak with a counselor on site in case participants would like emotional support during or immediately after the focus group/interview session concludes. The counselor will also have a list of local community resources.

**Facilitation**

Conducting the focus group will be a team consisting of the following individuals: a facilitator, a note taker, and a support person (e.g., advocate or counselor).

The collaboration will share in the responsibility for those roles and, unless otherwise requested by participants, will interview those who are not from their own agency. This approach is intended to allow participants to feel comfortable to be forthcoming in their responses to our questions. However, due to confidentiality and safety concerns, this collaboration will contract with outside consultants to facilitate the focus group for IGNITE survivors.

The Inclusion Project Manager will be responsible for overseeing the logistics which includes but are not limited to, scheduling sessions, reserving meeting space, distributing and tracking gift cards, and arranging for interpretation. All refreshments will be coordinated and provided by the interviewing team.

**Roles of Those Conducting Focus Groups**

The following is a list of those roles conducting focus groups, and a description of each role. All participants filling these roles will participate in a brief training that includes:

* An overview of the grant and the needs assessment process.
* An overview of the role and expectations.
* Training on the specific requirements of the role.
* How to manage:
  + Safety.
  + Confidentiality.
  + Reporting requirements.
  + Accommodations.

**Facilitator**

The facilitator will have expertise in domestic violence and/or sexual assault as well as experience with facilitating a focus group. The facilitator will:

* Review general housekeeping details, and will address safety and confidentiality issues using the script created by the collaboration, prior to getting into the pre-created questions and prompts.
* Create and maintain a safe and comfortable environment for the participants so they feel free to express their experiences and opinions.
* Follow the introduction script and ask questions along with prompts as needed.
* Keep the discussion in line with the questions and will intervene quickly in cases of possible arguments or personal disclosures.
* Summarize the participant’s comments in order to make sure the intent of the comment or answer is correctly understood and captured.
* Monitor session time.
* Participate in debriefing session at the end of each session.

**Notetaker**

The role of the Notetaker will be to:

* Distribute and collect the preliminary demographic survey.
* Distribute and document the distribution of the gift cards to survivors at the beginning of the session.
* Objectively document direct quotes and emotions while keeping all participants anonymous.
* Refrain from participating in the discussion.
* Request the repeating of any information or statement by raising a hand.
* Participate in debriefing session at the end of each session.
* Provide a summative copy of the notes created during the focus group and debriefing session to the Inclusion Project Manager accompanied by the original copies within 3 working days. After confirming receipt, all notes retained by the interviewing team will be destroyed.

**Support Person**

The role of the Support Person will be to provide support either during or immediately following the group session. Such support is understood to include the following:

* Provide debriefing, emotional support, safety planning, and/or referrals for services to participants as needed.
* If a participant needs to talk, they will be escorted to a safe and accessible location to have a confidential discussion.
* Facilitate the debriefing session at the end of each session.

## Individual Interviews

**Introduction**

We will conduct individual interviews in order to collect qualitative information about services, barriers, environment and safety. Their participation is completely voluntary and confidential unless a mandatory report is required (see page 24). Individual interviews provides increased privacy for participants to freely share their views. It also allows for more flexibility for participants that may have scheduling challenges that makes it difficult for them to participate in a focus group. Therefore, we will offer individual interviews to anyone we recruit for focus groups. This will be clearly explained during the recruitment process. Interviews will be scheduled for approximately 1 hour to 1.5 hours. The location of the interviews will be held at a private location comfortable for the participant.

Survivors

We will offer individual interviews to survivors who are clients of IGNITE and RESTORE (See Appendixes: IGNITE pg. 30 and RESTORE pg. 35). Additionally, we will offer individual interviews to any survivors from any agency that has opted out of a focus group or when the number of participants in a focus group is less than three participants which is judged to be too small to proceed with the group.

Due to safety and confidentiality concerns, IGNITE’s clients will be interviewed by a team consisting of a mix of the following independent consultants:

* + **Patrick Graybill**: He is a Deaf senior citizen with extensive community outreach experience.
    - **Jessica Cuculick**: She is a Deaf professor at National Technical Institute for the Deaf (NTID).
    - **Alessia Allen**: She is a Deaf professor at National Technical Institute for the Deaf (NTID).
    - **Tiffany Panko**: She is Deaf currently in medical school at University of Rochester.
    - **Deirdre Schlehofer**: She is a Deaf American Sign Language professor at National Technical Institute for the Deaf (NTID).

IGNITE’s clients presents a unique challenge due to a wide variety of preferences and what would be perceived as confidential and safe. Such considerations can be as follows:

* Interviewed by someone familiar to them who they know they can trust
* Interviewed by a member of the Deaf community that they do not see on a regular basis.
* Interviewed by someone who is not a member of the Deaf community.
* Interviewed by someone who signs in ASL.
* Interviewed by someone who does not sign and works with sign language interpreters.

Above all, the selected consultants were judged by this collaboration as having the ability to work with a wide variety of people, a sense of professionalism, and the ability to maintain strict confidentiality. We have tried to balance the need of keeping the pool diverse while keeping the logistics manageable. Finally, none of the consultants are mandated reporters.

Executive Leadership

We have chosen to offer individual interviews to this group for all three agencies.

Staff, Interns, and Volunteers

We have chosen to offer individual interviews to this group for all three agencies.

Board of Directors

We have chosen to offer individual interviews to this group for IGNITE and RESTORE.

**Facilitation**

Conducting the interviews will be a team consisting of the following individuals: a Facilitator and a Notetaker/Support Person (e.g., advocate or counselor).

The collaboration will share in the responsibility for those roles and, unless otherwise requested by participants, will interview those who are not from their own agency. This approach is intended to allow participants to feel comfortable to be forthcoming in their responses to our questions. However, due to confidentiality and safety concerns, this collaboration will contract with outside consultants to facilitate the interviews for IGNITE survivors.

The Inclusion Project Manager will be responsible for overseeing the logistics which includes but are not limited to, scheduling sessions, reserving meeting space, distributing and tracking gift cards, and arranging for interpretation. All refreshments will be coordinated and provided by the interviewing team.

**Schedule**

Multiple interview slots will be reserved and the list of possible date and times will be presented to the participant to choose from. When a time is selected, the next page would present a list of people who is available for that time slot from which they can choose specific individuals.

**Format**

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

* The roles of each member of the team conducting the interview or focus group.
* Passive consent and voluntary participation.
* The purpose of the focus group/interview and that they are being called upon as experts to assist us.
* Confidentiality and exceptions to confidentiality.
* The opportunity to speak with a counselor on site or receive a list of local community resources in case participants would like emotional support during or after the interview session.

**Roles of Those Conducting Individual Interviews**

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

* An overview of the grant and the needs assessment process
* An overview of the role and expectations
* Training on the specific requirements of the role
* How to manage:
  + Safety.
  + Confidentiality.
  + Reporting requirements.
  + Accommodations.

**Interviewer**

The role of this individual will be to:

* Create and maintain a safe and comfortable environment for the participant so they feel free to express their experiences and opinions.
* Review general housekeeping details, and will address safety and confidentiality issues using the script created by the collaboration, prior to getting into the pre-created questions and prompts. (Appendix #)
* Identify and explain the role of the other member of the team and inform participants of the mandated reporter status of both members of the interviewing team.
* Follow the introduction script and ask questions along with prompts as needed and will intervene quickly in cases of personal disclosures.
* Summarize the participant’s comments in order to make sure the intent of the comment or answer is correctly understood and captured.
* Participate in debriefing session at the end of each session.

**Notetaker/Support Person**

The role of this individual will be to:

* Distribute demographic survey.
* Distribute and document the distribution of the gift card.
* Monitor session time.
* Document direct quotes and emotions while keeping the participant anonymous by never documenting names or descriptions of the participants.
* Provide emotional support, safety planning, and/or referrals for services as needed for participants. If a participant needs to talk, the interviewer will leave the room so that they can have a confidential discussion.
* Participate in debriefing session at the end of each session.

# **Participants**

***Breakdown***

The following is a breakdown of the projected number of participants although our numbers may decrease due to the voluntary nature of those activities. We did not quantify the number of survey participants since we have no reasonably reliable method of estimating the number of participants.

|  |  |  |
| --- | --- | --- |
| ***Participant Group*** | ***Data Collection Method*** | **# of Participants** |
| ***General Deaf Community*** | Survey | Unknown |
|  | | |
| ***Survivor Participants*** | | |
| Willow Center | Individual Interviews | 5-8 |
| Willow Center | Focus Groups x1 | 6-10 |
| IGNITE | Individual Interviews | 3-5 |
| IGNITE | Focus Groups x1 | 3-5 |
| RESTORE | Individual Interviews | 2-5 |
|  | | |
| ***Executive Leadership Participants*** | | |
| Willow Center | Individual Interviews | 0-1 |
| IGNITE | Individual Interviews | 0-1 |
| RESTORE | Individual Interviews | 1-3 |
|  | | |
| ***Management & Supervisors Participants*** | | |
| Willow Center | Focus Group x2 | 6-10 |
| IGNITE | Individual Interviews | 0-1 |
| RESTORE | Individual Interviews | 0-2 |
|  | | |
| ***Staff, Interns, and Volunteer Participants*** | | |
| Willow Center | Individual Interviews | 6-8 |
| Willow Center | Focus Groups x3 | 9-15 |
| IGNITE | Individual Interviews | 0-2 |
| RESTORE | Individual Interviews | 0-4 |
| RESTORE | Focus Groups x2 | 6-10 |
| Independent Contractors (Interpreters) | Focus Groups x1 | 3-5 |
|  | | |
| ***Board of Directors*** |  |  |
| Willow Center | Survey | N/A |
| IGNITE | Individual Interview | 2-3 |
| IGNITE | Focus Group x1 | 3-5 |
| RESTORE | Survey | N/A |
| RESTORE | Individual Interviews | 3-5 |
| RESTORE | Focus Group x1 | 3-5 |
|  | | |
| **Total Participants** | | |
| Individual Interviews | | 22-48 |
| Focus Groups x12 | | 33-65 |
|  | | |
| **Grand Total of All Participants** | | 61-113 |

# Description of Participant Groups

# Deaf Community

We will be engaging members of the Deaf community who may or may not be survivors of domestic violence and/or sexual assault. Due to privacy and safety considerations because of the small Deaf community who have not disclosed themselves as survivors to any of our agencies, we will seek the input of an undetermined number of participants only through an online anonymous survey (See Appendix pg. 25).

Given the high incidence rate of abuse within the Deaf community, we recognize that we may have participants who are survivors and have not disclosed their traumatic experience. We have carefully crafted and intentionally kept broad our questions in our best effort to avoid triggers. In the event that a survivor is triggered and need support, the survey will be designed to immediately offer them several numbers that they can call to obtain support.

By engaging members of the Deaf community, we hope to gain information about the following:

* Current perceptions and attitude towards the current agencies;
* How organizations can communicate that they are a welcoming, accessible, and safe place for potential survivors to disclose or report their experiences of domestic violence;
* The best methods of outreach to alert survivors of services;
* How to make services more comfortable, safe, and user-friendly for survivors.

# Survivors

For the survivors group, we will be gathering data from several distinct groups:

1. Hearing survivors of domestic violence from Willow Center.
2. Hearing survivors of sexual assault from RESTORE.
3. Deaf survivors of domestic violence or sexual assault from Willow Center, RESTORE, and IGNITE

Hearing Survivors of Domestic Violence: We will be engaging domestic violence survivors who are clients of Willow Center. We will seek the input of participants from this group from the pool of active clients who are not presently in crisis. (See Appendix pg. 58)

We believe the projected number of participants is a realistic number that we would be able to successfully and safely recruit. Willow Center will also try to ensure that participants have experience with all its programs and services.

We believe that domestic violence survivors are the experts of their own experience and have the power to represent their own needs and expectations. Thus they will be able to tell us how to make the responses and services they receive in our collaborating organizations more welcoming, comfortable, and safe for survivors of domestic violence. It is critical that we learn more from the individuals who will be among those most affected by our systems changes because their input will guide and influence the way services and supports are provided.

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

* What makes a service provider approachable, safe, comfortable, and accessible;
* The best methods of outreach to alert survivors of services;
* The importance and value of confidentiality as a safety tool;
* The best practices for serving survivors (including staff behavior, knowledge, and skills); and
* The impact trauma has on someone’s approach to seeking services.

Hearing Survivors of Sexual Assault: We will be engaging sexual assault survivors who are clients of RESTORE. We will seek the input of participants from this group from the pool of active clients who are not presently in crisis. (See Appendix, pg.35)

We believe the projected number of participants is a realistic number that we would be able to successfully and safely recruit. RESTORE will also make an effort to ensure that participants as a whole have experience with all of its programs and services.

We believe that sexual assault survivors are the experts of their own experience and have the power to represent their own needs and expectations. Thus they will be able to tell us how to make the responses and services they receive in our collaborating organizations more welcoming, comfortable, and safe for survivors of sexual assault. It is critical that we learn more from the individuals who will be among those most affected by our systems changes because their input will guide and influence the way services and supports are provided.

By engaging survivors of survivors of sexual assault we hope to gain information about the following:

* What makes a service provider approachable, safe, comfortable, and accessible;
* The best methods of outreach to alert survivors of services;
* The importance and value of confidentiality as a safety tool;
* The best practices for serving survivors (including staff behavior, knowledge, and skills); and
* The impact trauma has on someone’s approach to seeking services.

Deaf Survivors:

We will be engaging Deaf survivors who are clients of Willow Center, IGNITE, and RESTORE (See Appendix pg. 46). However, we will only be engaging Deaf survivors who meet the following criteria at time of recruitment:

* Already identified themselves as a Deaf individual;
* Already disclosed that they have experienced domestic violence and/or sexual assault;
* Can be approached safely.

We believe these numbers of participants is a realistic number we would be able to successfully and safely recruit.

IGNITE will also make an effort to ensure that their survivor participants as a whole have experience with all of its programs and services. Willow Center and RESTORE may not be able to recruit any participants given its very small number of Deaf survivors currently receiving services at either agency.

It is recognized that we may have participants who are dual clients of either Willow Center or RESTORE and IGNITE because each agency may provide unique service(s) that the other agency may not provide. If this was identified during the individual interview, the interviewer will ask the participant to discuss their experience at the other agency.

Deaf survivors have a unique lens of the intersection between domestic violence and/or sexual assault and Deaf culture. They will be able to share their experiences and ideas about how to make disclosures or reports, and services for accessible, welcoming, comfortable, safe and Deaf-friendly. It is critical that we learn more from the individuals who will be among those most affected by our systems changes because the strategic plan will ultimately influence the way services and supports are provided.

By engaging Deaf survivors, we hope to gain information about the following:

* How organizations can provide better outreach to Deaf survivors;
* Specific concerns that Deaf survivors have about disclosing or reporting their experiences with domestic violence and/or sexual assault, including concerns about mandated reporting;
* Best practices for responding to disclosures or reports of domestic violence and/or sexual assault made by Deaf survivors;
* How organizations that primarily serve either Deaf or hearing domestic violence and/or sexual assault survivors can be improved to be more welcoming, accessible, responsive, and Deaf-friendly for Deaf survivors.

# Board of Directors

We will be engaging members from the Board of Directors of each organization. These individuals are important to engage to gain their unique perspective on the project, as well as to generate support for the mission and vision of the collaboration. The ultimate goal is to achieve long-term commitment to the work of this collaboration. We recognize that the backing of each organization’s Board of Directors is critical to the success and sustainability of any systemic changes resulting from this project.

By engaging Board Members, we hope to gain information about the following:

* How change happens at their organization;
* The current ability to respond to or serve their population and the organization’s capacity to expand its response or services to Deaf survivors;
* Any challenges they see to the project’s success.

# Executive Leadership

We will be engaging with the Executive Leadership from each agency. This group has overall organizational oversight, a broad understanding of applicable state rules and regulations, a more global perspective and decision making power over strategic planning.

By engaging Executive Leadership, we hope to gain information about the following:

* The current culture of each organization with regard to how people at the intersection are viewed and treated;
* Any historical or current collaboration between Willow Center, IGNITE, and RESTORE;
* Trainings, policies, and procedures for responding to people at the intersection, as well as barriers to providing services, and the process for making change;
* The level of commitment to increasing the organization’s capacity to serve individuals at the intersection;
* Effective ways based on each organization’s past experiences with partnerships and organizational change efforts, to create change within their own organization and between our collaborating organizations.

# Management and Supervisors

We will be engaging Management and Supervisors from each of our organizations because they provide assistance and/or support to direct service staff and have direct knowledge of what works and what does not work. In addition, they manage departments or programs and can enact systemic change within their department or program.

Those individuals will be as follows:

Willow Center

* Inclusion Project Manager
* Prevention Education and Community Training
* Director of Programs and Services
* Children’s Program Coordinator
* Shelter Manager
* Community Program Manager
* Counseling Center Coordinator
* Court Advocate
* Director of Development and Marketing
* Events and Community Engagement Coordinator
* Prevention and Education

We have listed all management and supervisors who might come in direct contact with survivors or supervise those who provides direct service to survivors.

IGNITE

We are including the former Director of Programs and Services because she was an instrumental part of IGNITE until very recently. Thus, her perspective and expertise will be invaluable information.

RESTORE

* Area Supervisor Monroe
* Area Supervisor College Initiative

We have listed all management and supervisors who might come in direct contact with survivors or supervise those who provides direct service to survivors.

By engaging Management/Supervisors, we hope to gain information about the following:

* Their perspectives on the ability of direct service staff to respond to or provide services to survivors of domestic violence and sexual assault;
* What existing organizational policies, practices, training, and resources assist them with supervising direct service staff in responding to or providing services to survivors of domestic violence and sexual assault;
* What they need in regards to organizational policies, practices, training, and resources to be able to better supervise direct service staff to respond to or provide services to survivors of domestic violence and sexual assault;
* The strengths and challenges to organizational communication structures between executive leadership, management/supervisors and direct service staff;
* Their experience with collaboration between organizations in the community.

# Direct Service Staff, Interns, and Volunteers

We will be engaging only staff, interns, and volunteers from each organization who provides direct service and have been with the agency for at least 3 months.

Willow Center  
Willow Center’s Residential Services (Emergency Shelter, Hotline, Children’s Program) staff consist of the following positions:

* Shelter Supervisor
* Senior Residential Counselor
* Residential Counselors
* Per Diem Residential Counselors
* Case Manager
* Care Coordinator
* Intake Specialist
* Food Service Manager
* Interns
* Volunteers

Willow Center’s Court Advocacy Program consist of the following positions:

* Per Diem Court Advocates
* Interns

Willow Center’s Staff Support consist of the following positions:

* Grants and Database Management Assistant
* Administrative Donations Assistant
* Maintenance / In-kind Donation Assistant

Willow Center’s Counseling Center consist of the following positions:

* Counseling Center Program Counselor
* Interns

Willow Center’s Community Program consist of the following positions:

* HEAL Clinic Advocate

IGNITE

IGNITE’s staff will be offered the opportunity to participate in an individual interview. We will secure the support of IGNITE’s Executive Director and ensure that their choice whether to participate is not rewarded or penalized in any way.

IGNITE’s staff consist of the following positions:

* Community Advocate
* former Empowerment Advocate
* Art Program Coordinator

RESTORE

RESTORE’s Monroe Area staff consist of the following positions:

* Counselors
* Education & Outreach Specialists
* Child Victim Advocates

RESTORE’s College Initiative staff consist of the following positions:

* College & Outreach Specialists
* College Advocates

RESTORE’s direct service volunteers totals 40 people.

Direct Services Staff, Interns, and Volunteers are individuals at each organization who have had or could have direct interactions with survivors of domestic violence and/or sexual assault. They have direct knowledge of what works and what does not work when implementing policies and practices at their organization.

By engaging this group, we hope to gain information about the following:

* The current culture of each organization with regarding to how people at the intersection are viewed and treated;
* Their perspective on the concerns survivors of domestic violence and/or sexual assault may have related to disclosing or reporting domestic violence and/or sexual assault, or disclosing the need for an accommodation;
* Any historical or current partnering between Willow Center, IGNITE, and RESTORE;
* Trainings, policies, procedures, supervision, and resources that exist, and those that are needed for responding to people at the intersection, as well as barriers to providing services;
* How to best inform direct services staff about any changes to organizational policies and procedures.

# Independent Contractors

The independent contractors group is the smallest and are unaffiliated with any agency. However, all of our agencies rely on them for a growing demand for interpreting services because none of the agencies have in-house staff sign language interpreters. (See appendix pg. 55)

Interpreters bring a unique perspective to this needs assessment and are integral to the success of our work with Deaf survivors.

By engaging this group, we hope to gain information about the following:

* Their perspectives on the ability of interpreters to respond to or provide services to survivors of domestic violence/sexual assault;
* What they need in regards to organizational policies, practices, training, and resources to be able to better interpret and work with direct service staff to respond or provide services to survivors of domestic violence and sexual assault;
* Trainings, policies, procedures, supervision, and resources that exist, and those that are needed, for responding to deaf survivors, as well as barriers to growing the pool of qualified and skilled interpreters;
* Their experience in working with the agencies within the collaboration;
* The shortcomings – actual or perceived – identified during their work;
* An exploration of the self-care techniques.

Given that some of them will interpret many of the subsequent focus groups and individual interviews, they would be interviewed first before interpreting any focus groups and individual interviews.

# Recruitment Plan

# Survivors

Willow Center:

* Residential Services (Hotline, Emergency Shelter, and Children’s Program):
  + - * Shelter residents will be recruited by shelter staff who will announce and explain at end of a house meeting. If the resident chooses to participate, they may sign up for a session by completing a brief anonymous survey.
* Counseling Department:
  + - Clients in individual counseling session will be recruited by their counselor. If the client chooses to participate, they may sign up for a session survivors by completing a brief anonymous survey.
    - Clients in support groups will be recruited by their group facilitator(s). If the client chooses to participate, they may sign up for a session by completing a brief anonymous survey.

RESTORE:

* Clients in support groups will be recruited by their group facilitator(s). If the client chooses to participate, they may sign up for a session by completing a brief anonymous survey.

IGNITE:

* + - Current clients in individual counseling session will be recruited by their counselor. The client may sign up for an individual interview session by completing a brief anonymous survey.
* Former clients known by IGNITE to be safe will be contacted via means documented as safe by the survivor with a tailored request for them to consider participating in this Needs Assessment. If the client chooses to participate in either a focus group or individual interview, IGNITE Executive Director will provide a link to a brief and anonymous online survey.

Recruitment will consist of the recruiter briefly explaining the Needs Assessment to the prospective participant and give them an opportunity to decide whether or not they would like to participate in the focus group. The recruiter will follow the script. It will be stressed that the collected data will only be to inform this Needs Assessment and will have no effect on services they receive. (See Appendix pg.53)

The provided registration form will be where they can indicate their preferred session, whether if they require any accommodations, and whether if they have any food allergies. If a participant feels as though an individual interview would be better suited for them, the recruiter will provide a list of available date and times.

# Executive Leadership

**Individual Interview**

* Willow Center/IGNITE/RESTORE: They will be sent an email by the collaboration member within the same agency inviting them to participate in an individual interview with a member of the collaboration. Enclosed in the email would be a description of the Needs Assessment.

# Management/Supervisors

**Focus Group**

Willow Center: The support of the Director of Program and Services and Community Program Manager will be secured who will explain that involvement in this project is supported by the agency, will be conducted during work hours, and will only be done with their colleagues at the same seniority level. Each prospective participant then will be approached separately and individually by RESTORE Program Manager immediately following staff meeting(s) with their supervisor out of the room. If the individual chooses to participate in a focus group, they may sign up for an individual interview session by completing a brief anonymous survey. If the individual chooses to participate but prefers the format of an individual interview, they may sign up for an individual interview session by completing a brief anonymous survey. (See Appendix pg.42)

## **Individual Interview**

Willow Center: If the individual chooses to participate but prefers the format of an individual interview, they may sign up for an individual interview session by completing a brief anonymous survey.

IGNITE: IGNITE’s manager will be given the option to participating in an individual interview and will be approached by RESTORE Program Manager.

RESTORE: Both supervisors will be given the option of participating in an individual interview. The support of their RESTORE Program Manager will be secured who will then explain that involvement in this Needs Assessment is supported by the agency and will be conducted during work hours. Each prospective participant then will be approached separately and individually by IGNITE Executive Director and/or IGNITE Community Advocate immediately following staff meeting(s) with their RESTORE Program Manager out of the room. If the individual chooses to participate, they may sign up for an individual interview session by completing a brief anonymous survey.

# Agencies Staff, Interns, and Volunteers

**Focus Group**

Willow Center: The support of their immediate supervisor will be secured who will then explain that involvement in this project is supported by the agency, will be conducted during work hours, and will only be done with their colleagues at the same seniority level. Each prospective participant then will be approached separately and individually by RESTORE Program Manager immediately following staff meeting(s) with their supervisor out of the room. If the individual chooses to participate in a focus group, they may sign up for a session by completing a brief anonymous survey. If the individual chooses to participate but prefers the format of an individual interview, they may sign up for an individual interview session by completing a brief anonymous survey.

RESTORE: The support of their immediate supervisor will be secured who will then explain that involvement in this project is supported by the agency, will be conducted during work hours, and will only be done with their colleagues at the same seniority level. Each prospective participant then will be approached separately and individually by IGNITE Community Advocate immediately following staff meeting(s) with their supervisor out of the room. If the individual chooses to participate in a focus group, they may sign up for a session by completing a brief anonymous survey. If the individual chooses to participate but prefers the format of an individual interview, they may sign up for an individual interview session by completing a brief anonymous survey.

**Individual Interview**

Willow Center: All listed staff, interns, and volunteers will recruited to participate in either a focus group or an individual interview. The support of their immediate supervisors will be secured who will then explain that involvement in this project is supported by the agency and will be conducted during work hours. Each prospective participant then will be approached separately and individually by RESTORE Program Manager immediately following staff meeting(s) with their supervisor out of the room. If the individual chooses to participate in an individual interview, they may sign up for a session by completing a brief anonymous survey.

IGNITE: Given the small size of this agency, all staff will be given the option of participating in an individual interview. This will be accomplished by securing the support of Executive Director who will explain that their participation is supported by the agency and will be conducted during work hours. Each prospective participant will then be approached separately and individually by Willow Center Director of Program and Services.

RESTORE: All listed staff, interns, and volunteers will be recruited to participate in either a focus group or an individual interview. The support of their immediate supervisors will be secured who will then explain that involvement in this project is supported by the agency and will be conducted during work hours. Each prospective participant then will be approached separately and individually by IGNITE Community Advocate immediately following staff meeting(s) with their supervisor out of the room. If the individual chooses to participate, they may sign up for an individual interview session by completing a brief anonymous survey.

# Process of Recruitment

Recruitment will consist of the recruiter briefly informing the prospective participant about the Needs Assessment and give them an opportunity to decide whether or not they would like to participate. The recruiter will follow the script (see Appendix pg. 60). It will be stressed that the collected confidential information will only be to inform this Needs Assessment and will have no effect on services they receive or their employment. A copy of the anonymous registration form will then be provided.

**Recruitment Script/s**

The recruiter will follow the recruitment scripts and adapt it to the specific audience (See Appendix pg. 60). The recruiter will:

* Explain the purpose of the Needs Assessment and the overall goals of the collaboration.
* Alert the invitee of any reasons that confidentiality cannot be maintained, specifically related to mandatory reporting.
* Discuss what their compensation they will receive (if they are survivors).
* Confirm whether or not the individual is willing to participate.
* Review the anonymous registration form.
* Review the available dates, times, and locations for the participant to choose from.
* Answer any additional questions and provide support as needed to complete the registration form.

**Anonymous Registration Form**Inclusion Project Manager will collect the completed anonymous registration forms. The questions will ask whether if they want to participate in this project, whether if they are Deaf or hearing, how they’d like to participate (focus group or individual interview), what accommodations they need (interpretation, large print, etc.), and food allergies/ dietary restrictions (for focus groups).

Since most recruitment occurs face-to-face, the survey will be provided at that time. The recruiter’s presence ensures that all of the prospective participants’ questions are immediately answered. If the recruitment occurs via email, a link to an online form will be provided. It will also be requested within the email that the participant responds to the survey by a specific date.

The Inclusion Project Manager will be the designated point person for keeping track of all survey responses.

**Compensation**

**Survivors**

We will provide all survivors with one $25 Visa gift card to cover their travel expenses to participate in either a focus group or an individual interview. The gift cards will be distributed at the beginning of each session so that the survivor may leave at any time if s/he wish. Light refreshments will be provided for focus groups. Inclusion Project Manager will be responsible for the purchase of gift cards, distribution to focus group facilitators or interviewers, and tracking payouts.

**Independent Contractors**

We will provide all independent contractors with one $25 Visa gift card to cover their travel expenses to participate in a focus group or an individual interview. The gift cards will be distributed at the beginning of each session so that the participant may leave at any time if s/he wish. Light refreshments will be provided for focus groups. Since independent contractors are not affiliated with partner agencies, any expenses incurred for this group will not be charged to the grant but will be shared among the three agencies.

**All Other Participants**

All other participants will not be compensated since the time participating in this project is during their work hours or in their official capacity.

# Access and Safety Considerations

**Access**

Accessibility for participants is a priority. We will ensure facilities, materials, communication, and refreshments will be as accessible as possible. Primary considerations for making the needs assessment process accessible are as follows:

* The registration form will include space to write in any requested accommodations as well as any food allergies/dietary restrictions.
* All written materials will be written in a size, font, and plain language. Large print materials will be made available upon request.
* Focus groups and individual interviews will be held at times and locations that are convenient for the participants.
* When sessions occurs at Willow Center’s shelter during Children’s Program’s normal operating hours, free childcare will be provided for all participants at no cost to this grant. Non-Willow Center participants will need to sign a waiver due to insurance liability. Otherwise, whenever possible, childcare provided by volunteers may be arranged.
* All sessions involving Deaf people will be provided ASL-English sign language interpreters, which are coordinated by Inclusion Project Manager. Given our work with Deaf people during this Needs Assessment, we will rely heavily on ASL-English interpreters and, whenever possible, will prioritize contracting with Trauma Informed Qualified Interpreters (TIQIs) or those interpreters who are familiar with our work.

**Safety**

The well-being and safety of participants for this project is our top priority. In providing a safe Needs Assessment process, primary considerations, are as follows:

* No material will be mailed to residences. With the exception of IGNITE reaching out to their former clients, no phone calls will be made and no emails sent.
* Names and identifying information will not be used on the registration forms or in the notes from sessions.
* Focus group participants will be asked to keep comments shared by other participants strictly confidential.
* All individuals present during sessions must have a role otherwise, they will not be allowed to be present during the sessions. This includes any participants’ child(ren).
* Participants can withdraw from any and all discussions at any time during the Needs Assessment process without being questioned.
* If the participant feels as though their safety could be jeopardized by taking the gift card home, we will hold onto the card until a later date.
* The questions asked during sessions will focus on a participants experience seeking services and their experience with agencies rather than questions about the participant’s personal journey or traumatic experiences. However, if a participant feels triggered at any time, there will be a support person available to talk with.
* Services or employment will not be affected in any way by their decision whether to participate.
* To minimize vicarious trauma, all ASL-English sign language interpreters will be provided the list of questions as part of their preparation as well as key terminology and any special issues that may arise. At that time, the interpreter may opt to withdraw from the assignment.

**Confidentiality**In addition to protections described below to avoid mandated reporting, since we are fully committed to the anonymity or confidentiality of all participants. The following steps will be taken:

* Participants will be informed during the recruitment session and again prior to the start of the focus group that no names or identifying information will be documented by the note taker.
* Participants will be made aware that although their identity will be kept anonymous or confidential, their opinions, perspectives, and agency experience will be shared in the Needs Assessment Report which will be reviewed by Willow Center, RESTORE, and IGNITE staff, Vera Institute of Justice (the technical assistance provider), and the Office on Violence Against Women (the grant funder).
* The focus group facilitator will strongly encourage participants to respect each other’s confidentiality, but our collaboration is not responsible for the actions of the participants in or outside of the focus group.
* Survivor participants will be informed that while the focus of the discussion will be on them seeking services, if disclosure of child abuse or abuse of a vulnerable adult occurs, a report must be made to the appropriate authorities.
* Participants’ responses documented will be saved on a password protected computer until the Final Needs Assessment Report has been reviewed and approved by OVW, and will then be deleted.

# Mandated Reporting

Staff of both Willow Center and RESTORE are mandated reporters of child abuse and abuse of vulnerable persons which is defined as an individual who are, “due to physical or cognitive disabilities or the need for services or placement is receiving care from a facility or provider within the systems of the State Oversight Agencies.” None of the partner agencies are such agencies. Accordingly, if such abuse is disclosed by anyone during the Needs Assessment along with their identifying information, a report will be made. However, the interviewing team will discuss with the client about whether if they would like to report it themselves with or without the Support Person present. If the client prefers to have us report the abuse, we will seek the guidance of our immediate supervisors and follow agency’s protocols. In order to minimize the possibility of disclosure, the collaboration has carefully chosen questions that reduces the opportunities for potential disclosures.

# Consent

In order to uphold confidentiality, we will obtain consent through the use of passive consent. The passive consent process involves verbal or nonverbal permission which is given in person at beginning of the scheduled session. A consent statement will be read or signed in participant’s preferred language prior to the start of the focus group. At the conclusion of the consent statement being read or signed in ASL, participants will demonstrate consent by remaining in the room. If participants do not wish to give their consent, they are free to leave the room without any questions or consequences.

In the consent statement, the following information will be included:

* the name of the collaboration conducting the needs assessment.
* the purpose of the session.
* a description of steps being taken to ensure confidentiality or anonymity.
* all responses will be documented to inform subsequent implementation activities to be included.
* the explanation of mandated reporting policies and the requirement to report abuse of children and vulnerable adults.

# *Appendix:* *Deaf Community Survey Questions*

We are going to be asking you some questions today, to help gain your insights as Deaf individuals. We kindly ask, that when answering these questions, please think about these questions through the lens of being a Deaf individual. We recognize and appreciate that you all have varied and dynamic experiences that shape your unique identities, but as much as possible during our limited time together today, please try and focus on the unique lens of being a Deaf individual only.

ASADV recently changed its name to IGNITE. Please note that IGNITE means ASADV.

1. If you know about IGNITE, where did that information come from?
   1. friends
   2. newspaper/ magazine
   3. event/ booth table
   4. social media (Facebook or Twitter)
   5. word of mouth
   6. Other:
   7. I don’t know what IGNITE is
2. Is it clear what IGNITE does?
   1. Yes
   2. Somewhat
   3. No

BRANCHING:

a) Yes = What was the most helpful in you understanding what we do?

b) Somewhat = What can we do to make it more clear what we do?

c) No = What do we need to do different to make it clear what we do?

1. Which agencies or services do you recommend to your family or friends living in Rochester if they experience domestic violence or sexual assault?
   1. IGNITE
   2. Willow Center Domestic Violence Center
   3. RESTORE Sexual Assault Services
   4. Deaf Wellness Center (DWC)
   5. RIT/NTID Counseling Center
   6. NTID Academic Advising
   7. other:
   8. I don’t know
2. Please think of a good experience with a service provider (VR, NTID, etc). What happened that made your experience positive?
   1. direct communication (ASL to ASL)
   2. have an deaf advocate with you
   3. deaf culture sensitive
   4. easy to contact on vp or by email
   5. have an interpreter
   6. share something in common with staff
   7. accessibility/location
   8. other: type
3. If you had to go to court or to a hospital and can request an advocate in addition to an interpreter, what would you prefer?
   1. Deaf advocate only
   2. Team of a Deaf and hearing co-advocates
   3. Hearing advocate only
4. If you had a bad experience with any service provider (VR, NTID, counseling, etc), what made it a bad experience for you?
   1. Not friendly staff
   2. communication barriers
   3. delay in services
   4. staff’s negative attitude
   5. lack of confidentiality
   6. bad location or not accessible
   7. other:

7. What kind of events will you be interested in going?

1. workshop
2. a presentation
3. a fundraiser
4. forum (discussion)

# *Appendix: Willow Center Board of Directors Survey Questions*

**LANGUAGE FOR THE EMAIL:**

Dear Willow Center’s Board of Directors:

Willow Center Domestic Violence Center is the recipient and lead agency for a Department of Justice Office of Violence Against Women (OVW) federal grant with two other partner agencies. This funding is specifically to increase accessibility of our services for Deaf survivors of domestic violence and sexual assault. A significant portion of the grant is devoted to planning and development which includes a Needs Assessment where all the agencies’ stakeholders – including survivors, community partners and Board of Directors – are asked simple questions to help determine our baseline starting point, identify any gaps, as well as gauge our capacity for change.

The Board plays a critical role in defining the role and vision of Willow Center. To help us gain a deeper understanding of the benefits and challenges you may see for this organization’s work at the intersection of serving survivors of domestic violence and Deaf people, we request your input in a SHORT and CONFIDENTIAL survey to help inform our planning and fulfil the grant requirements.

You may access the confidential online survey at the following link: [the link will be here]

There are no wrong answers and your candor will help set the baseline of where we are today, to inform our plan for our future.

Thank you for your participation and support of Willow Center’s work to end domestic violence in our community.

**LANGUAGE FOR SURVEY:**

***Board of Directors Survey Questions: Willow Center***

Thank you for choosing to participate in this optional and anonymous survey. We kindly ask that when responding to these questions, please think in terms of your role within the Board of Willow Center. ( Please note that ASADV one of agencies that we work with have recently changed its name to IGNITE.)

1. How high a priority is providing accessible and responsive services to Deaf survivors of domestic violence who receive services at Willow Center?

* 5 = A high priority
* 4 = Somewhat of a priority
* 3 = Neutral
* 2 = Less of a priority than most other issues
* 1 = Not a priority at all
* 0 = Insufficient Information

Comments:

1. How high a priority do you feel Willow Center *should* make providing accessible and responsive services to Deaf survivors of domestic violence?

* 5 = A high priority
* 4 = Somewhat of a priority
* 3 = Neutral
* 2 = Less of a priority than most other issues
* 1 = Not a priority at all
* 0 = Insufficient Information

Comments:

1. What do you see as your role as a board member in supporting the agency in being able to provide accessible and responsive services to Deaf survivors of domestic violence? (Select all that apply)

* Creating or adapting policy
* Budgeting for accessibility
* Fundraising for accessibility services
* Ensuring that cultural competency is integrated into all agency policies
* Supporting CEO & President in making changes in policies and procedures
* Other:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Comments:

1. How adept is Willow Center at change?

* 5 = Very adept at change
* 4 = Somewhat adept at change
* 3 = Neutral
* 2 = Change is somewhat difficult for our agency
* 1 = Change is very difficult for our agency
* 0 = Insufficient Information

Comments:

1. To what extent do you feel you are familiar with how Willow Center does or does not serve Deaf survivors of domestic violence? (Select all that apply)

* Very familiar
* Somewhat familiar
* Unsure
* Somewhat unfamiliar
* Very unfamiliar
* Other:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Comments:

1. To what extent do you feel you are familiar with one of our partner agencies on this grant, RESTORE Sexual Assault Services? (Select all that apply)

* Very familiar
* Somewhat familiar
* Unsure
* Somewhat unfamiliar
* Very unfamiliar
* Other:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Comments:

1. To what extent do you feel you are familiar with one of our partner agencies on this grant, IGNITE? (Select all that apply)

* Very familiar
* Somewhat familiar
* Unsure
* Somewhat unfamiliar
* Very unfamiliar
* Other:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Comments:

1. Is there anything else that you would like to add that will help Willow Center in increasing accessibility for Deaf survivors of domestic violence?

Thank you for sharing your time and insight!

# *Appendix: Willow Center Survivors of Domestic Violence Focus Group & Individual Interview Questions*

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

As a result of the above, serving Deaf survivors presents unique cultural and communication barriers. Reducing and eliminating those barriers is the goal for our collaboration. Your contribution will help us to better design our services. Even though you are not deaf, you share kinship as survivors on your healing journey and navigating the system. Your experiences will help us to understand better how to improve our services for any and all survivors.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

I’d like to start by asking a series of questions, to help us gain an understanding of the role the survivors has within Willow Center.

1. How did you learn about any services that are available to survivors?
2. What is the best way in your opinion to reach out to survivors to let them know of services available to them?
3. How can Willow Center show that it is a safe and welcoming space for survivors to disclose their experience or seek support? What might have stopped you from contacting us? What services or programs were hard to request or take advantage of?
4. Confidentiality or privacy concerns?
5. Comfortable meeting space?
6. Supportive advocates?
7. Cultural or language competency?
8. Did you feel safe? What made you feel safe?

4. What would you like community service providers (such as doctors, therapists, or community agencies) to know about more about how to best support survivors of domestic violence? What is the one thing that you need to address the most?

5. In order to provide you the services you are requesting, there may be times that we would need to disclose your information. Please note this would never be done without your knowledge or voluntary consent; however, we would like to hear from you what would assist you in making that process more comfortable (transportation, location, or other service providers like a doctor, etc).

6. What services that Willow Center provides did you find most helpful? Not helpful? What services would you like to see that weren’t available to you?

7. Do you think services provided by Willow Center are inclusive and accessible for survivors who rely on different languages other than spoken English or those from different cultural backgrounds? If not, how do you think we can improve this?

1. Hotline or other phone services?
2. Support groups or counseling?
3. Shelter?
4. If a hearing survivor met a deaf or hard of hearing survivor who may or may not speak English while residing in the shelter, what might help the hearing survivor feel more comfortable talking to him/her?
5. Taking classes related to Deaf culture and sign language
6. Having safe opportunities to practice signing
7. Discussing with an advocate to learn about how to communicate
8. Would you like to share anything else with us that might be relevant to our work in increasing our ability to serve Deaf survivors?

# *Appendix: RESTORE Sexual Assault Services Task Force Survey Questions*

We recognize the critical role the RESTORE Task Force plays in the structure, and operations of RESTORE. We’d like to ask you a few questions, to help us gain a deeper understanding of that role, and the benefits and challenges you may see for this organization’s work at the intersection of serving survivors of sexual assault and Deaf people. We kindly ask that when responding to these questions, please think within your current role.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

As a result of the above, serving this group presents unique cultural and communication barriers. Reducing and eliminating those barriers is the charge for our collaboration.

I’d like to start by asking a series of questions, to help us gain an understanding of the role the Task Force has within RESTORE. Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

1. How high a priority is providing accessible and responsive services to Deaf survivors who receive services at RESTORE?

❑ 5 = A high priority

❑ 4 = Somewhat of a priority

❑ 3 = Neutral

❑ 2 = Less of a priority than most other issues

❑ 1 = Not a priority at all

❑ 0 = Insufficient Information

Comments:

1. How much influence do you feel you have as a Task Force member over improving access and responsiveness for Deaf survivors at RESTORE?

❑ 5 = I have significant influence

❑ 4 = I have some influence

❑ 3 = Neutral

❑ 2 = I do not have much influence

❑ 1 = I have no influence

Comments:

1. How well do RESTORE’s policies respond to or address change?

❑ 5 = Very adept at change

❑ 4 = Somewhat adept at change

❑ 3 = Neutral

❑ 2 = Change is somewhat difficult for our agency

❑ 1 = Change is very difficult for our agency

❑ 0 = Insufficient Information

Comments:

1. What do you see as your role as a Task Force member in supporting the agency in being able to provide accessible and responsive services to Deaf survivors? (Select all that apply)

❑ Creating or adapting policy

❑ Budgeting for accessibility

❑ Fundraising for accessibility services

❑ Ensuring that cultural competency is integrated into all agency policies

❑ Supporting Program Manager in making changes in policies and procedures?

❑ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Comments:

1. Is there anything else that you would like to add that will help Willow Center, IGNITE, and RESTORE in making this project successful?

# *Appendix: RESTORE Task Force Focus Group and Individual Interview Questions*

We recognize the critical role the Task Force plays in the structure, and operations of RESTORE. We’d like to ask you a few questions, to help us gain a deeper understanding of that role, and the benefits and challenges you may see for this organization’s work at the intersection of serving survivors of sexual assault and Deaf people. We kindly ask that when responding to these questions, please think your role within the Task Force of RESTORE.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

As a result of the above, serving this group presents unique cultural and communication barriers. Reducing and eliminating those barriers is the charge for our collaboration.

I’d like to start by asking a series of questions, to help us gain an understanding of the role the Task Force has within RESTORE, and how decisions are made.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

1. Please tell me what you know about RESTORE’s efforts to address sexual assault in our community? In what ways does addressing sexual assault in the lives of Deaf people align with your work?

2. What barriers do you think exist when assisting Deaf survivors in the realm of medical, legal, law enforcement, etc?

1. Budget (to pay for interpreters)
2. Policies/Procedures
3. Training/Comfort Level
4. Communication and/or Cultural Barriers
5. Personnel Changes
6. Other resources

3. In a time of limited resources, how do you feel this collaboration’s work will support Monroe County?

* What does your agency need in order to enhance their ability to provide services to Deaf survivors?
* Prompts:

1. What resources are needed?
2. What training is needed?
3. What other things?

4. If any, please describe your experience working with advocate(s) from different agencies that provides for a Deaf survivor’s unique needs? For example, a Willow Center advocate might work with an advocate from IGNITE. What are your immediate concerns? What would be helpful in this scenario? If you have never worked with co-advocates, what would be your immediate concerns if they were available?

5. When advocates, co-advocates and/or interpreters are not available to facilitate communication, what would you do? What are your immediate concerns? What resources would be helpful?

6. What type of training, if any, did you receive specific to Deaf community? Did this training occur at RESTORE or elsewhere? In addition to your existing training, if any, what training do you think would help you work more effectively with members of the Deaf community?

7. How do you think we should strategize our outreach efforts?

8. As a Task Force member, what kind of support would you be able to offer in assisting with the changes needed to enhance the services to Deaf survivors?

* 1. What support would you be able to offer in terms of decision-making?
  2. What type of support regarding personnel changes?
  3. What policy and procedure changes are you able to support?
  4. What resource allocation are you able to support?

9. Would you like to share anything else with us that might be relevant to our work in increasing our ability to serve Deaf survivors?

# *Appendix: RESTORE Survivors of Sexual Assault Individual Interview Questions*

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

As a result of the above, serving Deaf survivors presents unique cultural and communication barriers. Reducing and eliminating those barriers is the goal for our collaboration. Your contribution will help us to better design our services. Even though you are not deaf, you share kinship as survivors on your healing journey and navigating the system. Your experiences will help us to understand better how to improve our services for any and all survivors.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

I’d like to start by asking a series of questions, to help us gain an understanding of the role the survivors has within RESTORE.

1. How did you learn about any services that are available to survivors of sexual assault? What is the best way in your opinion to reach out to survivors of sexual assault to let them know of services available to them?
2. How can RESTORE show that it is a safe and welcoming space for survivors to disclose their experience or seek support? What might have stopped you from contacting us? What services or programs were hard to request or take advantage of?
3. Confidentiality or privacy concerns?
4. Comfortable meeting space?
5. Cultural or language competency?
6. Did you feel safe? What made you feel safe?

3. What would you like community service providers (doctors, therapists, or community agencies) to know about more about how to best support survivors of sexual assault? What is the one thing that you need to address the most?

1. sensitivity
2. approach
3. education (from advocates)

4. In order to provide you the services you are requesting, there may be times that we would need to disclose your information. Please note this would never be done without your knowledge or voluntary consent; however, we would like to hear from you what would assist you in making that process more comfortable (transportation, location, or other service providers like a doctor, etc).

1. What did RESTORE do, if anything, that made you feel unsafe? Why did that make you feel unsafe?

5. What services that RESTORE provides did you find most helpful? Not helpful? What services would you like to see that weren’t available to you?

6. Do you think services provided by RESTORE are inclusive and accessible for survivors who rely on different languages other than spoken English or those from different cultural backgrounds? If not, how do you think we can improve this?

1. Hotline or other phone services?
2. Support groups or counseling?

7. If a hearing survivor met a deaf or hard of hearing survivor who may or may not speak English, what might help the hearing survivor feel more comfortable talking to him/her?

1. Talking to the survivor through an interpreter
2. Having safe opportunities to practice signing
3. Discussing with an advocate to learn about how to communicate

8. Would you like to share anything else with us that might be relevant to our work in increasing our ability to serve Deaf survivors?

# *Appendix: RESTORE Executive Leadership Individual Interview Questions: Chris Spicer and Erin Cabral*

We recognize the critical role you play in the structure, and operations of RESTORE. We’d like to ask you a few questions, to help us gain a deeper understanding of that role, and the benefits and challenges you may see for this organization’s work at the intersection of serving survivors of sexual assault and Deaf people. We kindly ask that when responding to these questions, please think within your role.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

As a result of the above, serving this group presents unique cultural and communication barriers. Reducing and eliminating those barriers is the charge for our collaboration.

I’d like to start by asking a series of questions, to help us gain an understanding of the role you have within RESTORE, and how decisions are made.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

1. Please tell me what you know about RESTORE’s efforts to address sexual assault in our community? In what ways does addressing sexual assault in the lives of Deaf people align with your vision?
2. Is inclusivity of diverse populations in RESTORE’s programs and services a goal?
   1. What barriers do you face when attempting to achieve your goal of inclusivity?
   2. Which populations have been left out?
   3. Which populations have been included?

3. What are your concerns as you embark on shifts in policy and practice to enhance your agency’s ability to serve Deaf survivors?

1. Staff training needs (cultural competency, creative accommodation strategies)?
2. Policies and procedures (intake process, accessibility requests know-how)?
3. Organizational structure or culture (stereotypes, stigmas, assumptions)?
4. Specific budget line items for interpreters?

4. Now that you have named some considerations or challenges that might affect RESTORE’s ability to provide accessible services, what changes would you propose in response to those challenges?

1. What are some of the possible barriers to enacting those changes?
2. How would you work around those barriers?

5. How does change happen at RESTORE?

* 1. What is the decision-making process?
  2. How are policies and procedures created or changed?
  3. How are decisions made regarding hiring personnel?
  4. How are decisions about resource allocations made?

6. To what degree do you think the collaboration with Willow Center and IGNITE aligns with RESTORE’s:

* 1. Mission or vision?
  2. Strategic goals?

7. Would you like to share anything else with us that might be relevant to our work in increasing our ability to serve Deaf survivors?

# 

# *Appendix: RESTORE Executive Leadership Individual Interview Questions: Program Manager*

We kindly ask that when responding to these questions, please think about your own role and responsibility within RESTORE. Speak to any experience where your programs or staff may have worked with a Deaf person. Additionally, please think about any hypothetical situations where you, your programs, or staff may work with a Deaf individual.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

I now have some questions I would like to ask you about RESTORE and the services you provide, as they relate to serving Deaf survivors.

1. Please tell me what you know about RESTORE’s efforts to address sexual assault in our community? In what ways does addressing sexual assault in the lives of Deaf people align with your vision?
2. Has addressing the needs of Deaf survivors ever come up in your programmatic management? In what way(s)?
3. Have you discussed this with staff?
4. Have they come to you with concerns, scenarios, or issues?
5. Is inclusivity of diverse populations in RESTORE’s programs and services a goal?
   * 1. What barriers do you face when attempting to achieve your goal of inclusivity?
     2. Which populations have been left out?
     3. Which populations have been included?

3. What are your concerns as you embark on shifts in policy and practice to enhance your agency’s ability to serve Deaf survivors?

1. Staff training needs (cultural competency, creative accommodation strategies)?
2. Policies and procedures (intake process, accessibility requests know-how)?
3. Organizational structure or culture (stereotypes, stigmas, assumptions)?
4. Specific budget line items for interpreters?

4. Now that you have named some considerations or challenges that might affect RESTORE’s ability to provide accessible services, what changes would you propose in response to those challenges?

1. What are some of the possible barriers to enacting those changes?
2. How would you work around those barriers?

5. How does change happen at RESTORE?

* + 1. What is the decision-making process?
    2. How are policies and procedures created or changed?
    3. How are decisions made regarding hiring personnel?
    4. How are decisions about resource allocations made?

1. What local or statewide partnerships does RESTORE currently hold that might be helpful to our goal of better serving Deaf survivors? Think about both formal (like case review teams) and informal (like calling a community expert and asking a question).
2. How does RESTORE recruit, hire, evaluate, and supervise staff, board and volunteers in terms of their ability to effectively serve Deaf survivors sexual assault?
3. To what degree do you think the collaboration between Willow Center and IGNITE aligns with RESTORE’s:
   * 1. Mission or vision?
     2. Strategic goals?

# *Appendix: RESTORE Management/Supervisors Individual Interview Questions*

We kindly ask that when responding to these questions, please think about your own role and responsibility within RESTORE. Speak to any experience where you, your programs or staff may have worked with a Deaf individual. Additionally, please think about any hypothetical situations where you, your programs, or staff may work with a Deaf individual.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

I now have some questions I would like to ask you about RESTORE and the services you provide, as they relate to serving Deaf survivors.

1. In what ways does RESTORE’s efforts in addressing sexual assault in the lives of Deaf people align with your vision? Is inclusivity of diverse populations in RESTORE’s programs and services a goal?

* + 1. What barriers do you face when attempting to achieve your goal of inclusivity?
    2. Which populations have been left out?
    3. Which populations have been included?

2. Do you feel prepared to serve someone who is Deaf? How do they access your services? What are the challenges to their accessing services and you providing them?

3. What are your concerns as you embark on shifts in policy and practice to enhance your agency’s ability to serve Deaf survivors?

1. Staff training needs (cultural competency, creative accommodation strategies)?
2. Policies and procedures (intake process, accessibility requests know-how)?
3. Organizational structure or culture (stereotypes, stigmas, assumptions)?
4. Specific budget line items for interpreters?

4. Now that you have named some considerations or challenges that might affect RESTORE’s ability to provide accessible services, what changes would you propose in response to those challenges?

1. What are some of the possible barriers to enacting those changes?
2. How would you work around those barriers?

5. Have you ever partnered with Willow Center and IGNITE in the past to support a Deaf survivor? To what degree do you think the collaboration between Willow Center and IGNITE aligns with RESTORE?

What worked well about the partnership, not so well, or what barriers prevented a partnership in the past.

6. How does RESTORE recruit, hire, evaluate, and supervise staff, board and volunteers in terms of their ability to effectively serve Deaf survivors?

7. Would you like to share anything else with us that might be relevant to our work in increasing our ability to serve Deaf survivors?

*Appendix: RESTORE Direct Service Staff/Volunteers Individual Interview and Focus Group Questions*

We kindly ask that when responding to these questions, please think about your own role and responsibility within RESTORE. For example, when we say “working with or providing a service to” please think about your own job and role within RESTORE. Speak to any experience where you may have worked with someone who is Deaf. If you haven’t yet, think about any hypothetical situations where you may work with someone who is Deaf or you may be the first point of contact for that person you think is Deaf at RESTORE.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

I now have some questions I would like to ask you about RESTORE and the services you provide, as they relate to serving Deaf survivors. For these questions, we need you to think about any actual experience you have had within RESTORE when you responded to, or served an individual you feel may have be Deaf and things went well. We will not be asking you to share the details of the case itself, but rather to think about it in relation to what exists within RESTORE’s structure and/or culture to help guide you in responding to, and meeting their individual needs. Some examples are: policies and procedures, intake, case review, training, resources, attitudes and stigma.

Please keep in mind, that as direct service workers, you are the face and first contact for RESTORE. However, your own individual capacity and training may vary. If you are unsure about any of the following questions, it is perfectly okay to state that you are not sure. This will also help us to design a supportive training program to address the gaps. If you are interested in such training, it is helpful if you state your interest.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

1. How can RESTORE demonstrate a safe and welcoming space for survivors to disclose or seek support?
2. Confidentiality?
3. Comfortable meeting space?
4. Supportive Advocates?

2. Do you feel prepared to serve someone who is Deaf? How do they access your services? What are the challenges to their accessing services and you providing them?

3.What do you wish you had in place at RESTORE to assist you in serving Deaf survivors?

1. A system to understand someone’s accessibility needs?
2. What about training? What kind of training would you specifically want?
3. What resources do you wish you had?
4. What about community partnerships?
5. What specific policies and procedures do you wish you had? Are you familiar with RESTORE’s policies and procedures? Do you read them/follow them regularly?

4.Does survivors being Deaf affect your ability to and change how you provide services?

1. Knowledge about Deaf culture and Deaf people?
2. Knowledge of resources?
3. Accessibility of services?
4. Knowledge of community partnerships?
5. Ability to meet the client’s accessibility requests?
6. Anything else?

5. If you are familiar with and/or have worked previously with Willow Center and/or IGNITE, please describe how it went? What were the strengths and drawbacks of this relationships?

6. If given the opportunity to work alongside an advocate from Willow Center and/or IGNITE as co-advocates, what would be your immediate thoughts and feelings on this approach?

1. Communication & sharing responsibilities
2. Confidentiality and privacy
3. Different policies & procedures
4. Different area of expertise (domestic violence and sexual assault)

7. Do you know how to contact interpreters? If so, how would you go about doing this? How do you know if an interpreter is qualified? What, if any, are the barriers to doing so?

1. Budget
2. Procedure
3. Comfort Level
4. Delay in securing interpreters

8. When co-advocates from Willow Center/ IGNITE and/or interpreters are not available to facilitate communication, what would you do? What are your immediate concerns? What resources would be helpful?

1. How do you think we should strategize our outreach efforts to the Deaf community?
2. Media
3. Locations
4. Medium (flyers, news, brochures, hotline cards, word of mouth/hands, etc)

# *Appendix: Management/Supervisors Focus Group Questions: Willow Center Leadership Team*

We kindly ask that when responding to these questions, please think about your own role and responsibility within Willow Center. Speak to any experience where you, your programs or staff may have worked with a Deaf individual. Additionally, please think about any hypothetical situations where you, your programs, or staff may work with a Deaf individual.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

I now have some questions I would like to ask you about Willow Center and the services you provide, as they relate to serving Deaf survivors.

1. In what ways does Willow Center’s efforts in addressing domestic violence in the lives of Deaf people align with your vision? What barriers do you face when attempting to achieve your goal of inclusivity?
2. Which populations have been left out?
3. Which populations have been included?
4. Do you feel prepared to serve someone who is Deaf? How do they access your services? What are the challenges to their accessing services and you providing them?

3. What are your concerns as you embark on shifts in policy and practice to enhance your agency’s ability to serve Deaf survivors?

1. Staff training needs (cultural competency, creative accommodation strategies)?
2. Policies and procedures (intake process, accessibility requests know-how)?
3. Organizational structure or culture (stereotypes, stigmas, assumptions)?
4. Specific budget line items for interpreters?

4. Now that you have named some considerations or challenges that might affect your program’s ability to provide accessible services, what changes would you propose in response to those challenges?

1. What are some of the possible barriers to enacting those changes?
2. How would you work around those barriers?

5. Have you ever partnered with RESTORE and IGNITE in the past to support a Deaf survivor? How did it go?

6. How does Willow Center recruit, hire, evaluate, and supervise staff, board and volunteers in terms of their ability to effectively serve Deaf survivors?

7. Would you like to share anything else with us that might be relevant to our work in increasing our ability to serve Deaf survivors?

# *Appendix: Willow Center Direct Service Staff Focus Group and Individual Interview Questions*

We kindly ask that when responding to these questions, please think about your own role and responsibility within Willow Center. For example, when we say “working with or providing a service to” please think about your own job and role within Willow Center. Speak to any experience where you may have worked with someone who is Deaf. If you haven’t yet, think about any hypothetical situations where you may work with someone who is Deaf or you may be the first point of contact for that person you think is Deaf at Willow Center.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

I now have some questions I would like to ask you about Willow Center and the services you provide, as they relate to serving Deaf survivors. For these questions, we need you to think about any actual experience you have had within Willow Center when you responded to, or served an individual you feel may have be Deaf and things went well. We will not be asking you to share the details of the case itself, but rather to think about it in relation to what exists within Willow Center’s structure and/or culture to help guide you in responding to, and meeting their individual needs. Some examples are: policies and procedures, intake, case review, training, resources, attitudes and stigma.

Please keep in mind, that as front line workers, you are the face and first contact for Willow Center. However, your own individual capacity and training may vary. If you are unsure about any of the following questions, it is perfectly okay to state that you are not sure. This will also help us to design a supportive training program to address the gaps. If you are interested in such training, it is helpful if you state your interest.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

1. How can Willow Center demonstrate a safe and welcoming space for survivors to disclose or seek support?
2. Confidentiality?
3. Comfortable meeting space?
4. Supportive Advocates?
5. Do you feel prepared to serve someone who is Deaf? How do they access your services? What are the challenges to their accessing services and you providing them?

1. What do you wish you had in place at Willow Center to assist you in serving Deaf survivors?
2. A system to understand someone’s accessibility needs?
3. What about training? What kind of training would you specifically want?
4. What resources do you wish you had?
5. What about community partnerships?
6. What specific policies and procedures do you wish you had?

3. Does survivors being Deaf affect your ability to and change how you provide services? For example, consider screening a Deaf survivor to be accepted into the Emergency Shelter?

1. Knowledge about Deaf culture and Deaf people?
2. Knowledge of resources?
3. Accessibility of services?
4. Knowledge of community partnerships?
5. Ability to meet the client’s accessibility requests?
6. Did the relationship between the survivor and the perpetrator impact your service delivery? If so, how?
7. Anything else?
8. If you are familiar with and/or have worked previously with RESTORE and/or IGNITE, please describe how it went? What were the strengths and drawbacks of this relationships?
9. If given the opportunity to work alongside an advocate from RESTORE and/or IGNITE as co-advocates, what would be your immediate thoughts and feelings on this approach?
10. Communication & sharing responsibilities
11. Confidentiality and privacy
12. Different policies & procedures
13. Different area of expertise (domestic violence and sexual assault)

1. Do you know how to contact interpreters? If so, how would you go about doing this? How do you know if an interpreter is qualified? What, if any, are the barriers to doing so?
2. Budget
3. Procedure
4. Comfort Level
5. Delay in securing interpreters
6. When co-advocates from RESTORE/ IGNITE and/or interpreters are not available to facilitate communication, what would you do? What are your immediate concerns? What resources would be helpful?
7. How do you think we should strategize our outreach efforts to the Deaf community?
8. Media
9. Locations
10. Medium (flyers, news, brochures, hotline cards, word of mouth/hands, etc)

# *Appendix: Willow Center Executive Leadership Individual Interview Questions: CEO & President*

We kindly ask that when responding to these questions, please think about your own role and responsibility within Willow Center. Speak to any experience where your programs or staff may have worked with a Deaf person. Additionally, please think about any hypothetical situations where you, your programs, or staff may work with a Deaf individual.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

I now have some questions I would like to ask you about Willow Center and the services you provide, as they relate to serving Deaf survivors.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

1. Please tell me what you know about Willow Center’s efforts to address domestic violence in our community? In what ways does addressing domestic violence in the lives of Deaf people align with your vision?
2. Is inclusivity of diverse populations in Willow Center’s programs and services a goal?
3. What barriers do you face when attempting to achieve your goal of inclusivity?
4. Which populations have been left out?
5. Which populations have been included?
6. Do you feel prepared to serve someone who is Deaf? How do they access your services? What are the challenges to their accessing services and you providing them?
7. What are your concerns as you embark on shifts in policy and practice to enhance your agency’s ability to serve Deaf survivors?
   * 1. Staff training needs (cultural competency, creative accommodation strategies)?
     2. Policies and procedures (intake process, accessibility requests know-how)?
     3. Organizational structure or culture (stereotypes, stigmas, assumptions)?
     4. Specific budget line items for interpreters?
8. Now that you have named some considerations or challenges that might affect Willow Center’s ability to provide accessible services, what changes would you propose in response to those challenges?
9. What are some of the possible barriers to enacting those changes?
10. How would you work around those barriers?
11. How does change happen at Willow Center?
    1. What is the decision-making process?
    2. How are policies and procedures created or changed?
    3. How are decisions made regarding hiring personnel?
    4. How are decisions about resource allocations made?
12. What local or statewide partnerships does Willow Center currently hold that might be helpful to our goal of better serving Deaf survivors? Think about both formal (like case review teams) and informal (like calling a community expert and asking a question).
13. How does Willow Center recruit, hire, evaluate, and supervise staff, board and volunteers in terms of their ability to effectively serve Deaf survivors sexual assault?
14. To what degree do you think the collaboration with RESTORE and IGNITE aligns with Willow Center’s:
    * Mission or vision?
    * Strategic goals?
15. What other comments or concerns do you have that we haven’t asked you about regarding this partnership?

# *Appendix: IGNITE Deaf Survivors Focus Group Questions*

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

As a result of the above, serving Deaf survivors presents unique cultural and communication barriers. Reducing and eliminating those barriers is the goal for our collaboration. Your contribution will help us to better design our services.

ASADV recently changed its name to IGNITE. Please note that IGNITE means ASADV.

I’d like to start by asking a series of questions, to help us gain an understanding of the role the survivors has within IGNITE.

1. How did you learn about any services that are available to survivors of domestic violence/ sexual assault?
2. What is the best way in your opinion to reach out to survivors of sexual assault/ domestic violence to let them know of services available to them?
3. How can IGNITE show that it is a safe and welcoming space for survivors to disclose their experience or seek support? For example, did you have concerns about confidentiality?’
4. What would you like community service providers (doctors, therapists, or community agencies) to know more about how to best support survivors of domestic violence and/or sexual assault? For example, did you have concerns about providers’ sensitivity, approach, or lack of awareness about resources in the community?
5. In order to provide you the services you are requesting, there may be times that we would need to disclose your information. Please note this would never be done without your knowledge or voluntary consent; however, we would like to hear from you what would assist you in making that process more comfortable (transportation, location, or other service providers like a doctor, etc).
6. What services that IGNITE provides did you find most helpful? Not helpful? What services would you like to see that weren’t available to you?
7. Do you think services provided by IGNITE  are inclusive and accessible for survivors who communicate in languages other than American Sign Language and/or those from different cultural backgrounds? If not, how do you think we can improve this?
8. How meaningful or effective was your participation in the support groups for your healing journey?

# *Appendix: IGNITE Board of Directors Focus Group and Individual Interview Questions*

We recognize the critical role the Board of Directors plays in the structure, and operations of IGNITE. We’d like to ask you a few questions, to help us gain a deeper understanding of that role, and the benefits and challenges you may see for this organization’s work at the intersection of serving survivors of sexual assault and Deaf people. We kindly ask that when responding to these questions, please think your role within the Board of Directors of IGNITE.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

As a result of the above, serving this group presents unique cultural and communication barriers. Reducing and eliminating those barriers is the charge for our collaboration.

I’d like to start by asking a series of questions, to help us gain an understanding of the role the Board of Directors has within IGNITE, and how decisions are made.

1. Please tell me what you know about IGNITE’s efforts to address domestic violence and sexual assault in our community? How does your involvement with this Board support IGNITE’s work?
2. What barriers do you think exist when assisting Deaf survivors in the medical, legal, law enforcement fields? For example, budget constraints, inaccessible policies/procedures, limited or no training, communication and/or cultural barriers, and staff turnover.

3. What is the Board’s role at IGNITE?

1. In the decision-making process? Are there decisions that do not involve Board approval? What types of decisions?
2. In how policies and practices created/changed?
3. In personnel decisions? Hiring? Expansion?
4. In supervising the Executive Director?

4. What you see as the organization’s current capacity to increase services to Deaf survivors of domestic and/or sexual assault?

1. What resources does your organization currently have?
2. What about the budget with line items for accessibility needs?
3. What about the staff?
4. What about the office?

5. How do you think IGNITE benefit from participating in the Deaf Gain Collaborative and how will our participation help IGNITE?

6. As a Board member, what kind of support would you be able to offer in assisting with the changes needed to enhance the services to Deaf survivors of domestic and/or sexual assault?

* 1. What support would you be able to offer in terms of decision-making?
  2. What type of support regarding personnel changes?
  3. What policy and procedure changes are you able to support?
  4. What resource allocation are you able to support?

7.  What are the strengths and what can be improved about the relationship between the organization and the Board?

# *Appendix: IGNITE Executive Leadership Individual Interview Questions: Executive Director*

We kindly ask that when responding to these questions, please think about your own role and responsibility within IGNITE. Speak to any experience where your programs or staff may have worked with a Deaf person. Additionally, please think about any hypothetical situations where you, your programs, or staff may work with a Deaf individual.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

I now have some questions I would like to ask you about IGNITE and the services you provide, as they relate to serving Deaf survivors.

1. What factors exists that may positively or negatively affect IGNITE’s ability to serve Deaf survivors of domestic violence and/or sexual assault?

* 1. Board of Directors (recruitment, development, supervision of Executive Director)?
  2. Staff (recruitment, hiring, retention, compensation, self-care, flexibility in working hours and locations, supervision/support, professional development)?
  3. Policies and procedures (intake, case review, provision of interpreting services, making referrals, others)?
  4. Training and knowledge base of staff and leadership
  5. Organizational structure or culture
  6. Financial resources
  7. Community partnerships
  8. Confidentiality and safety

2. Now that you have named some considerations that influences how IGNITE provides effective services, what changes would you propose in response to those that you have identified as challenges?

1. What are some of the possible barriers to enacting those changes?
2. How would you work around those barriers?
3. How would you prioritize them?

3. In a time of limited resources, as a small non-profit, in what ways do you think your organization is able to support systemic change to more effectively and efficiently serve Deaf survivors?

1. Providing funding?
2. Engaging with the community?
3. Providing technical assistance and training?

4. How does change happen at IGNITE?

* 1. What is the decision-making process?
  2. How are policies and procedures created or changed?
  3. How are decisions made regarding hiring personnel?
  4. How are decisions about resource allocations made?

5. How does IGNITE ensure that services are accessible to DeafBlind or Deaf Plus survivors? What about survivors of other intersectionalities?

6. What local or statewide partnerships does IGNITE currently hold that might be helpful to our goal of better serving Deaf survivors? Think about both formal (like case review teams) and informal (like calling a community expert and asking a question).

7.How does IGNITE recruit, hire, evaluate, and supervise staff, board and volunteers in terms of their ability to effectively serve Deaf survivors of domestic violence and/or sexual assault? Are there any staffing challenges at any level within the agency and, if they exists, how can they be addressed to better serve Deaf survivors of domestic violence and/or sexual assault?

8. To what degree do you think the collaboration with Willow Center and RESTORE aligns with IGNITE’s:

* 1. Mission or vision?
  2. Strategic goals?

# *Appendix: IGNITE Management Individual Interview Questions: former Director of Programs and Services*

We kindly ask that when responding to these questions, please think about your own role and responsibility within IGNITE. Speak to any experience where your programs or staff may have worked with a Deaf person. Additionally, please think about any hypothetical situations where you, your programs, or staff may work with a Deaf individual.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

I now have some questions I would like to ask you about IGNITE and the services you provide, as they relate to serving Deaf survivors of domestic and/or sexual assault.

1. What factors exists that may positively or negatively affect IGNITE’s ability to serve Deaf survivors of domestic violence and/or sexual assault?

1. Board of Directors (recruitment, development, supervision of Executive Director)?
2. Staff (recruitment, hiring, retention, compensation, self-care, flexibility in working hours and locations, supervision/support, professional development)?
3. Policies and procedures (intake, case review, provision of interpreting services, making referrals, others)?
4. Organizational structure or culture
5. Financial resources
6. Community partnerships
7. Confidentiality and safety

2. In a time of limited resources, as a small non-profit, in what ways do you think IGNITE is able to support systems change to better serve Deaf survivors of domestic violence and sexual assault?

3. How does change happen at IGNITE?

* 1. What is the decision-making process?
  2. How are policies and procedures created or changed?
  3. How are decisions made regarding hiring personnel?
  4. How are decisions about resource allocations made?

4. What did IGNITE do that ensured services are fully accessible to DeafBlind or Deaf Plus survivors of domestic and/or sexual assault?

1. What do you think your organization could do to improve its accessibility to better serve DeafBlind or Deaf Plus survivors?
2. What about accessibility for survivors of other intersectionalities?

5. Have you ever partnered with Willow Center and/or RESTORE in the past to support a Deaf survivor of domestic violence and/or sexual assault?

1. If so, how did it go?
2. What were the strengths of this partnership?
3. What could be improved?

6. To what degree do you think the collaboration with Willow Center and RESTORE aligns with IGNITE’s:

* 1. Mission or vision?
  2. Strategic goals?

# *Appendix: IGNITE Direct Service Staff Individual Interview Questions*

We kindly ask that when responding to these questions, please think about your own role and responsibility within IGNITE. Speak to any experience where your programs or staff may have worked with a Deaf person. Additionally, please think about any hypothetical situations where you, your programs, or staff may work with a Deaf individual.

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

I now have some questions I would like to ask you about IGNITE and the services you provide, as they relate to serving Deaf survivors of domestic and/or sexual assault.

1. What factors exists that may positively or negatively affect IGNITE’s ability to serve Deaf survivors of domestic violence and/or sexual assault?

1. Board of Directors (recruitment, development, supervision of Executive Director)?
2. Staff (recruitment, hiring, retention, compensation, self-care, flexibility in working hours and locations, supervision/support, professional development)?
3. Policies and procedures (intake, case review, provision of interpreting services, making referrals, others)?
4. Organizational structure or culture
5. Financial resources
6. Community partnerships
7. Confidentiality and safety

2. Now that you have named some considerations that influences how IGNITE provides effective services, what changes would you propose in response to those that you have identified as challenges?

1. What are some of the possible barriers to enacting those changes?
2. How would you work around those barriers?
3. How would you prioritize them?

3. What does IGNITE do that makes sure that services are fully accessible to DeafBlind or Deaf Plus survivors of domestic and/or sexual assault?

1. What do you think your organization could do to improve its accessibility to better serve DeafBlind or Deaf Plus survivors?
   * 1. Interpreting Services (Certified Hearing Interpreters, Certified Deaf Interpreters)
     2. Others?
2. What about accessibility for survivors at other intersectionalities?

4. Have you ever partnered with Willow Center and/or RESTORE in the past to support a Deaf survivor of domestic violence and/or sexual assault?

1. If so, how did it go?
2. What were the strengths of this partnership?
3. What could be improved?
4. How do you help Willow Center staff to be culturally sensitive to Deaf resident at shelter and do you assist in any way?

5. Do you remember a time when you felt unable to offer a survivor services?

1. What kind of referrals you made?
2. What were they?
3. Why did you feel unable to serve that survivor?
4. Were you accurate in your understanding?

6. What are some factors that exist within your organization that make it comfortable and safe for a survivor to freely disclose their experience of domestic and/or sexual assault? What are the factors that might prevent a survivor from disclosure?

1. Do you think confidentiality is a concern for clients when choosing to disclose or not? How do you address the issues of confidentiality when it comes up?
2. Does the insular nature of the Deaf community influence your ability to create a safe space for clients to disclose? If so, what are some strategies to overcome that barrier?

7. What does Willow Center and RESTORE need to know about providing the most welcoming, responsive, and accessible service to Deaf survivors? Some examples could be:

1. What are a few examples of communication considerations?
2. What is a Deaf friendly organization — what are a few examples of what makes them Deaf friendly?
3. Of the examples you have provided, what should Willow Center and RESTORE do?

# *Appendix: Recruitment and Introduction Script*

Recruitment Tools

General Purpose Recruitment Script:

Deaf Gain Collaborative is a collaborative effort between three different agencies: IGNITE (formerly known as ASADV), RESTORE Sexual Assault Services, and Willow Center Domestic Violence Center.  We want to collect some information on what we are doing well and what we can improve in providing service to our clients. We are collecting information by engaging with everybody – clients, staff, interns, volunteers, and Board of Directors – in a discussion in either a group setting or one-on-one.

If you are willing to participate, your identity will be anonymous and confidential, with a few mandated reporting exceptions which we will explain. Your employment or services you are receiving will not be affected in any way. We would offer you many options so you can choose from the most convenient time possible. Unless you request otherwise, we will make sure that the individual interviewing you would be from a different agency than the one that worked with you. We truly value your experience, knowledge, and insights so we want you to be as comfortable as possible. Finally, if you are a survivor, we would like to cover your travel expenses by giving you a VISA card with a value of twenty-five dollars.

Do you have any questions? [Recruiter answers questions]

Great, I’m glad you have decided to participate! We have an anonymous survey that we would like you to fill out so that you can reserve your session which can be either a focus group or an individual interview. I will wait while you fill out this survey so I can immediately answer any of your questions.

Introduction Script for Sessions:

Thank you for choosing to contribute to our process for collecting information! We truly value your experience and expertise! Your comments during this session will be kept anonymous and confidential and will also guide what changes we will be making in the near future. As you may recall, Deaf Gain Collaborative is a collaborative effort between three different agencies: IGNITE (formerly known as ASADV), RESTORE Sexual Assault Services, and Willow Center Domestic Violence Center.  We want to collect some information on what we are doing well and what we can improve in providing service to our clients. We are collecting information by engaging with everybody – clients, staff, interns, volunteers, and Board of Directors – in a discussion in either a group setting or one-on-one.

So now we begin! Our names are \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_. I will facilitate this discussion and \_\_\_\_\_\_\_\_\_\_\_ will assist by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  I can assure that absolutely no identifying information about you or your names will be documented in our notes. Since we are very interested in you feeling comfortable expressing yourselves fully, keeping your comments anonymous and confidential is extremely important to our team. However, there are two exceptions to this confidentiality which are:

* + Any information related to child abuse.
  + Any information related to vulnerable adults.

If any of you bring up information related to those two exceptions, our interviewing team is required by law to report this to the authorities. The best way to avoid this is to only answer our questions directly and discuss only your own experience. The questions we will be asking are intended to be very broad and not intended to learn more about your own situation that led you to seek services from any of our three agencies.

We will not document any identifying information in our notes but your words will be shared with all three partner agencies, Vera Institute of Justice (the technical assistance provider), and the Office on Violence Against Women (the grant funder).

[IF A FOCUS GROUP] Additionally, all focus group participants are asked to keep all people’s comments confidential but we are not responsible for participants’ actions outside of the focus group.

The intent and goals of those questions are as follows:

* Identify barriers that may hinder high quality service from happening
* Evaluate the cultural knowledge, awareness, and communication skills of staff on working with survivors of sexual assault or domestic violence
* Identify any existing organizational policies and procedures are helpful in aiding survivors and improve any policies that are not helpful
* Determine what makes services welcoming, safe, and accessible for survivors

[IF A FOCUS GROUP] So let’s establish some ground rules to guide our dialogue today. They are as follows:

* Please do not use your name or anyone’s names during discussion
* Wait until someone finishes talking and then you may start talking.
* You may take a break anytime by leaving the room.
* You may end your participation simply by leaving at any time during the session.
* Please silence or turn off your phone cells. If you need to use a phone, please kindly step outside to take a call or text in private.
* You are not required to answer all questions. You can skip any questions.
* Please respect different perspectives. There are no right or wrong answers.

Any questions or additions? [Pause to allow room for questions or comments]

Ok let’s begin!

# *Appendix: Independent Contractors Focus Group and Individual Interview Questions*

We kindly ask that when responding to these questions, please think about your own role and responsibility as a sign language interpreter for Willow Center, ASADV, and RESTORE. For example, when we say “working with or providing a service to” please think about your own job and role within Willow Center, ASADV, and RESTORE. You may find it necessary to provide three different answers if you have had experience working for each agency.

I now have some questions I would like to ask you about Willow Center, ASADV, and RESTORE and the services you provide, as they relate to serving Deaf survivors of domestic violence and/or sexual assault.

I’d like to start by asking you a series of questions. For these questions, we need you to think about any actual experience you have had within any of the three organizations when you interpreted for a situation involving a Deaf individual. We will not be asking you to share the details of the case itself, but rather to think about it in relation to what exists within Willow Center, ASADV, and/or RESTORE’s structure and/or culture to help guide you in responding to, and meeting their individual needs. Some examples are: policies and procedures, intake, case review, training, resources, attitudes and stigma.

***FOR TRAUMA INFORMED QUALIFIED INTERPRETERS (TIQIs)***

1. Did your TIQI training better prepare you to interpret for assignments involving Deaf survivors of domestic violence and/or sexual assault? Please describe how this training was beneficial and provide examples.
2. Please describe your ability and comfort level with interpreting in the following settings:
   1. Hospital/SANE
   2. Courthouse
   3. Police Intake / Interrogation
   4. Survivor’s Home
   5. Agency’s Office
   6. Emergency DV Shelter
3. What would help you become better TIQI interpreters? Please describe your reasoning and provide examples.
   1. Information
   2. Briefings/Debriefings
   3. Trainings
   4. Tools
   5. Resources
   6. Mentoring
4. What kind of self-care techniques or approaches do you use to deal with vicarious trauma? Please provide examples that were effective and ineffective for you.
   1. Physical
   2. Mental
   3. Emotional
5. Please describe what made an experience when interpreting for a survivor a positive experience. Please describe what made an experience when interpreting for a survivor a negative experience.
6. What strengths and issues exists within the three partner agencies have you observed as interpreters that you believe we should prioritize in our work going forward?
   1. Culture
   2. Policy
   3. Procedure
   4. Staff
   5. Other
7. What challenges, if any, have you had in terms of conflicting roles stemming from limited number of TIQIs in this community? What were effective responses to these challenges?
8. How do you think we should best expand the number of TIQIs in our community?
   1. Compensation
   2. Terms and Conditions
   3. Policies and Procedures
9. What could be improved? In your past experience(s) when you teamed with a CDI, what went well and what did not? How can this be improved in the future?
   1. Is it any different for work in this field?

***FOR NON-TIQIs***

1. Please describe your competence and comfort level with interpreting in the following settings:
   1. Hospital
   2. Courthouse
   3. Police Intake / Interrogation
   4. Residence
   5. Office
2. Do you feel you are well equipped and effective to interpret for assignments involving Deaf survivors of domestic violence and/or sexual assault? How do you assess if you are capable or not? What will help you become better equipped and effective?
   1. Information
   2. Briefings/Debriefings
   3. Trainings
   4. Tools
   5. Resources
   6. Mentoring
3. What kind of self-care techniques or approaches do you use when working in assignments that may be personally challenging? Please provide examples that were effective and ineffective for you.
   1. Physical
   2. Mental
   3. Emotional
4. Please describe the degree of familiarity do you have with TIQI training and provide examples.
5. If given the opportunity, will you be willing to be trained to become a TIQI interpreter who are interpreters specially trained to work in this field?
   1. What would motivate you to pursue this intensive 40-hours training?
      1. Financial incentives
      2. Format of training (face-to-face, online, self-paced)
      3. Availability of RID CEUs

5a. What may be barriers for you to pursue this intensive 40-hours training?

* + 1. Time constraints due to competing priorities
    2. Lack of a financial incentive and/or lack of work
    3. Lack of interest in working with survivors and within trauma context
    4. Training would not be beneficial or would not apply to you

1. What would make you feel more comfortable or supported in working within this field? What are the factors that would enhance or decrease your comfort level?
   1. Deaf professionals
   2. Survivors
   3. Meetings
2. In your past experience(s), if any, when you teamed with a CDI, what went well and what did not? How can this be improved in the future?
   1. Is it any different for work in this field?

# *Appendix: Willow Center Survivors of Domestic Violence Focus Group & Individual Interview Questions*

Deaf Gain Collaborative’s work focuses on deaf people with various hearing loss and may identify with Deaf culture that is a linguistic and cultural minority group who have unique communication needs and barriers. Depending on their background, a deaf person may or may not use American Sign Language.

As a result of the above, serving Deaf survivors presents unique cultural and communication barriers. Reducing and eliminating those barriers is the goal for our collaboration. Your contribution will help us to better design our services. Even though you are not deaf, you share kinship as survivors on your healing journey and navigating the system. Your experiences will help us to understand better how to improve our services for any and all survivors.

Please note that Advocacy Services for Abused Deaf Victims (ASADV) recently changed its name to IGNITE.

I’d like to start by asking a series of questions, to help us gain an understanding of the role the survivors has within Willow Center.

1.    How did you learn about any services that are available to survivors?

2.    What is the best way in your opinion to reach out to survivors to let them know of services available to them?

3.    How can Willow Center show that it is a safe and welcoming space for survivors to disclose their experience or seek support? What might have stopped you from contacting us? What services or programs were hard to request or take advantage of?

1. Confidentiality or privacy concerns?
2. Comfortable meeting space?
3. Supportive advocates?
4. Cultural or language competency?
5. Did you feel safe? What made you feel safe?

4. What would you like community service providers (such as doctors, therapists, or community agencies) to know about more about how to best support survivors of domestic violence? What is the one thing that you need to address the most?

5. In order to provide you the services you are requesting, there may be times that we would need to disclose your information. Please note this would never be done without your knowledge or voluntary consent; however, we would like to hear from you what would assist you in making that process more comfortable (transportation, location, or other service providers like a doctor, etc).

6. What services that Willow Center provides did you find most helpful? Not helpful? What services would you like to see that weren’t available to you?

1. Do you think services provided by Willow Center are inclusive and accessible for survivors who rely on different languages other than spoken English or those from different cultural backgrounds? If not, how do you think we can improve this?
2. Hotline or other phone services?
3. Support groups or counseling?
4. Shelter?

8.If a hearing survivor met a deaf or hard of hearing survivor who may or may not speak English while residing in the shelter, what might help the hearing survivor feel more comfortable talking to him/her?

1. Taking classes related to Deaf culture and sign language
2. Having safe opportunities to practice signing
3. Discussing with an advocate to learn about how to communicate

9. Would you like to share anything else with us that might be relevant to our work in increasing our ability to serve Deaf survivors?