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Collaboration between:





This project is supported by Grant No. 2016-X1394-NY-FW awarded by the Office on Violence against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence against Women.

**Introduction**

Nationally, 1 in 4 women and 1 in 9 men will be abused by an intimate partner. Sadly, only 1 in 7 incidents of domestic violence is reported[[1]](#footnote-1). Violent victimization occurs at an average of 3x more for those with a disability than those without[[2]](#footnote-2). The statistics continue to be disparaging, reflecting that someone who has a disability is 3x more likely to experience rape, sexual assault, aggravated assault, and robbery; 3x more likely to be sexually abused as children; 1.6x more likely to experience abuse or neglect as children; 1.5x more likely to experience repeated abuse or neglect as children[[3]](#footnote-3).

Helping Others through Protection and Empowerment of Western New York (HOPE of WNY) is a collaboration of two expert agencies from their respective fields, Community Services for the Developmentally Disabled and the Family Justice Center. The goal of this collaborative is to improve access to domestic violence services and prevention education for people with Intellectual/Developmental Disabilities (I/DD) throughout the Western New York region. Efforts are being concentrated on this population, in this region, based on current expertise and services rendered by the collaborating partners. Given the size of Community Services for the Developmentally Disabled, staff efforts will be concentrated among community based services. The Family Justice Center does not currently provide residential options. Focusing on community based services is a way to mirror change within both collaborations.

We recognize that people with I/DD face increased risk for abuse and violence and strive to link those experiencing domestic violence with specialized resources that will help lead them on their journey towards healing. HOPE of WNY strives to understand the unique risks that people with I/DD face, and their challenges in disclosing experiences of violence/abuse and accessing services. We will work to create sustainable, equitable, and holistic change in our organizations and community.

At this time, the collaboration charter and focus of services have been completed. The needs assessment will be the next phase of deliverables. Results gathered will create a strategic plan informing sustainable change for the collaborating agencies.

Community Services for the Developmentally Disabled:

Community Services for the Developmentally Disabled began serving those with developmental disabilities in 1989. Since the agency was first established, it has strived to realize its mission: to provide or obtain services for people with developmental disabilities and their families in Western New York, which will assist in achieving their highest level of independent living, enable their fullest participation in society, ensure that their civil and human rights are protected, and promote their ability to be productive, contributing members of the community. To advance this mission, Community Services has dedicated itself to developing and delivering a comprehensive spectrum of assistance through service coordination, habilitation, pre-vocational, residential, respite and behavioral intervention programs; specializing in aiding people who are facing acutely complex challenges and dual/triply diagnosed.

Family Justice Center:

The Family Justice Center delivers comprehensive client services by staff and partners to address offender accountability, safety, healing and prevention to enable clients and their children to break the cycle and live free from domestic violence. It is a place where safety is acknowledged as a basic human right and that eradication of domestic violence requires education. At the Family Justice Center, services are client-driven, children are protected, violence stops, and healing, safe havens and hope are realized. The Family Justice Center leads the coordinated community response to deliver collaborative services without barriers in one safe place. Any victim that comes to the Center can receive emergency counseling, develop a safety plan, have their injuries documented, obtain a civil emergency order of protection, file criminal charges, link with an attorney, receive transportation assistance, and more. Since its inception in 2006 through the end of year 2015, the Family Justice Center has seen more than 13,500 clients take the first steps towards safety and a life free from domestic violence.

Vision Statement

Building a community…

* Where those in WNY with I/DD, having been subjected to domestic violence are safe, respected, valued, and supported, but not controlled;
* Where the stigma of acknowledging a need for help and barriers to that help, have been eliminated by staff;
* Where representatives from both Community Services for the Developmentally Disabled and the Family Justice Center are able to recognize and address the warning signs of unhealthy relationships; and
* Where staff empower those among the WNY I/DD community towards autonomy.

Mission Statement

HOPE of WNY will improve access to domestic violence services and prevention education for people with Intellectual and Developmental Disabilities (I/DD). This coalition will also ensure those with I/DD who are experiencing domestic violence are identified and linked to the specialized resources that will help lead them on their journey towards healing.

This will happen through:

* Formalizing the connections between Community Services for the Developmentally Disabled and the Family Justice Center. This will open both organizations’ systems for a fluid exchange of resources and knowledge in order to improve the understanding and awareness among those who come in contact with people in a domestic violence situation to the characteristics of those who have I/DD.
* Providing education and outreach that focuses on recognizing and preventing domestic violence for those with I/DD within both organizational structures.
* Increasing the awareness, skills, and comfort level of staff to support those with I/DD involved in a domestic violence situation through identification and obtaining the supports for which they are eligible.
* Identifying and enhancing policies and procedures to remove barriers that have limited those with I/DD access to domestic violence services through systemic change within Community Services for the Developmentally Disabled and the Family Justice Center.

**Purpose**

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

* Provide practical information to those with I/DD involved in a domestic violence situation, and how to improve them;
* Inform the selection of implementation activities;
* Increase buy-in and support for the collaboration’s work.

**Goals**

With the ultimate objective of becoming organizations that are fully welcoming, safe, and accessible to all those within the I/DD community that have experienced domestic violence; HOPE of WNY has determined several goals that will guide the needs assessment process:

* Identify current organizational structures, barriers, and gaps relating to policies, procedures, and practices at Community Services for the Developmentally Disabled and the Family Justice Center to respond to and best serve those with I/DD that have experienced domestic violence.
* Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide a safe, accessible, and responsive service delivery system for those with I/DD that have experienced domestic violence.
* Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of those with I/DD that have experienced domestic violence.

**Methods and Information Sources**

Existing Data

Scores from the performance indicators reflect a concern from both collaborative agencies around service participants accessing resources, safety, and the overall awareness/dynamics of abusive situations. This data will be used to develop the questions for this assessment and to identify priorities during the strategic planning process. No other data will be used.

New Data

1A. Overview

Focus groups will be the primary instrument for evaluating general service delivery experience of those receiving services from Community Services for the Developmentally Disabled and the Family Justice Center. It is a way to drill down to the root of problems essential in enacting systematic agency changes through hearing from those directly affected by service delivery. Focus groups are also an effective way to streamline the process and engage high numbers for participation within a concentrated period of time through generating a diverse range of ideas and perspectives. Collecting information from those assembled into a group allows each participant to see what gaps in information there are and to supply that information through feeding off each other’s narratives. Conversations within the sessions will illicit participants thoughts and feelings about how accessible, welcoming, safe, and responsive those services are.

Interviews will be offered by HOPE of WNY as an alternate to accommodate those experiencing apprehension speaking within a group setting or that may have concerns about privacy. This will be clearly explained during the recruitment process.

1B. Audience

To accomplish the goals of the needs assessment, the collaboration will build upon the anecdotal information provided to create a more accurate and informed picture of strengths, gaps, and barriers of the current mode for service delivery.

Our criteria for narrowing the scope was to look at where we had influence to make sustainable change, where we felt there was the greatest need, where there appears to be the greatest readiness for change, and where we either hold a knowledge base or have existing relationships that would be available to increase our knowledge. It is important to begin our efforts by focusing on our current areas of expertise, need, and capacity, to gain an understanding service delivery.

A total of 8 focus groups will occur. Four groups will consist of Community Services for the Developmentally Disabled service recipients and four groups will consist of the Family Justice Center service recipients. Groups will have a total of participants varying between 5 and 10 per session.

Community Services for the Developmentally Disabled

The collaboration will engage those linked with Community Services for the Developmentally Disabled living independently in the community. Each person is the expert in their own experience and is able to represent their own needs and expectations on making service delivery more comfortable, accessible, and disability-aware. The resulting strategic plan will ultimately influence the way services and supports are provided and therefore, it is critical that we ask those who will be most impacted by the systematic change. Any service recipients who have a legal guardian or personal care aide will be screened out of the recruitment process.

Through engaging current service recipients at Community Services for the Developmentally Disabled, we hope to gain information about the following:

* What makes a service provider accessible and comfortable;
* The best methods of outreach to alert those in need to relevant services;
* Best practices for service delivery including staff behavior, knowledge, and skills;
* What service providers need to know about and obtaining informed consent.

Family Justice Center

The collaboration will engage those linked with the Family Justice Center for domestic violence services. Each person is the expert in their own experience and is able to represent their own needs and expectations on making service delivery more welcoming, comfortable, and safe. The resulting strategic plan will ultimately influence the way services and supports are provided and therefore, it is critical that we ask those who will be most impacted by the systematic change. Any service recipients who are currently engaged with Community Services for the Developmentally Disabled will be screened out of the recruitment process.

Through engaging current service recipients at the Family Justice Center, we hope to gain information about the following:

* How organizations communicate they are a welcoming and safe place for someone to disclose or report an experience of domestic violence;
* Best practices for serving and responding to disclosures of domestic violence;
* The best methods of outreach to alert those in need to relevant services;
* How to make services more comfortable, safe, and user-friendly.

1C. Table

Focus Groups

|  |  |  |  |
| --- | --- | --- | --- |
| Organization | Audience Type | Total Groups | Minimum/Maximum |
| Community Services for the Developmentally Disabled | I/DD Service Recipients | 4 | 5 – 10 people per session |
| Family Justice Center | Domestic Violence Service Recipients | 4 | 5 – 10 people per session |

Interview

|  |  |  |  |
| --- | --- | --- | --- |
| Organization | Audience Type | Total Groups | Minimum/Maximum |
| Community Services for the Developmentally Disabled | I/DD Service Recipients | 1 | 1 |
| Family Justice Center | Domestic Violence Service Recipients | 1 | 1 |

The Project Manager will schedule a variety of discussion groups to accommodate varying schedules. At the time of recruitment, the dates and times will be discussed with the potential participant. Once a focus group session has been scheduled, the Project Manager will be notified to keep track of session numbers. If a time becomes filled, recruiters will be notified. Individual interviews will be offered to those who are interested in participating, but feel they cannot be involved in a group discussion. Separate dates and times will be offered if a participant chooses individual interviews. However, we will strongly encourage focus group attendance rather than interviews, reiterating that no personal information will be collected during groups and the focus is on safety, accessibility, and welcoming services.

Those that are interested will be asked to pick a date and time that is most convenient for them. We will attempt to overbook focus group sessions by two to three potential participants, knowing that there may be cancellations.

1D. Overview of Structure

To accomplish the vision of the collaboration, HOPE of WNY must first understand the current systems structure of Community Services for the Developmentally Disabled and the Family Justice Center’s strengths and challenges in responding to those with I/DD that have experienced domestic violence in the community.

The ground floor training room at the Main Court building, 438 Main Street, will be utilized for all focus group sessions and for individual interviews as needed. This is a neutral location for transportation and physical accessibility.

Community Services for the Developmentally Disabled Service Recipients

* Listening sessions and interviews will involve a moderated discussion using open-ended questions, unique for this audience, based on the goals of the group.
* The facilitating staff for the focus groups will be from collaboration members of the Family Justice Center to avoid any potential conflicts including mandatory reporting.
* Each focus group will have a facilitator, an additional staff on-hand for support/additional observation, and a note taker.
  + The support staff will be available for crisis intervention, additional resources, and observation of group dynamics.
  + Sessions will be documented with a note-taker, handwriting all interactions to anonymously capture quotes and stories of program participants. Recordings will not be permitted.

Family Justice Center Service Recipients

* Listening sessions and interviews will involve a moderated discussion using open-ended questions, unique for this audience, based on the goals of the group.
* The facilitating staff for the focus groups will be from collaboration members of Community Services for the Developmentally Disabled to avoid any potential conflicts.
* Each focus group will have a facilitator, an additional staff on-hand for support/additional observation, and a note taker.
  + The support staff will be available for crisis intervention, additional resources, and observation of group dynamics.
  + Sessions will be documented with a note-taker, handwriting all interactions to anonymously capture quotes and stories of program participants. Recordings will not be permitted.

Each session will have three staff present; the facilitator, support staff, and the note taker. The note taker will remain consistent for all sessions, while the facilitator and support staff may transfer roles for the varying sessions based on need.

Facilitator

The facilitator will be responsible for:

* Welcoming participants and introducing staff present for the session.
* Assuring everyone is comfortable.
* Review general housekeeping details, addressing safety and confidentiality through the ascribed script.
* Keep the discussion in line with the questions, intervening quickly if arguments or disclosures arise.
* Ensuring the environment is comfortable and safe for participants, assuring those of the ability to leave at any time.
* Session time tracking to not have the session go beyond the allotted time.

Note Taker

The note taker will be responsible for:

* Objectively take hand written notes of the discussion.
* There will be no engagement by the note taker with the conversation.
* Document what each person says, refraining from paraphrasing, and documenting when emotion is conveyed. If something requires clarification or repeating, the note taker will raise their hand to document the experience accurately.
* There will be no linking information to specific participants and will exclude any identifying information other than the type of session they have participated in.
* Ensuring notes from each session will be kept in a safe, confidential location.
* At the end of each focus group/interview, the note taker will facilitate a debriefing session with staff to jointly identify themes, comments, and any relevant information relating to the goals of the needs assessment.
* Responsible for translating the notes into summaries for the collaboration.
* Track the gift cards with the number of participants for future audits.

Additional Support Staff

The support staff will be responsible for:

* Assisting with food and room set-up to ensure participants feel safe and comfortable.
* Confirming all accommodations have been fulfilled for those arriving late.
* Noting body cues, memorable quotes, critical information not captured by the questions for review at the debriefing session after.
* Providing support or assistance to participants as needed through guiding them to the designated “safe area” or additional follow-up resources.

**Recruitment Plan**

1A. Recruitment Methods

Community Services for the Developmentally Disabled

Participants for focus groups and interviews will be recruited by staff known by participants during normal service delivery sessions. Collaboration members will not be recruiting participants. A script will be utilized to gain potential involvement through explaining the focus group’s purpose, process, and recruitment procedure. Individual safety concerns will also be addressed through staff’s knowledge of the particular situation. Recruitment scripts will be standardized across focus groups as much as possible to ensure that participants are told comparable information, with recruiters being trained accordingly.

The recruiter will not approach people who are known by the agency to have a legal guardian. A person with a guardian will have to obtain consent prior to participation and might have to be in the room during sessions, posing confidentiality issues. The agency serves a small percentage of the population having legal guardians, not making this an exclusionary barrier for the representative sample. Knowledge of guardianship will already be known by the recruiter.

A conscious effort will be made by the recruiter to not solicit involvement for potential participants currently engaged in services at the Family Justice Center. Recruiting staff will have prior knowledge of whether this potential conflict will be present prior to recruitment efforts.

Family Justice Center

Participants for focus groups and interviews will be recruited by staff known by participants during normal service delivery sessions. Collaboration members will not be recruiting participants. A script will then be utilized to gain potential involvement through explaining the focus group’s purpose, process, and recruitment procedure. Individual safety concerns will also be addressed through staff’s knowledge of the particular situation. Recruitment scripts will be standardized across focus groups as much as possible to ensure that participants are told comparable information, with recruiters being trained accordingly.

A conscious effort will be made by the recruiter to not solicit involvement for potential participants currently engaged in services at Community Services for the Developmentally Disabled. Recruiting staff will have prior knowledge of whether this potential conflict will be present prior to recruitment efforts.

1B. Recruitment Process

Community Services for the Developmentally Disabled

Using the provided script, the recruiter will:

* Explain the purpose of the focus group/interview and the overall goal of the collaboration:
  + The overarching purpose of the Needs Assessment, as described by the Office on Violence against Women is to:
    - Provide practical information to those with I/DD involved in a domestic violence situation, and how to improve them;
    - Inform the selection of implementation activities;
    - Increase buy-in and support for the collaboration’s work.
  + Alert the potential recruit that confidentiality will be maintained throughout the focus group/interview.
  + Review the Frequently Asked Questions sheet based on relevant questions.
  + Discuss Compensation:
    - Light refreshments will be provided during the group sessions and a $20 gift card will be supplied between either Tops or Target as a token of appreciation for participation provided by grant funding. Compensation will be provided regardless of full completion.
  + Review the date and time options, along with the location of the sessions.
  + Review accommodation options:
    - Recruitment scripts will highlight the option of childcare, physical accessibility, interpreting, transportation, written question availability, and an “other” category for accommodations. The information will be given by the recruiter to the Project Manager within three business days. The Project Manager will then be responsible for fulfilling requests. Accommodation requests will be tracked only using the first name and sessions requested by participants. Great care will be taken to make requested accommodations. Should requested accommodations not be possible, the potential participant will be notified during any follow-up interaction and potential alternatives, including not participating in the group and the individual interviews will be discussed.
  + Confirm willingness for participation.
    - Interviews will be offered to those interested in participation but not comfortable with group settings. The particular dates and times of interview availability will be discussed and confirmed at that time.
  + Answer any additional questions.
  + First names will be tracked to reserve the focus group date and time. Any relevant accommodations requested will be coordinated by the Project Manager.

Family Justice Center

Using the provided script, the recruiter will:

* Explain the purpose of the focus group/interview and the overall goal of the collaboration:
  + The overarching purpose of the Needs Assessment, as described by the Office on Violence against Women is to:
    - Provide practical information to those with I/DD involved in a domestic violence situation, and how to improve them;
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  + Confirm willingness for participation.
    - Interviews will be offered to those interested in participation but not comfortable with group settings. The particular dates and times of interview availability will be discussed and confirmed at that time.
  + Answer any additional questions.
  + First names will be tracked to reserve the focus group date and time. Any relevant accommodations requested will be coordinated by the Project Manager.

1C. Recruitment Tools

Formal RSVP forms will not be utilized because many interactions with the recruiting staff are conducted over the phone. In order to have the formalized forms, mailing information may pose potential risks. The collaboration will mitigate the paper trail to reduce risk.

Recruiters will be given a FAQ sheet for recruitment but not provided to the potential participant unless requested if the initial approach has been conducted in person. The FAQ sheet will not be available to take home in order to mitigate safety concerns.

In the event a participant would like a reminder of the focus group, the recruiter will write only the date and time of the session on the back of the recruiter’s business card. This is an additional way of mitigating risk and safety.

1D. Recruitment Training

Community Services for the Developmentally Disabled

Recruiters will not be collaborating staff. Training for familiar staff being utilized as recruiters will occur during regular staff meetings. All individuals who will act as recruiters will be required to participate in recruitment training. The training will last approximately 20 minutes and will be conducted by the Project Manager. Recruiters will be Medicaid Service Coordinators and Care Coordinators.

Training will include:

* An overview of the grant and needs assessment process.
  + Nationally, 1 in 4 women and 1 in 9 men will be abused by an intimate partner. Sadly, only 1 in 7 incidents of domestic violence is reported[[4]](#footnote-4). Violent victimization occurs at an average of 3x more for those with a disability than those without[[5]](#footnote-5). The statistics continue to be disparaging, reflecting that someone who has a disability is 3x more likely to experience rape, sexual assault, aggravated assault, and robbery; 3x more likely to be sexually abused as children; 1.6x more likely to experience abuse or neglect as children; 1.5x more likely to experience repeated abuse or neglect as children[[6]](#footnote-6).

Helping Others through Protection and Empowerment of Western New York (HOPE of WNY) is a collaboration of two expert agencies from their respective fields, Community Services for the Developmentally Disabled and the Family Justice Center. The goal of this collaborative is to improve access to domestic violence services and prevention education for people with Intellectual/Developmental Disabilities (I/DD) throughout the Western New York region. Efforts are being concentrated on this population, in this region, based on current expertise and services rendered by the collaborating partners. Given the size of Community Services for the Developmentally Disabled, staff efforts will be concentrated among community based services. The Family Justice Center does not currently provide residential options. Focusing on community based services is a way to mirror change within both collaborations.

We recognize that people with I/DD face increased risk for abuse and violence and strive to link those experiencing domestic violence with specialized resources that will help lead them on their journey towards healing. HOPE of WNY strives to understand the unique risks that people with I/DD face, and their challenges in disclosing experiences of violence/abuse and accessing services. We will work to create sustainable, equitable, and holistic change in our organizations and community.

At this time, the collaboration charter and focus of services have been completed. The needs assessment will be the next phase of deliverables.

* + The overarching purpose of the Needs Assessment, as described by the Office on Violence against Women is to:
    - Provide practical information to those with I/DD involved in a domestic violence situation, and how to improve them;
    - Inform the selection of implementation activities;
    - Increase buy-in and support for the collaboration’s work.
* Important considerations around safety, confidentiality, reporting requirements, and accessibility.
  + Potential recruits will not be solicited with known guardians.
  + Confidentiality will be maintained throughout sessions/interviews.
  + No mandated reporters will be present.
  + Efforts will be made to fulfill requested accommodations. If a request is not possible, alternate arrangements will be discussed including individual interviews.
* Recruitment tools.
  + Relevant scripts and Frequently Asked Questions will be reviewed.
* How to recruit the minimum/maximum number of participants for focus groups and tracking.
  + Recruiters will notify the Project Manager within three business days of those scheduled for each session and any accommodations requested. The Project Manager will notify all recruiters once a session has been filled.
* Screening out those who have legal guardians based on working knowledge of the current caseload list and those involved in the Family Justice Center.
* Compensation.
  + Focus groups will have light refreshments served to make the process more enjoyable. Dietary restrictions may be added to the accommodations list when making the reservation.
  + Gift card compensation will be provided for participation. This may pose safety risks and participants may have reservations about accepting. During the recruitment script this information will be discussed, as well as alternative options, including the recruiter holding on to the gift card until a specific time.

Family Justice Center

Recruiters will not be collaborating staff. Training for familiar staff being utilized as recruiters will occur during regular staff meetings. All individuals who will act as recruiters will be required to participate in recruitment training. The training will last approximately 20 minutes and will be conducted by the Project Manager. Recruiters will be Domestic Violence Advocates.

Training will include:

* An overview of the grant and needs assessment process.
  + Nationally, 1 in 4 women and 1 in 9 men will be abused by an intimate partner. Sadly, only 1 in 7 incidents of domestic violence is reported[[7]](#footnote-7). Violent victimization occurs at an average of 3x more for those with a disability than those without[[8]](#footnote-8). The statistics continue to be disparaging, reflecting that someone who has a disability is 3x more likely to experience rape, sexual assault, aggravated assault, and robbery; 3x more likely to be sexually abused as children; 1.6x more likely to experience abuse or neglect as children; 1.5x more likely to experience repeated abuse or neglect as children[[9]](#footnote-9).

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* Important considerations around safety, confidentiality, reporting requirements, and accessibility.
  + Potential recruits will not be solicited with known guardians.
  + Confidentiality will be maintained throughout sessions/interviews.
  + No mandated reporters will be present.
  + Efforts will be made to fulfill requested accommodations. If a request is not possible, alternate arrangements will be discussed including individual interviews.
* Recruitment tools.
  + Relevant scripts and Frequently Asked Questions will be reviewed.
* How to recruit the minimum/maximum number of participants for focus groups and tracking.
  + Recruiters will notify the Project Manager within three business days of those scheduled for each session and any accommodations requested. The Project Manager will notify all recruiters once a session has been filled.
* Screening out those involved in Community Services for the Developmentally Disabled.
* Compensation.
  + Focus groups will have light refreshments served to make the process more enjoyable. Dietary restrictions may be added to the accommodations list when making the reservation.
  + Gift card compensation will be provided for participation. This may pose safety risks and participants may have reservations about accepting. During the recruitment script this information will be discussed, as well as alternative options, including the recruiter holding on to the gift card until a specific time.

**Consent**

Passive consent will be standardized throughout to eliminate a paper trail for safety and will be clearly outlined in the facilitator’s opening remarks during sessions/interviews. Participants will be reminded they can halt participation at any time with compensation being provided. Once this information has been explained, participants will have another opportunity to ask questions or leave the session. If participants agree to proceed, they are fully acknowledging the purpose, facts, risks, and benefits of the focus group. All recruited participants will have be their own legal guardian. Continuation in the process will indicate consent for:

* Participating in the focus group/interview.
* Thoughts/feelings/comments being hand written by the note taker, anonymously.
* Thoughts/feelings/comments anonymously recorded in the needs assessment report.
* Thoughts/feelings/comments anonymously used in the development of the collaboration’s strategic plan and implementation.

**Confidentiality**

1A. Confidentiality Process

Confidentiality will be maintained throughout the process:

* Personal identifying information will only be collected during the reservation process and when accommodations are requested using first names. If participants agree to a safe number for additional correspondence relating to accommodations or reminders, that information will be tracked with the first name. The information will be destroyed at the culmination of each session.
* The total number of participants for each focus group/interview will be aggregated for the needs assessment report. No other information will be disseminated.
* Participants will be asked not to use identifying information about themselves, specific staff, or other program participants.
* Reservations will be made through encrypted or confidential means of delivery through email/fax by the recruiter. First names will be sent to the Project Manager with the requested date/time and any relevant accommodations.
* No adverse ramifications will be administered for participation or lack of participation, as well as information discussed or not discussed.
* Focus group participants will be asked to keep all information confidential. We are unable to ensure the ultimate preservation of confidentiality among other participants and therefore will encourage participants to be mindful of what they are disclosing.
* The note taker will record information anonymously, with no personal identifying information linking the comments with the participant.
* The needs assessment report will identify trends, barriers, and strengths felt by participants of each organization collectively. In order to make systemic changes at the collaborating organizations, it is imperative to identify the barriers and strengths needing to enrich the development of the strategic plan.
* Information gathered through the needs assessment process will be kept in the Project Manager’s locked office.
* The Project Manager will create the synopsis of all anecdotes and stories relayed in each session to disseminate to the collaboration. Particular attention will be called towards themes, patterns, and issues emerging.
* Copies of the needs assessment report will be kept in the Project Manager’s locked office.
* The needs assessment report will not be shared with anyone outside of the collaboration prior to approval by the collaboration, the Vera Institute of Justice, and the Office on Violence against Women.
* Once the strategic plan has been created, all notes will be destroyed.

1B. Mandatory Reporting

Community Services for the Developmentally Disabled

Mandated reporters under the N.Y.S. Protection of People with Special Needs Act (the Act) are required to report Abuse, Neglect, and Significant Incidents involving vulnerable persons[[10]](#footnote-10) to the Vulnerable Persons’ Central Register (VPCR), a 24/7 hotline operated by the Justice Center for the Protection of People with Special Needs (Justice Center), effective June 30, 2013.

Community Services for the Developmentally Disabled staff on the collaboration; Sharon Chmielnicki and Kelly Kinderman, are mandatory reporters under the NY Protection of People with Special Needs Act and OPWDD regulations. They will facilitate and staff focus groups involving the Family Justice Center participants not meeting the definition of a vulnerable person. The Project Manager, Tiffany Moore, receives fringe benefits from the agency; therefore falling under their auspices for mandatory reporting responsibilities and will not be present for the focus group sessions.

Family Justice Center

Family Justice Center staff on the collaboration; Mary Travers Murphy and Tiffany Pavone, are not contractually obligated by any agency as mandated reporters. They will facilitate and staff focus group sessions involving Community Services for the Developmentally Disabled participants.

**Accessibility Considerations**

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

* A neutral and accessible space will be used for all focus groups and interviews.
* Reasonable accommodations will be provided for participants. A checklist of accommodations will be discussed with the recruiter with the Project Manager responsible for overseeing there execution.
  + Accommodations will be discussed at the time of recruitment. A list of options available including child care, physical accessibility, interpreting, written question availability, and an “other” category will be offered. Recruiters will also note dietary considerations and restrictions relating to the light refreshments served at sessions.
  + Child care will be available at no cost to the participant at the Family Justice Center, upstairs. Interpretation will also be available at no cost.
  + Questions will be available in writing at each session, projected on to the overheard and will simultaneously be read aloud by the facilitator.
* Recruiters and session staff will be instructed to be mindful of audience needs in tone, volume, and speed of speech.
* Printed materials will be available in alternate formats based on need.
* Potential participants will not have personal care attendants.
* Questions have been written in language easily understood by all participants.

**Safety Considerations**

Safety is paramount throughout this process and we have structured our needs assessment to be sensitive to these issues. Every effort will be made to protect the safety of those participating in the needs assessment process.

Participants will be informed at the beginning of each focus group and interview:

* Questions are intended to elicit information about the collaborating agencies and the services provided. The design of questions is not meant to illicit personal experiences surrounding violence, abuse, or neglect.
* If the conversation conjures memories/intense feelings or if a participant appears likely to disclose, the additional support staff will be available to provide emotional support during or following the sessions. A private, accessible space will be available for safety and confidentiality.
* Sessions can be terminated at any time, for any reason.
* Questions are able to be skipped for any reason.
* There will be no consequences for anyone who chooses or not chooses to participate.
* No personal identifying information will be linked to participants other than the first name with accommodations and/or safe contact number.
* Individual interviews will be offered for those who would perform that format over the focus groups.
* Participants have the option of their gift card remaining with the recruiter to avoid safety concerns.
* Printed materials will not include language indicating any type of violence, abuse, or neglect.
* The location for focus group and individual sessions were chosen based on physical accessibility and neutrality for potential participants.
* Participants will not have a legal guardian or personal care aide and will not receive services from the other collaborating agency.
* Recruiting will not occur to anyone who is currently in a potentially vulnerable or dangerous situation.

**Work Plan**

February 2017 – May 2017 …………………………..….. Creation of the Collaboration Charter

May 2017 – July 2017 ……………………………. Submit Charter and Create the Focus Memo

July – November 2017 ………………………...............…… Planning of the Needs Assessment

November 2017 – January 2018 ….…………………...…..………… Sessions with Participants

February 2018 …...…………...……………. Develop and Submit the Needs Assessment Report

February 2018 – March 2018 …..……………………………………………. Strategic Planning

March 2018 ……………………………………………….……………… Submit Strategic Plan

March 2018 – September 2019 ………………………………...……………….. Implementation

**Appendices**

**Recruitment for Community Services for the Developmentally Disabled Service Recipients**

**Recruiters: Please read through the script thoroughly and make sure to cover all points in the course of the conversation. Reference the list of dates and times for scheduling.**

We are looking for participants in a focus group to learn about your experience with service delivery from agencies. Your participation will help us develop a plan to improve services within Community Services for the Developmentally Disabled.

The focus group will last roughly one hour. For your knowledge and willingness to help, you will have your choice between a $20 gift card to Tops or Target regardless of full session completion. Food will also be served.

Sessions will discuss your experience with agencies and will last roughly one hour. We will not talk about specific situations but strictly about services.

There will be no identifying information recorded or tracked, including the use of names.

Your answers will result in a plan to help make services more safe and welcoming.

Are there any additional accommodations that you might need to fully participate in the discussion; child care, physical accessibility, interpreting, questions in writing, or anything else I have not listed?

Is there a number we may contact you to send a reminder or if we need to tell you if something has changed or how would you like to be contacted?

Thank you for agreeing to participate.

Recruiters will have a standing, working relationship with potential participants. Calls will be made during the context of regular business and will be worked into that conversation. Recruiters will have knowledge of potential accommodations and will ask if there are any additional provisions that may not be known by the recruiter.

**Recruitment for Family Justice Center Service Recipients**

**Recruiters: Please read through the script thoroughly and make sure to cover all points in the course of the conversation. Reference the list of dates and times for scheduling**

We are looking for participants in a focus group to learn about your experience with service deliver from agencies. Your participation will help us develop a plan to improve services within the Family Justice Center.

The focus group will last roughly one hour. For your knowledge and willingness to help, you will have your choice between a $20 gift card to Tops or Target regardless of full session completion. Food will also be served.

Sessions will discuss your experience with agencies and will last roughly one hour. We will not talk about specific situations but strictly about services.

There will be no identifying information recorded or tracked, including the use of names.

Your answers will result in a plan to help make services more safe and welcoming.

Are there any additional accommodations that you might need to fully participate in the discussion; child care, physical accessibility, interpreting, questions in writing, or anything else I have not listed?

Is there a safe number we may contact you to send a reminder or if we need to tell you if something has changed or how would you like to be contacted?

Thank you for agreeing to participate.

Recruiters will have a standing, working relationship with potential participants. Calls will be made during the context of regular business and will be worked into that conversation. Recruiters will have knowledge of potential accommodations and will ask if there are any additional provisions that may not be known by the recruiter.

**Training for Facilitators**

Training for facilitators and additional staff will occur during a regularly scheduled collaboration meeting. The overview, procedure, and flow of each session will be explained carefully to ensure consistency throughout.

**Discussion Groups with Community Services for the Developmentally Disabled**

**Recipients of Service: Overview and Procedure**

Hello Everyone. Thank you for agreeing to participate in today’s focus group. My name is \_\_\_\_\_\_\_\_\_\_ and I will be facilitating today’s discussion. \_\_\_\_\_\_\_\_\_ will be additionally available for anything you might need throughout the conversation today.

You are here to answer questions as part of the collaboration between Community Services for the Developmentally Disabled and the Family Justice Center. This collaboration is called HOPE of WNY. This session is designed to understand from the perspective of those within our community how to address needs and better support service delivery through a safe and welcoming environment.

If you decide to participate in this focus group, you will be asked your views and experiences on services provided when you worked with agencies. The focus group will last approximately one hour.

There are no mandated reporters present in the room and what you say is confidential.

We have a note taker, \_\_\_\_\_\_\_\_, in the back of the room hand writing information that would be valuable in changing the way services are delivered. The information will not be able to be tied back to you in any way. In order to maintain that confidentiality, we encourage everyone here to not give specifics on any situations or use any names, even if you may know another participant in the room.

Has everyone received the accommodations they requested?

Bathrooms are located in the atrium where you entered. If you need to leave the room for any reason, there are tables and chairs in the atrium or in the conference room outside the kitchen.

Although we don’t have scheduled breaks, you should feel comfortable to take a break at any time.

During our discussion groups we will not be recording name or contact information. We will be taking hand-written notes to capture the important information you will be sharing with us today. The notes will be kept in the Project Manager’s locked office with a password encrypted computer and will only be available to respective staff. Notes will be destroyed after the creation of the plan to improve services. We want to emphasize names should not be used, even if you already know one another. It is also important for you not to talk about things that are said during our discussion group after you leave here today.

You might find that some of the questions may trigger an uncomfortable memory from your own life. If you feel that answering these types of questions might be harmful, you may choose not to. Some of the questions will also ask about your opinions about agencies you received services from. If you decide after you begin talking that you do not want to continue, this is okay, just let us know.

Although, we ask everyone to keep our discussion private, it is possible someone may say something outside of this group. This is one reason we encourage you not to use names and to discuss only the services and help you needed or received.

Please remember that our biggest concern is you. You don’t have to answer questions if you don’t want to. You should take breaks for any reason, without asking permission. There is an additional room through the kitchen you will be able to go to or out in the atrium. We understand that some of the conversations might be uncomfortable, so if that happens, take a break for as long as you need, or talk with \_\_\_\_\_\_\_\_\_, if you want to. If you have questions about something going on in your life right now, she is able to offer information and referrals to other agencies and services that may be of help to you. Everyone has a right to leave or take a break without being judged. If there are any other concerns about safety, please let \_\_\_\_\_\_\_\_\_ know.

The people in this room today are the only ones that would be able to link the responses to you.

By being part of this discussion, you are helping increase knowledge about services.

Your time will be compensated with food and your choice between a $20 gift card to Tops or Target.

Participating in this group is completely voluntary. We appreciate your participation and taking your time to be here today. Please remember that we want to hear from you about services: What works and what does not with system delivery. Finally, if any of us have concerns for your safety, we will discuss that with you and talk about options.

No one in the room is a mandated reporter. However, there are limitations to confidentiality if there are credible threats of harm to you or someone else. We will speak with you privately if we have such concerns. Per 625 regulations, a General Event Record will be filed with appropriate action to follow.

Talking in a group like this will invariably include some degree of risk. You may change your mind about being part of this discussion and decide not to be a part of it at any time. You are able to withdraw your responses at any point, even if it is after the session has ended. If this is something you choose; all information you have provided will be destroyed.

Are there any questions? It is important we answer any possible concerns you may have prior to agreeing to continue.

Should you have additional questions that may arise about this assessment, you may call the HOPE of WNY Project Manager, Tiffany Moore. Her contact information is available if you would like it provided to you at the end.

Thank you again for your willingness to participate.

1. How do you find out about services or agencies?
   1. What is the best way for service providers to keep you informed of the available resources within the community?
2. How have staff made you feel safe, welcomed, and respected?
   1. How did agency location, staff knowledge, and privacy affect your view?
3. If you have a problem in your life, who do you reach out to and why?
4. Have staff interacted with you in a way you felt they did not care?
5. Why would you not feel comfortable talking to staff?
   1. How could that be changed?
6. Has there been a time where staff were not able to provide support for you? What happened?
   1. Have staff/agencies made it difficult for you to access services through location, communication, privacy, lack of understanding of needs?
7. If staff or an agency is not able to meet your needs, what do you do?
8. What is the most important thing service providers need to know about providing services?
   1. What would make you trust someone else to tell them if you needed help?
9. Is there any additional information you would like to share?

Those are all the questions we have today. Thank you again for participating in this project. Your assistance is greatly needed and greatly appreciated. If you have any questions, please don’t hesitate to contact Tiffany Moore. If anyone would like her contact information, please let us know.

**Discussion Groups with the Family Justice Center Recipients of Service:**

**Overview and Procedure**

Hello Everyone. Thank you for agreeing to participate in today’s focus group. My name is \_\_\_\_\_\_\_\_\_\_ and I will be facilitating today’s discussion. \_\_\_\_\_\_\_\_\_ will be additionally available for anything you might need throughout the conversation today.

You are here to answer questions as part of the collaboration between Community Services for the Developmentally Disabled and the Family Justice Center. This collaboration is called HOPE of WNY. This session is designed to understand from the perspective of those within our community how to address needs and better support service delivery through a safe and welcoming environment.

If you decide to participate in this focus group, you will be asked your views and experiences on services provided when you worked with agencies. The focus group will last approximately one hour.

There are no mandated reporters present in the room and what you say is confidential.

We have a note taker, \_\_\_\_\_\_\_\_, in the back of the room hand writing information that would be valuable in changing the way services are delivered. The information will not be able to be tied back to you in any way. In order to maintain that confidentiality, we encourage everyone here to not give specifics on any situations or use any names, even if you may know another participant in the room.

Has everyone received the accommodations they requested?

Bathrooms are located in the atrium where you entered. If you need to leave the room for any reason, there are tables and chairs in the atrium or in the conference room outside the kitchen.

Although we don’t have scheduled breaks, you should feel comfortable to take a break at any time.

During our discussion groups we will not be recording name or contact information. We will be taking hand-written notes to capture the important information you will be sharing with us today. The notes will be kept in the Project Manager’s locked office with a password encrypted computer and will only be available to respective staff. Notes will be destroyed after the creation of the plan to improve services. We want to emphasize names should not be used, even if you already know one another. It is also important for you not to talk about things that are said during our discussion group after you leave here today.

You might find that some of the questions may trigger an uncomfortable memory from your own life. If you feel that answering these types of questions might be harmful, you may choose not to. Some of the questions will also ask about your opinions about agencies you received services from. If you decide after you begin talking that you do not want to continue, this is okay, just let us know.

Although, we ask everyone to keep our discussion private, it is possible someone may say something outside of this group. This is one reason we encourage you not to use names and to discuss only the services and help you needed or received.

Please remember that our biggest concern is you. You don’t have to answer questions if you don’t want to. You should take breaks for any reason, without asking permission. There is an additional room through the kitchen you will be able to go to or out in the atrium. We understand that some of the conversations might be uncomfortable, so if that happens, take a break for as long as you need, or talk with \_\_\_\_\_\_\_\_\_, if you want to. If you have questions about something going on in your life right now, she is able to offer information and referrals to other agencies and services that may be of help to you. Everyone has a right to leave or take a break without being judged. If there are any other concerns about safety, please let \_\_\_\_\_\_\_\_\_ know.

The people in this room today are the only ones that would be able to link the responses to you.

By being part of this discussion, you are helping increase knowledge about services.

Your time will be compensated with food and your choice between a $20 gift card to Tops or Target.

Participating in this group is completely voluntary. We appreciate your participation and taking your time to be here today. Please remember that we want to hear from you about services: What works and what does not with system delivery. Finally, if any of us have concerns for your safety, we will discuss that with you and talk about options.

No one in the room is a mandated reporter. However, there are limitations to confidentiality if there are credible threats of harm to you or someone else. We will speak with you privately if we have such concerns.

Talking in a group like this will invariably include some degree of risk. You may change your mind about being part of this discussion and decide not to be a part of it at any time. You are able to withdraw your responses at any point, even if it is after the session has ended. If this is something you choose; all information you have provided will be destroyed.

Are there any questions? It is important we answer any possible concerns you may have prior to agreeing to continue.

Should you have additional questions that may arise about this assessment, you may call the HOPE of WNY Project Manager, Tiffany Moore. Her contact information is available if you would like it provided to you at the end.

Thank you again for your willingness to participate.

1. How do you find out about services or agencies within the community?
   1. Who helps you the most?
   2. How have they been helpful?
2. What did you like about the way staff have interacted with you?
   1. How did you know staff cared?
   2. How did staff make you feel safe, welcome, and comfortable?
   3. What, if anything, would have made it more helpful?
   4. What did they do to ensure your protection?
3. What does confidentiality mean to you?
4. What makes you feel safe?
   1. How have staff been accommodating when you explained you were not in a safe situation?
5. What would make you feel unsafe?
   1. What could help someone feel comfortable so they are able to reach out for support?
6. What is the most important thing service providers need to know about helping those in need of support and safety?
   1. What do you think agencies could do differently?
7. What do you believe staff at agencies that don’t often provide services to those experiencing domestic violence need to know?
8. Is there any additional information you would like to share?

Those are all the questions we have today. Thank you again for participating in this project. Your assistance is greatly needed and greatly appreciated. If you have any questions, please don’t hesitate to contact Tiffany Moore. If anyone would like her contact information or a list of additional resources in the community, please let us know.

**Focus Group Debriefing Form**

Following the focus group session, a debriefing period will be held to discuss the group dynamics. Brief notes will be taken on key points. No identifying information will be recorded. This form can be completed individually and then discussed as a group or completed together.

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

Start Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of Group Members: \_\_\_\_\_\_\_\_\_

Staff: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any visible conflicts/tension? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any surprises? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Themes in the session:

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What went well?

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Suggested change for future focus groups?

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Overall impressions of the session?

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Memorable quotes?

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**Frequently Asked Questions**

HOPE of WNY will improve access to domestic violence services and prevention education for people with Intellectual and Developmental Disabilities (I/DD). This coalition will also ensure those with I/DD who are experiencing domestic violence are identified and linked to the specialized resources that will help lead them on their journey towards healing.

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

* Provide practical information to those with I/DD involved in a domestic violence situation, and how to improve them;
* Inform the selection of implementation activities;
* Increase buy-in and support for the collaboration’s work.

1. What is a focus group?
   1. A focus group is where a group of people sit down to talk about a particular topic. In this case, the focus group will discuss experiences of service providers.
2. How long will the sessions last?
   1. Sessions will last roughly one hour.
3. How many people will be in a session?
   1. Each session will not exceed ten participants.
4. What if I need special accommodations?
   1. We will be able to accommodate varying degrees of accommodations needed, including; free child care, transportation arrangements, written question availability, and barrier free access to the building.
5. What if I decide I don’t want to continue after I get to the focus group?
   1. There are no ramifications at any point for terminating the discussion. You can choose to answer as many or as few questions as you feel comfortable. Compensation will be provided regardless of full completion. You are able to withdraw your comments at any point, even after the session has ended.
6. I don’t like talking in groups.
   1. If you would still like your voice heard, individual interviews are available. Please, know there will be no identifying information linked to anything you say during participation. The information compiled will be used to create a plan to improve service delivery with agencies ensuring service delivery is safe and welcoming for those that seek its services.
7. I am concerned with taking a gift card home.
   1. We are able to work with your support staff to ensure you will have the ability to use the gift card in a safe way.

**Focus Group Session Tracking**

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| Names | Date and Time of Session | Accommodations Needed |
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1. National Coalition against Domestic Violence [↑](#footnote-ref-1)
2. Disability Organization Indicator Guide…. Harrell(2014). *Crimes against Persons with Disabilities, 2008-2010* – *Statistical Tables.* Washington, DC: United States Department of Justice, Office of Justice Programs, Bureau of Justice Statistics. [↑](#footnote-ref-2)
3. Endabusepwd.org [↑](#footnote-ref-3)
4. National Coalition against Domestic Violence [↑](#footnote-ref-4)
5. Disability Organization Indicator Guide…. Harrell(2014). *Crimes against Persons with Disabilities, 2008-2010* – *Statistical Tables.* Washington, DC: United States Department of Justice, Office of Justice Programs, Bureau of Justice Statistics. [↑](#footnote-ref-5)
6. Endabusepwd.org [↑](#footnote-ref-6)
7. National Coalition against Domestic Violence [↑](#footnote-ref-7)
8. Disability Organization Indicator Guide…. Harrell(2014). *Crimes against Persons with Disabilities, 2008-2010* – *Statistical Tables.* Washington, DC: United States Department of Justice, Office of Justice Programs, Bureau of Justice Statistics. [↑](#footnote-ref-8)
9. Endabusepwd.org [↑](#footnote-ref-9)
10. The Act defines a Vulnerable Person that needs services or placement based on a physical or cognitive disability from a facility or provider within the systems of the State Oversight Agencies (SOA). [↑](#footnote-ref-10)