

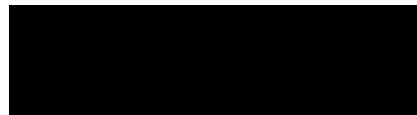
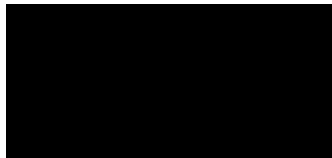
First State Equal Access to Safety

Center for Disabilities Studies at the University of Delaware

Delaware Coalition Against Domestic Violence

National Alliance on Mental Illness In Delaware

Needs Assessment Plan



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The First State Equal Access to Safety Needs Assessment Plan

Introduction

In 2010, the Delaware Coalition Against Domestic Violence (DCADV), NAMI Delaware (the Delaware affiliate of the National Alliance on Mental Illness) and the Center for Disabilities Studies at the University of Delaware (CDS) were funded by the Office on Violence Against Women (OVW), to form a collaborative to address domestic violence against women with disabilities, including mental illness. Each of the partners is a statewide organization that brings a unique contribution to the work of the Collaboration.

- CDS is a research and public service center at the University of Delaware; CDS collaborates on, or spearheads, a wide array of projects that influence policy and practice for persons with disabilities.
- DCADV is a state-wide member organization of agencies and individuals in Delaware working to end domestic violence. Member organizations and programs provide direct services to victims of domestic violence.
- NAMI Delaware is a statewide organization of individuals with mental illness, families, friends, and professionals dedicated to improving the quality of life for those affected by mental illness.

The Collaboration's vision is to create a system in Delaware in which domestic violence is recognized in the lives of individuals with disabilities, including mental illness, and is responded to appropriately, in a trauma informed manner, by service providers. As statewide organizations with considerable influence at many levels throughout the state, we believe that we can help develop such a system. Through consultation with staff at the Vera Institute of Justice and OVW, we have determined that we will first explore the intersection of domestic violence, disability and mental illness in Delaware through a thoughtfully crafted process, expand our own understanding and expertise with information gained from the Needs Assessment, and ultimately provide Technical Assistance (TA) to other organizations, individuals and agencies in Delaware who work with individuals with disabilities who may experience domestic violence. This TA may take the form of trainings, consultations, model policies and procedures or development of other resources. The Delaware Model differs from other statewide collaborations in that we are the site of change and will not be working with pilot sites to create change.

Vision Statement

- Survivors of intimate partner violence with disabilities and/or mental illness will be met by accessible and welcoming services that are responsive to their unique circumstances.
- Survivors with disabilities and/or mental illness and their advocates will better comprehend the dynamics of domestic violence and the range of options and services available to them.
- Providers of services to those with disabilities, mental illness and victims of domestic violence will have the knowledge, skills, capacity, resources and organizational support to feel comfortable and confident serving survivors of all abilities and capacities.

By conducting a Needs Assessment on our own organizations and partners - who represent major players in our fields - and using existing relationships and networks we can develop appropriate resources and tools to support the work of agencies and individuals who encounter a victim of domestic violence with a disability.

This document describes the approach, methods and activities of the Needs Assessment. With the data and knowledge we gain we will develop a set of initiatives that will expand our knowledge and skills and increase our capacity to be leaders in the development of a service delivery system that addresses the unique needs of these survivors.

Purpose and Goals

The purpose of this Needs Assessment is to gather practical information on existing policies, procedures, practices, knowledge, and attitudes at our organizations that impact people with disabilities who have experienced domestic violence. Collecting information from program participants, staff, and members of our governing boards will inform us of strengths and areas in need of improvement. The information will be used to develop our strategic plan with manageable and achievable goals in keeping with our vision.

Goals of Needs Assessment

The goal of our Needs Assessment process is to:

1. **Assess the capacity of each organization to provide Technical Assistance at the intersection of domestic violence and disability.**
 - a. Identify current practices of organizations related to Technical Assistance – including training, consultation, education, policy and advocacy activities.
 - b. Identify existing policies, practices and resources that affect the ability of the organization to provide Technical Assistance to other agencies or organizations.

2. **Assess the knowledge, comfort, confidence, attitudes, and awareness of collaboration member and partner staff which affect our ability to deliver Technical Assistance to organizations who serve survivors with disabilities and mental illness.**
 - a. What is the Collaboration and allied organizations understanding of access and safety (disability and violence/abuse) and how is this demonstrated in policy, practice, training, budgets, community connections etc.?
 - b. What do survivors need to feel safe? What can agencies do to make them feel safe?
 - c. What do people with disabilities/mental illness need to feel welcomed and understood by an organization? What can agencies do to make them feel welcome?

3. **Assess connections between partner agencies and identify alternate paths/connections.**
 - a. Assess the connections and relationships between the Collaboration Partner agencies and identify other relationships and linkages in the state employed when serving a survivor with a disability.

4. **Identify elements policies, practices and procedures that enhance, restrict or inhibit services to survivors.**
 - a. Identify existing policies, practices and resources that affect the ability of the organization to provide appropriate and effective services to survivors with disabilities. These policies, practices and resources may enhance, restrict or inhibit the provision of services to a survivor with a disability.

5. Assess capacity/readiness for change.

- a. Assess the ability and willingness of the individual Collaboration agencies to change, including funding, resources, and attitudes that may enhance or inhibit change in response to findings in the Needs Assessment.

Information Sources

Existing Data

People with disabilities, including mental illness, experience crime and abuse at higher rates than people without disabilities; they are less likely to report crimes to the police, and less likely to use police based victims services agencies.

Nationally,

- Persons with disabilities experienced an age-adjusted rate of violent crime that was 1.5 times that of persons without disabilities; for sexual assault and rape, the rate was more than twice that of persons without disabilities
- Depending on the type of violent crime (rape, robbery, assault, and their subcategories), the incidence was 3 to 12 times greater among persons with severe mental illness than among the general population.

Source: *NCVRW Resource Guide 2012*

- Victims with disabilities were more likely to know their perpetrator than victims without disabilities.

Source: *Bureau of Justice Statistics Crimes against Victims with Disabilities 2008-2010*

Delaware data reflects similar patterns as national data. In addition to crime reports, a survey conducted by the Center For Disabilities Studies during 2006 found the following:

- 31% of female respondents reported that someone had sex with them without their consent, compared to 12% of women without disabilities.
- Respondents with mental health conditions were twice as likely as any other disability group to have been sexually assaulted.
- Of those reporting sexual assault, less than 20% were perpetrated by complete strangers, another 30% by intimate partners, or former intimate

partners. Other perpetrators included relatives, co-workers, friends and caregivers.

Source: *The Delaware Health Status Report for Adults with Disabilities, 2006*

New data:

New data will be gathered during the Needs Assessment through focus groups, surveys and individual interviews. We will not be gathering information on the incidence of violence in the lives of people with disabilities. We will be gathering information on practices and policies within our organizations, and in the state, that affect our ability to respond appropriately to victims with disabilities.

The information gathered will be used to develop a Strategic Plan which will address identified strengths, weaknesses and needs. This will help the Collaboration become a valuable resource for individuals and organizations in the state who serve victims with disabilities.

Overview of Methods

Participants, Recruitment, Numbers and Tools

The Delaware Collaboration will use three methods of gathering information: focus groups, interviews and surveys.

We will be gathering information from program participants at partner agencies, staff (including DCADV member agencies), leadership, volunteers, and boards of directors. We will also engage WEAVER, a Task Force of the DCADV Board of Directors who are survivors dedicated to educating others about domestic violence from a survivor's perspective.

Focus Groups

A focus group is a group of individuals that have been brought together for a moderated discussion about a particular topic. Because they tend to be open-ended in nature, focus groups allow for a deeper exploration of a given topic. (www.accessingsafety.org)

The Delaware collaboration will conduct focus groups for:

- survivors of domestic violence
- individuals with disabilities and program participants,
- staff at each agency, and
- direct service staff at DCADV member agencies.

Focus groups of individuals with a common position or experience are the best way to get information that will help us understand their experiences. Focus groups allow diverse ideas to be shared, and with careful moderation, for a deeper examination of issues. The focus group questions have been carefully written to elicit information about current services, ideal services and connections between agencies that affect individuals with disabilities in Delaware who may experience abuse or violence.

General Guidelines for Focus Groups:

- Each group will have 3-12 people.
- Program participant focus groups will be limited to 10.
- Groups will last about 2 hours.

We will try to make the groups as representative and inclusive as possible by asking every unit and program to contribute in some manner to the process (through interviews, focus groups or surveys). We are committed to ensuring accessibility to all focus groups. Our commitment to confidentiality will be stressed at the start of each group. Every focus group participant will get a copy of our confidentiality statement (Appendix F1) which will be read aloud at the start of each focus group.

- Focus groups will include people in similar positions, by agency or populations served.
- Materials will be provided in alternative formats if requested on the RSVP form and in easily understood language; CDS has reviewed questions to insure that they are clear, concise and understandable for individuals with cognitive disabilities.
- Focus groups will be held in space that is familiar and is accessible for those who will be attending – in general they will be at a time and place that is usual for the participants. For instance focus groups of clients of the Center for Independent Living will be held at IRI offices. This minimizes disruptions or changes to transportation and child care schedules.
- Focus groups will include light refreshments for groups of program participants and survivors only. RSVP forms for these groups will include questions about dietary needs.
- Survivors and individuals with disabilities who participate in either a focus group or an individual interview will receive a \$20.00 Wal-Mart gift card.
- Each group will have at the minimum a facilitator/moderator and a recorder. Ideally we will also have a floater at each group and a support person available to individuals who need a quiet room or services.
- All staff assisting in the focus groups will be trained to insure consistency and clear understanding of roles. This training will provide a thorough understanding the process and purpose of the focus groups. Please refer to Appendix D for a description of this training.
- Everyone will have training on their role as Mandatory Reporters (found in Appendix F2).

For scripts and additional details on consent, confidentiality, mandated reporting and safety and access can be found in other sections of this document.

Roles for Focus Group Staff

- Facilitator - Will facilitate and lead the discussion; she will make the opening remarks and welcome and monitor the group to insure that everyone is able to contribute. This is especially crucial in a group where the topics may be difficult to discuss and group members may utilize different modes of communication.

- We have chosen to rotate this role between all members of the Core Collaboration team; members will be given specialized training before we begin the Needs Assessment. In focus groups involving particularly vulnerable or sensitive participants (survivors and individuals with disabilities) the safety and security of the participants will be the deciding factor, i.e. the facilitator will be chosen with their comfort and safety in mind.
- For Staff focus groups we will employ members of the collaboration who do not work for that agency where possible in order to minimize any bias or inhibiting effect by the presence of a friend and/or coworker as part of the focus group team.
- With Program participants, the facilitator will be a member of the collaboration with whom the participants are familiar. We feel that someone familiar with the language, routines and norms of the group will be able to create a safe and comfortable atmosphere and have a more valuable conversation.
- Recorder – For focus groups of program participants, notes will be taken using a white board or flip chart, or be projected onto a screen, in order to capture salient points, acknowledge individual contributions and ensure that we have accurately reflected the comments. For staff focus groups and interviews we will use a laptop to record notes, impressions and body-language of participants. In addition we will audio record all focus groups (with unanimous consent of all participants) as a back-up. All participants will be informed that while direct quotes may be used in the report, no participant will be identified in any way (confidentiality, page 51). This audiotape will be stored with other Needs Assessment data at DCADV in a locked cabinet until approval of the Strategic Plan, at which time it will be destroyed with other Needs Assessment materials.
 - In order to increase our ability to schedule and conduct focus groups and interviews, we will be using an outside recorder for some of the focus groups. This frees up the four members of the collaboration Core Team for other duties. The recorder will be trained along with other staff and recruiters in the purposes of the grant, Needs Assessment protocols and our Safety, Confidentiality and Mandatory Reporting procedures.
- Floater and or Counselor - The floater's primary role is to respond to an individuals' crisis or distress. If a participant begins to feel overwhelmed, wishes to talk individually or needs to leave, the floater will check-in with them in a private space – where available she will escort the individual to the support person. The floater has a secondary role in assisting with large group facilitation if no one presents an individual need. A counselor or other support person will be identified for focus groups including survivors and other program participants from CDS and NAMI Delaware.

Groups of program participants and survivors will be limited to 10 participants to insure that everyone is given an opportunity to contribute, and that individual needs can be addressed. Focus groups of staff may contain up to 12 participants. We feel that given the skill of the facilitators and the relative sophistication of the individuals in these groups this number will be manageable.

At the conclusion of each Focus Group the team will meet to capture important moments, comments or thoughts using the Debriefing Form found in App. C2.

Focus Groups of Program Participants

Program participants are survivors of domestic violence who are served by DCADV member organizations and persons with disabilities/mental illness served by CDS and associated program and/or NAMI Delaware.

Individuals with disabilities, survivors and those living with mental illness are the experts on the delivery of services in Delaware. Without their input and experience we will not be able to generate lasting change in the state. We will be gathering information from these experts to not only inform us of current practices, but ideal practices as well. The information we gather will be used to make changes as necessary within our own organizations and to support and guide others in the state.

Recruitment

In general recruitment will be done by a staff person most directly involved with the individual being asked to participate; strategies and protocols were developed through consultation with staff at each agency along with the ED and Project Coordinator for that agency. Anyone who does not wish to be in a focus group but nonetheless wants to participate in the Needs Assessment will be interviewed. See individual agency for a more complete description of recruiting.

NAMI Delaware:

NAMI Delaware provides safe, affordable housing options to individuals with mental illness; support, education programs and support groups for families and individuals dealing with mental illness; advocacy (individual, systemic and grassroots). NAMI Delaware supports research.

NAMI Delaware provides property management services, conducts intake interviews and coordinates individuals moving in and out of housing. Every individual living in a property (house or apartment) owned by NAMI Delaware has a mental illness diagnosis.

We will engage two focus groups of program participants from NAMI Delaware:

- A focus group of residents of NAMI Delaware Housing. These individuals live with mental illness and will be a valuable resource for understanding the landscape of services in Delaware.
- A focus group of peer support group and education program leaders. They will be a particularly insightful group as they are living in recovery successfully, have benefited from available resources and now want to 'give back' by helping other individuals with mental illness.

Recruitment of NAMI Delaware housing residents will be done by the NAMI Executive Director and the Project Coordinator who are both members of the collaboration team. As always individuals will be given the option of an interview.

Recruitment of Peer Leaders will be done by the NAMI Delaware Project Coordinator with support from the Executive Director.

DCADV:

As DCADV does not do direct service, an important source of information will be from Member Organizations – particularly those involved directly in domestic violence services. We have identified 3 groups of survivors who can provide us with this vital information about safe and accessible services.

- Women who have received shelter at SAFE/People's Place
- Women who have received shelter Abriendo Puertas, a shelter for Spanish-speaking women
 - Both SAFE and Abriendo Puertas are run by People's Place, a DCADV member organization. These women will provide information about not only current services but also improvements to services.
- WEAVER, a group of survivors who serve on a Task Force of the DCADV Board of Directors.
 - These women are committed to telling their story and advocating for survivors and will be a particularly powerful and thoughtful source of information about services to victims of domestic violence.

Recruitment of survivors of domestic violence:

We have consulted staff at the shelter to determine appropriate venues, recruitment strategies and to recruit a support person to be available for survivors who may need it, and to act as an interpreter for focus groups which may include Spanish speaking women. The recruiter will be the Shelter Director, case

manager or staff person closest to survivors. All staff who are recruiting survivors to participate in the Focus Groups will have been trained on the goals, risks and benefits of the Needs Assessment. The Project Director, and any other collaboration team members who can, will attend a shelter staff meeting before the Needs Assessment begins to explain the grant, the Needs Assessment and focus group process. This will be an opportunity for the staff to ask questions and become comfortable with the process before agreeing to ask any survivors to participate. This meeting will also be an opportunity to recruit staff members.

For WEAVER, the Project Director will make a presentation at a monthly meeting where she will discuss the goals of the grant, the Needs Assessment process and the focus group as well as Confidentiality, Safety and Mandatory Reporting.

CDS

CDS performs direct services in the form of transition job and life-skill training for young adults (TEEM); in addition to a focus group from this unit we will engage other participants in groups associated with CDS to gain a more complete picture of the state of services in Delaware for adults with disabilities. We will only include persons age 18 and over.

- TEEM (Transition Education and Employment Model) offers young adults ages 18-27 with disabilities opportunities to develop the skills needed to increase their independence. This group includes individuals with a variety of disabilities and will be a valuable source of information. Support and training is provided by staff at CDS.
- Independence First, Inc. (IRI) is a statewide Center for Independent Living serving individuals in Delaware with a variety of disabilities. We feel this group is a valuable resource, and will supplement information gained from other CDS program participants.
- Delaware People First is Delaware's forum for adult self-advocates with intellectual disabilities; this program is housed at the Arc of Delaware. We feel that doing a focus group with Delaware People First will provide valuable information about services to adults with intellectual disabilities from a self-advocate's perspective.

Recruitment for individuals receiving services from CDS (TEEM):

The Executive Director of CDS and the Project Coordinator will participate in recruitment for this group. Both are members of the collaboration and can ensure that participants are willing and informed participants. As with all focus group participants, individuals will be offered an opportunity to participate in an interview if they are not comfortable with, or cannot attend a focus group. Questions and scripts can be found in the Appendix B.

Recruitment of participants from IRI:

IRI has been a partner on many research projects and initiatives that the Center for Disabilities Studies has conducted over the years. IRI consumers have participated in surveys and focus groups for CDS; The IRI Executive Director was a member of CDS Advisory Board and provided input on CDS' activities. We will provide copies of the FAQ, Confidentiality and Mandatory Reporting Policy and any requested information about the grant – including a description of the Needs Assessment Process, with staff and leadership at IRI during a meeting. Because of this close relationship with IRI, our face-to-face meeting(s) as well as the familiarity of IRI clients with CDS, we are confident that anyone who participates in a focus group will be an informed willing member.

We are taking special care to include Deaf individuals in the Needs Assessment because of their unique vulnerabilities and challenges in seeking and receiving services. The same recruitment process will be used and the participants will be drawn from the clientele of IRI. We've determined that interviews will be the best way to gather the information we need; we will interview at least three, but no more than five, Deaf clients from IRI. The Project Director will conduct these interviews with an interpreter acceptable to the individual being interviewed. We will use the Focus Group script and questions and will ensure that there is a support person available should it be necessary.

Recruitment of participants from Delaware People First:

As is the case with IRI, CDS and People First have been partners in many projects, research areas and initiatives; the staff support person at the Arc collaborates with CDS in various capacities. Given this entwined history and the involvement of many of the self-advocates in surveys and focus groups with CDS we are confident that by providing copies of the FAQ, Confidentiality and Mandatory Reporting Policy and any requested information about the grant – including a description of the Needs Assessment Process, with staff and leadership at the Arc during face-to-face meetings that any focus group participant will be fully prepared to be an informed and willing participant. As always, we will offer interviews as an option.

Focus Groups of Staff

Input and information from the staff at each agency and from DCADV Member agencies are vital to this Needs Assessment; they not only provide current services, they are the key to creating a new system of services in Delaware. They will be able to tell us what works well, and what needs to be improved. They will also help us map existing connections – both formal and informal – between organizations in the state.

Recruitment of Staff

1. The Core Collaboration team will make a presentation on the purpose of the First State Equal Access to Safety Initiative at each partners' regularly scheduled staff meetings wherever possible. These presentations will include copies of the FAQ and the Confidentiality policy.

2. The Executive Director of each partner will be asked to send an email, drafted by the state-wide team, encouraging staff to participate in focus groups.

3. A follow-up email will be sent to staff containing information on the dates, times and locations for focus groups along with RSVP contact information for the Project Director who will gather the RSVPs (App. C1).

CDS

CDS consists of 5 units: Health and Wellness, TEEM, Assistive Technology, Early Childhood, and School Age.

We have identified two groups of staff at CDS that we will be engaging:

- The Management Team, which includes the directors and the 5 units. This group will form a single focus group. This group has a unique perspective on providing services to individuals, and on the capacity of CDS to provide Technical Assistance.
- A focus group of staff drawn from all CDS units. This group will include up to 12 individuals. This group provides not only the perspective of staff who directly provide services to clients, but core staff who interact with individuals with disabilities as receptionists or simply interacting in public areas. This group will provide us with information about training and other staff development needs.

The Management Team meets twice monthly. At one of these meetings the CDS Project Coordinator will describe the Needs Assessment process and the Management Team Focus Group. Each member will be given a copy of the FAQ and the Confidentiality Policy. Recruitment for this group will be primarily by the ED (who is a member of the Collaboration Team) with support from the Project Coordinator.

This presentation will act as both recruitment for the Management Focus Group and as training for the Unit Managers to recruit staff with the support of the Director (who is a member of the Collaboration team) and the Project Coordinator.

NAMI Delaware

We will conduct a focus group with the NAMI Delaware Staff, whom we have divided into two groups to reflect their different functions: the Housing Staff, and Non-housing Staff. The Housing group consists of the Director of Property Management, the Senior Property Manager and two Property Managers – they interact regularly with housing residents, including doing initial applications and interviewing and see residents literally where they live. The Non-housing group includes Help Line staff as well as receptionists and other support positions. These people play a vital role in insuring that anyone calling or visiting NAMI Delaware are met in a welcoming manner and directed to the appropriate resource or staff person. The Project Coordinator for NAMI Delaware will not be included in these staff focus groups.

DCADV

DCADV does not do direct service – the Coalition is a member organization of individuals and organizations in the state who are working to end domestic violence. DCADV has Member Programs and Organizations who do work directly with victims of domestic violence – those programs are described below. By determining how experienced and comfortable Member Program staff are serving survivors with disabilities we will be better prepared to meet their needs for training, support or other Technical Assistance on providing safe, welcoming and appropriate services for all survivors. By assessing the DCADV staff's experience and comfort level with disability and mental illness we can determine what internal training or other needs must be met before we are comfortable providing not only appropriate support to those with disabilities whom we may work with, but also what we need to provide TA at the intersection.

DCADV Staff

We will do a focus group with the DCADV staff – the staff consists of a total of 9 people. All staff will be invited to participate in a focus group. Questions for DCADV staff will focus on their knowledge, skills, ability and history of including individuals with disabilities and mental illness into their activities and trainings. In addition, we will be exploring their current roles as Technical Assistance providers and what strengths and limitations they experience as TA providers.

All staff will have an opportunity to interview if they do not wish to be included in the larger focus group.

The two staff persons who work on this grant will not be included in the DCADV staff focus group.

DCADV Member Organizations

DCADV has 4 member organizations that provide Domestic Violence services.

- People's Place/Turning Point: Turning Point offers a broad range of services for adults and children affected by domestic violence, including both victims and offenders. For this Needs Assessment we will be engaging the staff of the Victim Services unit. Turning Point is located in Kent County.
- YWCA/Home Life Management Center-Domestic Abuse Empowerment: provides services to victims of domestic violence including emergency and transitional housing. This will provide us an opportunity to talk to staff providing services in the city of Wilmington.
- Community Legal Aid Society, Inc. (CLASI): CLASI staff will be surveyed due to restrictions on their time and resources. CLASI represents victims of domestic violence in family law matters such as civil restraining orders, or Petitions for Protection From Abuse ("PFA"), divorce and custody as well as other court matters that are a result of domestic violence. The services are limited to residents of Kent and Sussex County.

These groups will serve several purposes: help us determine the need for training, support or other assistance on serving survivors with disabilities ; help us determine appropriate topics and avenues for delivery of Technical Assistance; help us develop a map of connections between organizations in Delaware.

Recruitment of Member Organization staff:

Each of the four organizations has a representative on the DCADV Board.

1. The Needs Assessment will be announced and described at a routinely scheduled Board Meeting by the Executive Director and the Project Director. The Member Representatives will then receive a follow-up letter giving more information about the project, the Needs Assessment process and their contribution.
2. The Board Member Representative of each partner will be asked to send an email, drafted by the state-wide team, encouraging staff to participate in focus groups.
3. A follow-up email will be sent to staff containing information on the dates, times and locations for focus groups along with RSVP contact information for the Project Director who will gather the RSVPs. Requests for accommodations will be noted and forwarded to the Project Coordinator at CDS who will be responsible for making those accommodations.
4. Each organization has been visited by the Core Collaboration team; at these meetings we described the grant, met with staff and toured facilities.

Interviews

The Delaware Collaboration will be conducting Interviews with the Executive Director of each organization in the Collaboration (who are all members of the Collaboration Team) and key individuals identified during the Needs Assessment planning process. These individuals hold a unique perspective on the issues we are addressing, and the interview process acknowledges their unique experience. We believe that we will get a more open discussion and a more thoughtful response by this process. In addition to planned interviews, there may be individuals who are interested in participating or contributing to the process but are unable to participate in focus groups because of schedules, safety concerns or other reasons; they may simply prefer a private face-to-face conversation. Interviews will be arranged with these individuals at an agreed upon date and time at the agency where the individual receives services, or is employed. In these cases the interview process is anticipated to take about an hour, and will use the focus group discussion questions.

DCADV

In addition to the Executive Director, we have identified four other individuals who have unique information to offer the Collaboration:

- SAFE Shelter Director – The SAFE Shelter Director can give us perspective on the overall challenges of running an emergency shelter and accommodating individuals with disabilities, including training and funding.
- Abriendo Puertas Shelter Director – in addition to the information about the challenges of running an emergency shelter, the Abriendo Puertas director can shed light on the special challenges for Spanish-speaking survivors.
 - Shelter Directors supervise the front line staff and act as a conduit between the staff and management as well as acting as a bridge between line staff and other statewide organizations and task forces.
- Director of Domestic Violence Services at Peoples Place II – This individual has a unique perspective on the overall challenges to providing a wide variety of domestic violence services and can provide information similar to that of an Executive Director.
- The Elderly Victims Advocate at the Delaware Center for Justice – DCJ is a Member Program of DCADV; as the only staff person who deals directly with domestic violence victims, she will be interviewed.

Each of these individuals is crucial to understanding the need for training, support and other Technical Assistance and to delivery of those services in an effective manner.

Recruitment of the Shelter Directors and the Director of DV Services will be by the DCADV Project Director. Each will be given a copy of the FAQ and the Confidentiality Policy which includes assurance that participation in the process is voluntary and will not adversely affect employment. In addition each organization has been visited by the Core Collaboration team.

NAMI Delaware

At NAMI Delaware we will be interview the Executive Director and the Assistant Director of Communications and Public Relations. The ED is crucial to understanding NAMI Delaware's current capacity, as well as their ongoing participation and role in the collaboration. The Assistant Director will be an important component to future outreach and technical assistance activities. We have decided to interview both of these individuals as they have unique positions at NAMI Delaware.

We will offer interviews to staff members who opt out of participating in a focus group.

CDS

In addition to the Center Director we will interview two well known and highly respected individuals in Delaware who are known for their advocacy, policy work and commitment to inclusion and rights for persons with disabilities. We believe that their experience and expertise will provide valuable insight into the provision of services to individuals with disabilities in Delaware as well as connections between agencies.

Recruitment of these self-advocates will be by the Director of CDS and the CDS Project Coordinator. They will be given copies of the FAQ as well as the Confidentiality and Mandatory Reporting policies at that time.

General guidelines for Interviews

Interviews of Executive Directors will be conducted by a member of the Core Team who is not employed by that agency; the recorder will be a Core Team member who is employed by that agency – we chose this pattern as a balance between a sense of comfort for the ED, and objectivity provided by the interviewer. Each of the Executive Directors approved this staffing model. Interviewer and recorder will all have participated in the same training as described for focus groups, above. Self-advocates will be interviewed by the CDS Project Coordinator, with the Project Director as recorder.

It is anticipated that the interview will take 1.5 hours.

Please refer to Appendix G for interview questions and introductory script.

Surveys

Surveys will be used to collect information from Boards of Directors and other governing bodies; in addition we will survey legal staff at the Community Legal Aid Society of Delaware.

Boards of Directors are an important element in any system or organizational change initiative. They provide oversight, support, community connections, and in many cases, control policies and procedures. To capture their input we have chosen to use a survey to inform and promote buy-in from the Boards as well as to give us a more complete picture of each organization. Surveys provide a way of collecting data as a representation of a whole group and are an easy way to generate a lot of information in a relatively small amount of time. They can be cost effective, require the least amount of resources, and can be offered anonymously, which should encourage people to participate without their identity being revealed.

The Center for Disabilities Studies does not have a Board of Directors as such; the Center is governed by a Community Advisory Council, as required by the Administration on Developmental Disabilities - which provides core funding for the Center. The CAC has an elected chair and is comprised of individuals with disabilities and family members as well as representatives from the Delaware Developmental Disabilities Council, the Disability Law Center, and other agencies and organizations.

Recruitment of Board of Directors

An announcement will be made at a regularly occurring meeting of the Board or Advisory Council, if possible. The announcement will be followed-up with an email from the Executive Director (Appendix C1) explaining the project and their part in providing us with information and including contact information for the Project Director if they have questions. The survey will subsequently be distributed electronically to every Board Member.

Recruitment of Community Legal Aid (CLASI) will be done by the Project Director and the Member Organization Board Representative. An email will be sent to staff from the Executive Director (Appendix C1) describing the project and their contributions to the Needs Assessment Process. The survey will subsequently be distributed electronically to previously identified staff members.

Confidentiality, Consent, Mandatory Reporting and Safety

Confidentiality

The Delaware Collaboration has a strong commitment to the confidentiality of any information regarding staff and program, as well as the workings of each agency. We will conduct the assessment in a respectful and transparent

manner, avoiding suggestions of blame or fault-finding. The Delaware Collaboration is mindful of the confidentiality concerns for individuals and organizations.

- No personal information will be collected in the Needs Assessment process aside from the RSVP form. (Appendix C2). This information will be used only by the Project Manager to confirm who is participating in each group and to send reminders if necessary. No information from RSVP forms will be included, other than noting the number from each agency and arrange accommodations.
- In the focus groups, interviews and surveys participants will be asked not to provide any identifying information about staff or other participants. In the introduction to the focus groups, the facilitator will make the following announcement:

We ask you to keep what is said in this room private. We cannot stop you from talking about what is said here, but we want everyone to feel free to share their ideas and comments.

- No personally identifiable information will be included in any aspect of the Needs Assessment Report. We will explain this throughout the process, at each focus group and interview.
- We will make it clear that there will be no ramifications for employment or services due to information shared.
- The recorder will not note specific identifiers in her notes; information gathered will be kept in a locked cabinet at DCADV until after approval of the Strategic Plan.
- All notes, records, surveys, RSVP forms, etc. related to the Needs Assessment will be destroyed after the Strategic Plan has been approved by the Office On Violence Against Women and all project partners have signed off on it.
- We will make clear any exceptions to our policy of confidentiality. Those exceptions include disclosure of child abuse, homicidal / suicidal intent, and reports of abuse of an adult individual who has a disability which triggers our Mandatory Reporting requirements (described below).
- Our Mandatory Reporting process will be described during the recruitment process, and at the beginning of each focus group.

Information from the Needs Assessment Report will be shared with participating organizations and OVW. All identifying information will be removed in the Needs Assessment Report. All team members will receive debriefing forms from the focus groups and interviews. Nothing that could reasonably identify individuals will be shared (gender, age, race, etc.). During the assessment of information the Collaboration Team will use these forms to identify themes, patterns and

issues. The Needs Assessment Report will be compiled for the Full Team, who will then make recommendations and sign off on the Report before it is submitted to OVW for approval.

Consent

The Delaware Collaboration will use a passive consent process which explains our confidentiality and mandatory reporting policies with all Needs Assessment participants. The statement will be read as part of the script for each Needs Assessment group or interview (see Appendix G). Descriptions of consent in a focus group or interview will be short and easily understood; the facilitator will ask for assent (verbal, show of hands or other acknowledgment). Once this statement has been read and acknowledged participants will be told that if they stay they are showing their consent to participate in the Needs Assessment. Individuals with disabilities and survivors will also be told that it is okay if they choose to leave or end the interview and can keep the gift card. A reminder about confidentiality will be made at the conclusion of every focus group.

Mandatory Reporting

Delaware's General Assembly recognizes that many adult citizens of Delaware are in need of protection from abuse because of physical or mental infirmity, disease or other causes which render them incapable of providing for their basic daily living needs. Under Delaware law everyone has a duty to report abuse or neglect of children and vulnerable adults (the elderly and those with a physical or psychiatric disability).

Collaboration members will have contact with many individuals who are "incapacitated" or "infirm", Delaware law indicates that we are all mandated reporters so we must be mindful of what information we collect. Collaboration Members will adhere to Delaware law regarding mandatory abuse reporting for individuals with a disability.

Because repercussions from disclosure of abuse can be so serious, and because not reporting suspected abuse can contribute to on-going harm, the following guidelines will be followed by all members of the Collaboration during the Needs Assessment:

- If, during the course of work on this project, a disclosure is made that a member of the collaboration believes requires a report, that member will reflect carefully on the various definitions and facts to determine if a report is required.
- If possible, she or he will discuss the situation with at least one other member of the Collaboration, adhering to our confidentiality standards, to ensure that there is a common understanding that the individual involved meets the definition of "infirm or incapacitated adult", and that

there is cause to believe that abuse, neglect, or exploitation has occurred.

- In keeping with our belief in self-determination, the individual will be informed about the need to report, our belief that a report should be made, and encourage him or her to participate in this process at the conclusion of the focus group, if possible.
- If the individual receives services from a provider other than one of the Core Collaboration agencies, we will involve the agency concerned and explore how to proceed in keeping with laws and agency protocols, policies or procedures.
- If the affected individual does not give approval, and the team member is still convinced that a report must be made, she/he will proceed, but give notice to the affected individual if possible.
- The full Collaboration will be advised of the report and share the general facts underlying the report (without violating confidentiality).

There are three types of disclosures that we must report in keeping with Delaware law and the policies of each of our organizations – child abuse or neglect and homicidal/suicidal intent.

- In the event of a disclosure which involves child abuse or neglect the incident will be reported within 24 hours by the Project Director; the affected individual will be informed - after the focus group if possible - that a report will be made, and will be encouraged to make it herself.
- In the event of a disclosure of homicidal/suicidal intent which presents a clear and present danger we will file a report with the appropriate authorities, (which may include 911, the Crisis Intervention Services or Adult Protective Services). See Appendix H, Resource List.
- In addition we may have to report abuse or neglect of some individuals with disabilities.

Before every Focus Group, we will ensure that everyone is aware of our duties to report as noted in the Confidentiality Statement. This disclosure will be made in a format that is accessible and understandable to participants – it will be available in print, will be read aloud and will be available in alternate formats if we have received a request for them.

Safety Considerations

There are a variety of potential risks for anyone participating in this process, not only survivors and those with disabilities. We recognize that individuals could make statements during focus groups which could feel harmful or distressing in some way, including a staff person who may criticize or present unflattering information about their employer or agency. We have made every attempt to describe the focus group process, our confidentiality standards as well as exceptions to these standards to participants. The Collaboration team has tried

to be mindful of common risks and minimize them through careful planning. We have carefully considered who we are inviting to participate, our recruitment process and the location and protocols for our focus groups and interviews. Despite this we cannot anticipate or eliminate all potential risks.

Our safety strategy will be to:

- Present options to those who wish to participate.
- Provide a list of services and resources
- Consult with anyone presenting a safety concern or need
- React individually to questions, concerns or requests

We will emphasize during the introduction to the focus groups that the Floater will be available to provide support or help as needed.

Access

The Collaboration is committed to making the Needs Assessment process fully accessible for everyone involved, including:

- Accessible space
- Reasonable accommodations
- Language interpretation, including for Deaf and non-English speaking participants.

The Center for Disabilities Studies will be responsible for ensuring that materials and locations are accessible and for responding to requests for accommodations.

Compilation and analysis of data

After each interview and focus group the Collaboration Team members will complete the Debriefing Form which will be scanned or photocopied and made available to all members of the Core Team within 2 working days by the Project Director. Surveys will be compiled by team members when they have all been received, or at the conclusion of the Plan timeframe.

Upon completion of the Needs Assessment data collection activities, the data will be compiled by the Project Director with assistance from members of the Core Team. Once the data have been compiled, the Core Collaboration Team will identify issues, themes, comments and connections which will then be presented to the Full Collaboration Team.

The Full Team will then use the analyses to identify strengths, needs and gaps in our services, knowledge and resources. A Needs Assessment Report will be developed from the collaborative consensus which will be used to inform the Strategic Plan.

Timeline & Work plan

Summary of Needs Assessment Data Collection

Interviews			
Agency	Participants	Number	Location
Executive Directors/Leadership			
DCADV	Exec. Director	1	Wilmington
CDS	Director	1	Newark
NAMI Delaware	Exec. Director	1	Wilmington
NAMI Delaware	Asst. Director of Marketing and Communications	1	Wilmington
DCADV (SAFE)	Shelter Directors	2	Milford
DCADV (People's Place)	Dir. of DV Services	1	Dover
DCADV (DCJ)	Elderly Victims' Advocate	1	Wilmington
Key Staff/Individuals			
CDS	Self-advocates	2	Newark
CDS	Deaf individuals	3	Newark
Optional Interviews			
Unknown	Unknown	Unknown	unknown

Surveys			
Agency	Participants	Number	Location
Governing Boards			

DCADV	Board of Directors	15	Electronic
CDS	Advisory Council	51	electronic
NAMI Delaware	Board of Directors	15	electronic
CLASI Legal Staff		5	electronic
FOCUS GROUPS			
Agency	Participants	Number	Location
Survivors of Domestic Violence			
SAFE	Current/past residents	6-8	Dover/Milford
WEAVER	DCADV Task Force members	6-8	Dover
Individuals with Disabilities			
NAMI Delaware	Housing residents	6-8	Newark
NAMI Delaware	Peer Leaders	6	Wilmington
CDS	Independent Resources	6-8	Wilmington
CDS	Delaware People First	6-8	Newark
CDS	TEEM	8-10	Newark
Program Staff/Employees			
DCADV	Staff	~9	Wilmington
YWCA	DV/Housing Staff	4	Wilmington
People's Place	DV Staff (Turning point)	8-10	Dover
NAMI Delaware	Non-housing	8	Wilmington
NAMI Delaware	Housing Staff	4	Wilmington
CDS	Staff (all units)	10-12	
Supervisors			
CDS	Management Team	~6	Newark

Timeline

October, November 2012

- Prepare for Needs Assessment (planning, recruitment and training)

December 2012 – February 2013

- Needs Assessment Process – conduct focus groups, interviews and surveys

March 2013-May 2013

- Needs Assessment Report and Strategic Planning

June 2013 -September 2013

- Implementation

APPENDICES

Appendix 1 Questions and Forms

NAMI Delaware

Questions and Surveys for Leadership, Staff and Individuals Living with Mental Illness

Board of Director Survey

Delaware Equal Access to Safety Initiative

The Delaware Coalition Against Domestic Violence, the Center for Disabilities Studies at the University of Delaware and NAMI Delaware (the National Alliance on Mental Illness In Delaware) have received a grant from the Department of Justice, Office on Violence Against Women to work together to improve services for people with disabilities, including individuals with mental illness, who have experienced domestic violence. The long term goal of the collaboration is for the three agencies to provide assistance in the form of training, education, awareness and other support to agencies, services providers and individuals who may encounter an individual with disability who is a victim of domestic violence. The vision of the Collaboration is for a system in Delaware in which all victims receive appropriate, safe and welcoming services.

The purpose of our Needs Assessment is to collect information from our agency leadership, agency supervisors and staff, volunteers, survivors, and individuals with disabilities who have knowledge of and experience with both of our agencies' current service delivery systems. We are interested in obtaining your input on how this project aligns with your understanding of the organization's mission and strategic initiatives, and on how you see the Board of Directors as being able to influence and support this project.

Your feedback and input will help to guide the Collaboration in identifying strengths and weaknesses, knowledge and expertise within our organizations which can be utilized to effect changes that will lead to a more accessible, safe, and responsive service system.

Please consider responding to this survey even if you feel that your responses will not be helpful – anything you can tell us is helpful.

1. The goal of the Delaware Equal Access to Safety Initiative is to bring about system changes in Delaware to better assist individuals with physical/developmental disabilities and/or mental illness who have experienced domestic violence. To what degree do you think this project is consistent with NAMI Delaware's mission?

A. Completely consistent

B. Somewhat consistent

C. Not consistent at all

COMMENT: _____

2. To what degree do you think this project aligns with NAMI Delaware's strategic goals?

A. Completely aligns

B. Somewhat aligns

C. Does not align at all

Comment: _____

3. To what degree would you be willing to support new initiatives at NAMI Delaware to address the intersection of domestic violence and disability?

A. Definitely would

B. Likely would

C. Not sure

D. Likely would not

E. Definitely would not

F. Need more information

4. In what ways would you be willing to support the work at the intersection of domestic violence and disability?

5. To what extent do you see any challenges for NAMI Delaware in addressing the intersection of domestic violence and disability?

A. Significant

B. Moderate

C. Minimal

D. None

6. What challenges, if any, would you see for NAMI Delaware in supporting the work of the Delaware Equal Access to Safety, at the intersection of domestic violence and disability?

7. Would you like to provide any additional feedback?

Interview Questions

Interview questions for Executive Director

1) Tell me about the work NAMI Delaware does. What role does NAMI Delaware play in Delaware?

- a) Whom do you serve?
- b) What is NAMI Delaware's expertise?

2) Describe your role at NAMI Delaware. May include: Hiring and supervision of personnel, fundraising, development of policies and procedures, marketing, liaison with board of directors, advocacy and outreach.

- a) How are decisions about services or policies made at NAMI Delaware? For instance, are they determined by you, the board, from within the organization, from outside forces/influences or a combination?

3) What types of support or assistance does your agency provide to other organizations, agencies or individuals in the state? (consider training, advocacy, policy analysis...)

- a) Do you respond to requests? Offer pre-determined trainings? Provide educational materials? Would you consider this reactive, proactive or both?
- b) How is the information delivered – in person, on website, through printed materials?
- c) How often do you get requests for information or support about violence or other types of abuse of people with mental illness? (Could be for referrals, advocacy, or other supports from individuals or organizations).
- d) Do you have resources, including partnerships, which can help respond to requests about violence or abuse?
- e) If Yes, please describe them

4) What limits, barriers, constraints or challenges does NAMI Delaware face when providing assistance about domestic violence and mental illness? (Internal constraints or barriers including funding, staffing, space, lack of

knowledge; external constraints from funders, NAMI National; Political climate, other agencies, regulatory constraints...)

- a) What barriers are there for staff handling these requests? (i.e. are they limited by lack of knowledge, lack of understanding systems in Delaware...)
- b) As ED at NAMI Delaware what opportunities do you see to build staff capacity at the intersection of Domestic Violence and Mental Health? What challenges?

5) What would be needed to address these barriers?

(For instance; Funding, change in policy, changes in regulatory or legal climate, training ...)

6) What kind of collaborations does NAMI Delaware participate in that you think are relevant to the work of this grant?

- a) Are these collaborations formal or informal (i.e. MOU, contract or other interagency agreement)?
- b) What other collaborations do you – or others at NAMI Delaware - participate in, including statewide task forces or commissions?
- c) What is NAMI Delaware's role in those collaborations (lead agency, member, supporter or provides assistance)?
- d) What is your role in these collaborations?

7) What limits, barriers, constraints or challenges do you face when collaborating with other organizations? (think about funding, policies, transportation, facilities or infrastructure...) If not mentioned – history, political climate, value or other conflicts...

- a) What would be needed to address these barriers (for instance; funding, staff, training, changes in policy...)?
- b) What facilitates collaboration in Delaware?

8) Do you have policies or procedures related domestic violence/abuse? For instance a Workplace Violence Policy, Mandatory Reporting or Child abuse)

- a) If so, what are they? If not, why not?
- b) Are they written or unwritten?

- c) How do (or how would) you think policies/procedures would help/restrict serving victims?
 - d) How are policies changed at this agency? Who has to be involved?
- 9) **Do you have policies or procedures related to disabilities?** For instance a policy on Accessibility?
- a) If so, what are they? If not, why not?
 - b) Are they written or unwritten?
 - c) How do (or how would) you think policies/procedures would help/restrict serving those individuals?
 - d) How are policies changed at this agency? Who has to be involved?
- 10) **What other organizations, agencies or individuals (if any) do you think should be involved if we are to influence services for victims with disabilities in Delaware?**
- 11) **Is there anything else you think we should know?**

Interview Questions for NAMI Delaware Assistant Director of Community & Public Relations

- 1) **Tell me about the work NAMI Delaware does. What is NAMI Delaware's role in Delaware?**
- a. Whom do you serve?
 - b. What is NAMI Delaware's expertise?
- 2) **Describe your role at NAMI Delaware.** May include: Hiring and supervision of personnel, fundraising, advocacy and outreach through working with media and marketing, communications with membership, mailings...
- a. How is the message of NAMI Delaware determined? At the organizational level, board driven or mixed.
 - b. Do you consider yourself an advocate for NAMI Delaware? For those living with mental illness?

- 2) **What types of support or assistance does NAMI Delaware provide to other organizations, agencies or individuals in the state?** (consider training, advocacy, conferences, events)
 - a) Do you respond to requests for such information? Offer pre-determined trainings? Provide educational materials? So would you consider these to be reactive or proactive?
 - b) How is the information delivered – in person, on website, through printed materials, at conferences, events?
 - c) Do you provide any support or assistance about violence or abuse of people with mental illness?

- 3) **What is your level of involvement with this assistance?** (For instance, find funding, direct delivery, provide advice, guide and oversee...)

- 4) **What limits, barriers, constraints or challenges does NAMI Delaware face when providing assistance?** (internal constraints or barriers including funding, staffing, space, external constraints from funders, NAMI National, Member organizations; Political climate, other agencies, regulatory constraints...)

- 5) **What barriers do you see (if any) for NAMI Delaware to deliver assistance or support on the intersection of violence/abuse and mental illness/disability?**

- 6) **What would be needed to address these barriers?** (For instance; Funding, change in policy, changes in regulatory or legal climate, training on domestic violence for staff, training for leadership...)

- 7) **What kinds of collaboration exist between your agency and others in the state that would be useful for this Collaboration?**
 - a) Are these collaborations formal or informal (i.e. MOU, contract or other interagency agreement)?
 - b) What other collaborations do you participate in, including statewide task forces or commissions?
 - c) What is NAMI Delaware's role in those collaborations (lead agency, member, supporter or provides assistance)?
 - d) What is your role in these collaborations?

- 8) **What limits, barriers, constraints or challenges do you face when collaborating with other organizations?** (think about funding, policies, transportation, facilities or infrastructure...) If not mentioned – what about political climate, history or value conflicts...?
- a) What would be needed to address these barriers (for instance; funding, staff, training, changes in policy...?)
 - b) What facilitates collaboration in Delaware?
 - c) How do (or how would) you think policies/procedures would help/restrict serving those individuals?
- 9) **Do you have policies or procedures related domestic violence/abuse?** For instance a Workplace Violence Policy, Mandatory Reporting or Child Abuse Reporting Policy.
- a) If so, what are they? If not, why not?
 - b) Are they written or unwritten?
 - c) How do (or how would) you think policies/procedures would help/restrict serving those individuals?
 - d) How are policies changed at this agency? Who has to be involved?
- 10) **Do you have policies or procedures related to disabilities?** For instance a policy on Accessibility?
- a) If so, what are they? If not, why not?
 - b) Are they written or unwritten?
 - c) How do (or how would) you think policies/procedures would help/restrict serving those individuals?
 - d) How are policies changed at this agency? Who has to be involved?
- 11) **What other organizations, agencies or individuals (if any) do you think should be involved if we are to influence services for victims with disabilities in Delaware?**
- 12) **Is there anything else you think we should know?**

FOCUS GROUPS

NAMI Delaware Staff Questions

NAMI Delaware Housing Team Focus Group Questions

Opening script will describe project, define domestic violence and abuse and explain why we are asking for their input. Script will also emphasize confidentiality.

- 1) Think about your role at NAMI Delaware, and the interaction you have with housing residents:**
- 2) What services do you provide to housing residents? Describe types of services and interactions with residents.**
 - a) How often do you interact with residents?
 - b) Are these proactive, or reactive (who initiates these interactions)?
What about emergencies? [if not mentioned]
- 3) What types of disabilities have you encountered with applicants or tenants?**
 - a) What were the circumstances?
 - b) What was your response; who did you ask for help?
 - c) Were you able to make needed accommodations?
 - d) Were there policies and procedures in place to guide you?
 - e) Were they helpful? In not, would they have helped?
- 4) Have you ever encountered a resident who seemed to be upset, in distress or whose behavior had you concerned?**
 - a) What were the circumstances? Did it occur on NAMI Delaware property?
 - b) What was your response? Who did you ask for help?
 - c) Did you consider violence, domestic violence or abuse?
 - d) Had you had any training? Who provided it? Did it prepare you adequately?
 - e) Were there policies and procedures in place to guide you?
 - f) Were they helpful? If you answered no, would they help if you were to encounter this situation?
 - g) Do you have policies about violence or other types of abuse in NAMI Delaware housing?
- 5) Who would you turn to for training or information on disabilities?**
 - a) Why that resource, individual or agency (i.e. policy or procedure, personal connection, professional association...)?

- b) Would you be interested in training, webinars, one on one, conferences on disabilities?
- 6) Who would you turn to for training or information on violence or abuse?**
 - a) Why that resource, individual or agency (i.e. policy or procedure, personal connection, professional association...)?
 - b) Would you be interested in training, webinars, one on one instruction, conferences on Domestic Violence?
- 7) Does NAMI Delaware provide opportunities for you to maintain, or increase, your skills and knowledge? For instance trainings, conferences, other educational opportunities?**
 - a) How often are these opportunities presented?
 - b) Do you feel that these opportunities are adequate?
 - c) What makes it easy, or difficult, to take advantage of these opportunities? (time off, support of supervisors, staffing, cost...)
- 8) What agencies, organizations or networks do you work with on a regular basis that you think would be helpful for our work?**
 - a) Is this a formal or informal arrangement (for instance is there a contract, MOU or interagency agreement)?
 - b) What about task forces, commissions or other statewide collaborations?
 - c) Which agencies would NAMI Delaware need to work with to influence services for victims with disabilities?
- 9) Is there anything else you would like to tell us?**

NAMI Delaware Non-Housing Employees Focus Group Questions

1) What do you do at NAMI Delaware?

Each participant describes their title and job duties.

- a) What supports or services do you provide to people with mental illness?
- b) How much contact do you have with persons with mental illness?

2) What types of disabilities have you encountered in your capacity with NAMI?

- a) What were the circumstances?
- b) What was your response; who did you ask for help?
- c) Were you able to make needed accommodations or adjustments?
- d) Were there policies and procedures in place to guide you?
- e) Were they helpful? If not, would they have helped?

- 3) Have you ever had a guest/visitor/caller who seemed to be upset, in distress or whose behavior concerned you?**
 - a) What were the circumstances? What made you think that?
 - b) What was your response? Who did you ask for help?
 - c) Did you consider that they may have experienced violence, domestic violence or other abuse?
 - d) Had you had any training to handle these situations? Who provided it? Did it prepare you adequately?
 - e) Were there policies and procedures in place to guide you?
 - f) Were they helpful? If you answered no, would they help if you were to encounter this situation?
- 4) Who would you turn to for training or information on disabilities?**
 - a) Why that resource, individual or agency (i.e. policy or procedure, personal connection, professional association...)?
 - b) Would you be interested in training, webinars, one on one, conferences on disabilities and/or Domestic Violence?
- 5) Who would you turn to for training or information on domestic violence?**
 - a) Why that resource, individual or agency (i.e. policy or procedure, personal connection, professional association...)?
 - b) Would you be interested in training, webinars, one on one, conferences on Domestic Violence or Abuse?
- 6) Does NAMI Delaware provide opportunities for you to maintain, or increase, your skills and knowledge? For instance trainings, conferences, other educational opportunities?**
 - a) How often are these opportunities presented?
 - b) Do you feel that these opportunities are adequate?
 - c) What makes it easy, or difficult, to take advantage of these opportunities? (time off, support of supervisors, staffing, cost...)
- 7) What agencies, organizations or networks do you work with on a regular basis that you think would be helpful for our work with victims with disabilities?**
 - a) Is this a formal or informal arrangement (is there a contract, MOU or interagency agreement)?
 - b) What about task forces, commissions or other statewide collaborations?
 - c) Which other agencies would NAMI Delaware need to work with to influence services for victims with disabilities?

Mental Health Program Participant Focus Group Questions

Focus Group Questions for Mental Health Program Participants

[Introductory script will describe the project and that we are asking this group for information based on their experiences and knowledge]

- 1) How do you find out about services? What works well for you?**
 - a) Where are some places that you think it would be good to share information with people with mental illness on services that are available to them? Church Bulletin? Library? Stores? Internet? (If not mentioned – doctors' offices or emergency rooms?)
- 2) What makes it hard to get information about services?**
 - a) What do agencies do that may make it difficult for people with mental illness to get the information they need about services that are available? Staff attitudes, physical accessibility...
 - b) When you find out about services, what makes it hard to get the services that you need?
 - c) What helps a person get what they need?
- 3) Think about a time you needed to explain your mental health condition to someone at a non-mental health agency.**
 - a) What was difficult about that experience?
 - b) What can service providers do to make it more comfortable?
 - c) What do people who provide services need to know about people with mental health conditions to best help you?
 - d) How do you want to be treated when you ask for help?
- 4) Think about a time when you were referred to another agency for services**
 - a) What works well when you are being referred to another agency?
 - b) What doesn't work well?
 - c) How could this process be improved?
- 5) Do you have any additional comments or suggestions for us to improve services for people with mental illness?**

Letters and Forms for NAMI Delaware

Letters

Survey Cover Letter for Board Members

Dear (Name):

Thank you for participating in the Needs Assessment survey about the services NAMI Delaware provides. As you know, NAMI Delaware is part of a collaboration to enhance and increase services to survivors of domestic violence with disabilities through systems change with the Center for Disabilities Studies at the University of Delaware and the Delaware Coalition Against Domestic Violence.

Your participation as a board member in this Needs Assessment Board Survey is very important to the process. You are in a unique position to provide a broader view of the community, NAMI Delaware and its resources. You are also key to providing the policy support and commitment of resources that are necessary for sustaining change that increases services to survivors with disabilities.

Whatever your length of service your input is valuable; please consider completing this survey even if you feel that your input is not useful – it is.

Once the Needs Assessment is complete we will compile a report which will be the basis for a strategic planning process that will map out how the collaboration organizations will help create a system in Delaware in which all victims of domestic violence receive appropriate, welcoming and safe services.

Thank you for your participation in the Needs Assessment process. If there are any questions, please contact Matt Stehl, mstehl@namide.org, 302 427 0787.

Thank you,

Matthew Stehl

NAMI Delaware Staff Recruiting Letter

Dear (Name):

We are asking you to participate in the Needs Assessment process for a collaboration between the Center for Disabilities Studies at the University of Delaware, NAMI Delaware and the Delaware Coalition Against Domestic Violence. This collaboration is funded by the Office of Violence against Women to enhance and increase services to survivors of domestic violence with disabilities through systems change.

Your participation in this Needs Assessment is very important to the process. You are in a unique position to provide a broader view of the community and its resources. You are also key to providing the expertise, knowledge and support that are necessary for sustaining change that increases services to survivors with disabilities.

Once the Needs Assessment is complete we will compile a report which will be the basis for a strategic planning process that will map out how the collaboration organizations will help create a system in Delaware in which all victims of domestic violence receive appropriate, welcoming and safe services.

Thank you for your participation in the Needs Assessment process. If there are any questions, please contact Pat McDowell pmcdowell@namide.org, 302 427-0787.

FORMS

Interview RSVP

Interview RSVP

First name only: _____

Please return this form to Pat McDowell at NAMI Delaware.

___ I agree to participate in an interview. The interviewer will contact me to arrange for at a date, time and location that is accessible and convenient for both of us.

Please check all of the following that apply:

The interviewer can contact me and someone can follow up with me by:

___ Email. If yes, my email is _____

___ Phone. If yes,
My work phone number is _____ My cell phone number is

To attend, I need the following accommodation:

- ___ American Sign Language (ASL) interpreter
- ___ Other language interpreter (Please specify language:
_____)
- ___ Listening device
- ___ Alternate format for print materials
- ___ I need someone to read to me
- ___ Large print
- ___ Other (Please specify format: _____)
- ___ Other accommodation needs?
Please specify: _____
- ___ Other needs?

Please specify: _____

___ I will have a Personal Care Attendant

___ I will be bringing my service animal

Program Participant RSVP Form

Program Participant Focus Group RSVP Form

If you are attending a focus group or would like to have an interview, please return this form to Pat McDowell at NAMI Delaware OR contact Lisa Becker at 302 658 2958 lbecker@dcadv.org.

All information provided is confidential.

Name: (first name only)

City: _____

I will participate in a (please check one box)

Focus Group (please select date/time)

_____ (date/time will be specified)

OR

_____ (date/time will be specified)

Individual Interview

_____ We will contact you to schedule

OVER

Please check all of the following that apply:

You can follow up with me by:

____ Email. If yes, my email is _____

____ Phone. If yes, space
My work phone number is _____

My cell phone number is _____

____ You don't need to contact me with a reminder of the date, time,
and location of the group.

We will ensure accommodations are available at focus groups &
interviews. Please let us know what services you request (check all that
apply):

____ASL interpreter

____ Other language interpreter Please specify: _____

___Alternate format for materials (check one)

___Large print

___Other Please specify: _____

Any other needs: _____

_____I will be bringing my service animal

___Dietary concerns for snacks. Please specify: _____

Staff Focus Group RSVP

NAMI Delaware Staff Focus Group RSVP Form

If you are attending a focus group or would like to have an interview, please return this form to Pat McDowell OR contact Lisa Becker at 302 658 2958 lbecker@dcadv.org

All information provided is confidential.

Name: (first name only)

City: _____

Agency: _____

I will participate in a (please check one box)

Focus Group (please select date/time)

_____ (date/time will be specified)

OR

_____ (date/time will be specified)

Individual Interview

_____ We will contact you to schedule

OVER

Please check all of the following that apply:

You can follow up with me by:

_____ Email. If yes, my email is _____

_____ Phone. If yes, space
My work phone number is _____

My cell phone number is _____

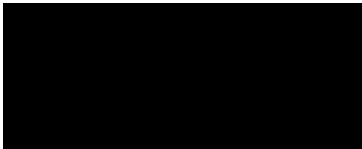
_____ You don't need to contact me with a reminder of the date, time,
and location of the group.

We will ensure accommodations are available at focus groups & interviews. Please let us know what services you request (check all that apply):

- ASL interpreter
- Other language interpreter Please specify: _____
- Alternate format for materials (check one)
 - Large print
 - Other Please specify: _____
- Alternate Personal Care Attendant

Any other needs: _____

- I will have a Personal Care Attendant
- I will be bringing my service animal



Delaware Coalition Against Domestic Violence

Questions and Surveys for Leadership, Staff and Survivors of Domestic Violence

Surveys

Board of Directors

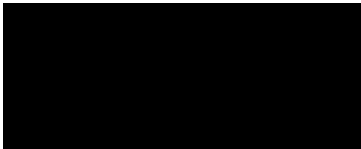
Delaware Equal Access to Safety Initiative

The Delaware Coalition Against Domestic Violence, the Center for Disabilities Studies at the University of Delaware and NAMI Delaware (the National Alliance on Mental Illness In Delaware) have received a grant from the Department of Justice, Office on Violence Against Women to work together to improve services for people with disabilities, including individuals with mental illness, who have experienced domestic violence. The long term goal of the collaboration is for the three agencies to provide assistance in the form of training, education, awareness and other support to agencies, services providers and individuals who may encounter an individual with disability who is a victim of domestic violence. The vision of the Collaboration is for a system in Delaware in which all victims receive appropriate, safe and welcoming services.

The purpose of our Needs Assessment is to collect information from our agency leadership, agency supervisors and staff, volunteers, survivors, and individuals with disabilities who have knowledge of and experience with both of our agencies' current service delivery systems. We are interested in obtaining your input on how this project aligns with your understanding of the organization's mission and strategic initiatives, and on how you see the Board of Directors as being able to influence and support this project.

Your feedback and input will help to guide the Collaboration in identifying strengths and weaknesses, knowledge and expertise within our organizations which can be utilized to effect changes that will lead to a more accessible, safe, and responsive service system.

Please consider responding to this survey even if you feel that your responses will not be helpful – anything you can tell us is helpful.



1. The goal of the Delaware Equal Access to Safety Initiative is to bring about system changes in Delaware to better assist individuals with physical/developmental disabilities and/or mental illness who have experienced domestic violence. To what degree do you think this project is consistent with DCADV's mission?

- A. Completely consistent
- B. Somewhat consistent
- C. Not consistent at all

COMMENT: _____

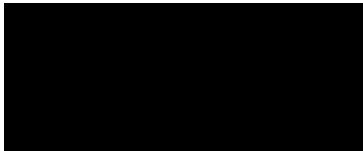
2. To what degree do you think this project aligns with DCADV's strategic goals?

- A. Completely aligns
- B. Somewhat aligns
- C. Does not align at all

Comment: _____

3. To what degree would you be willing to support new initiatives at DCADV to address the intersection of domestic violence and disability?

- A. Definitely would
- B. Likely would
- C. Not sure



- D. Likely would not
- E. Definitely would not
- F. Need more information

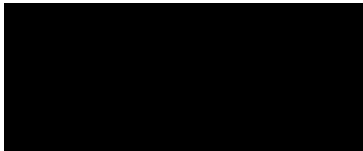
4. In what ways would you be willing to support the work at the intersection of domestic violence and disability?

5. To what extent do you see any challenges for DCADV in addressing the intersection of domestic violence and disability?

- A. Significant
- B. Moderate
- C. Minimal
- D. None

6. What challenges, if any, would you see for DCADV in supporting the work of the Delaware Equal Access to Safety, at the intersection of domestic violence and disability?

7. Would you like to provide any additional feedback?



Community Legal Aid Society, Inc. Survey

CLASI Legal Services Staff Survey

This survey is intended to gather information about how CLASI is currently providing services to domestic violence victims with disabilities, including mental illness.

1) Have you ever suspected that you were working with a victim who may have a disability (a physical, sensory or intellectual disability)?

____ Yes ____ No

a) If you answered yes, how often would you say this has happened within the past year? _____ times.

2) How would you rate your comfort level and confidence when working with a victim with a disability?

____ Very comfortable

____ Somewhat comfortable

____ Somewhat uncomfortable

____ very uncomfortable

a) What do you think you need in order to be more comfortable when providing services to victims with disabilities? Check all that apply:

___ Training in resources and guidelines

___ Training on disabilities

___ Other – (please describe)



3) How successful were you at meeting the accommodation needs of the individual?

___ Very

___ Somewhat

___ Not at all

a) What, if anything, was in place to help you make the necessary accommodations?

___ An agency policy on accessibility

___ An agency procedure or protocol for working with a victim with a disability

___ The experience gained from previous work or training related to disability

___ A resource list of agencies who provide services to victims with a disability

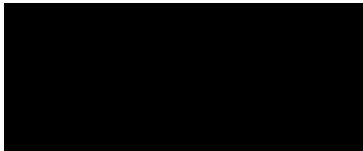
___ A superior or other staff person with knowledge or experience

b) If you answered somewhat or not at all successful at meeting accommodation needs, what would have improved the experience?

___ An agency policy on accessibility

___ An agency procedure or protocol for working with a victim with a disability

___ Training in disabilities



___ Training in accessibility and accommodations for individuals with disabilities

4) Have you ever suspected that you were working with a victim who may have a mental illness?

_____ Yes _____ No

a) If you answered yes, how often would you say this has happened within the past year?

_____ times.

5) How would you rate your comfort level and confidence when working with a victim with a mental illness?

_____ Very comfortable

_____ Somewhat comfortable

_____ Somewhat uncomfortable

_____ very uncomfortable

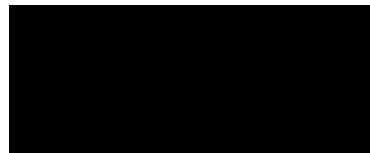
a) What do you think you need in order to be more comfortable when providing services to victims with mental illness? Check all that apply:

___ Training in resources and guidelines

___ Re-evaluation of current agency policies/ procedures

___ Training on mental illness

___ Other – (please describe)



6) How successful were you at meeting the accommodation needs of the individual?

___ Very

___ Somewhat

___ Not at all

a) What, if anything, was in place to help you make the necessary accommodations?

___ An agency policy on accessibility

___ An agency procedure or protocol for working with a victim with a mental illness

___ The experience gained from previous work or training related to mental illness

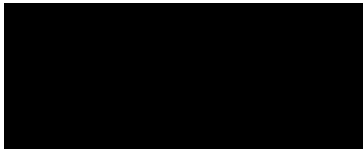
___ A resource list of agencies who provide services to victims with a mental illness

___ A superior or other staff person with knowledge or experience

b) If you answered somewhat or not at all successful at meeting accommodation needs, what would have improved the experience?

___ An agency policy on accessibility

___ An agency procedure or protocol for working with a victim with a mental illness



Training in Mental illness

Training in accessibility and accommodations for individuals with mental illness

7) How does CLASI identify victims who may have intellectual/developmental disabilities? Check all that apply:

Questions on the agency intake form

Self-disclosure by victims

Disclosure by a friend or family member of victim

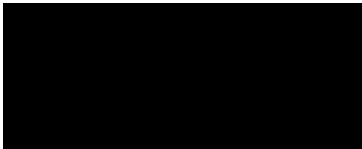
A decision made by staff based on victim behavior

Screening skills learned in intellectual/ developmental disabilities training

Other (please describe) _____

None/not applicable

8) How does CLASI identify victims who may have other physical disabilities? Check all that apply:



Questions on the agency intake form

Self-disclosure by victims

Disclosure by a friend or family member of victim

A decision made by staff based on victim behavior

Screening skills learned in disabilities training

Other (please describe) _____

None/Not applicable

9) How does CLASI identify victims who may have mental illness? Check all that apply:

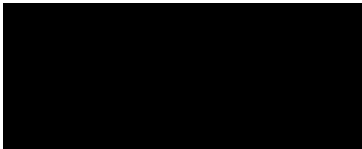
Questions on the agency intake form

Self-disclosure by victims

Disclosure by a friend or family member of victim

A decision made by staff based on victim behavior

Screening skills learned in mental illness training



___ Other (please describe) _____

___ None/Not applicable

10) What resources are available to you when you are working with a victim who may have an intellectual or developmental disability? Check all that apply.

___ An agency policy on working with a victim with an intellectual or developmental disability

___ An agency procedure or protocol for working with a victim with a disability

___ The experience gained from previous work or training related to disability

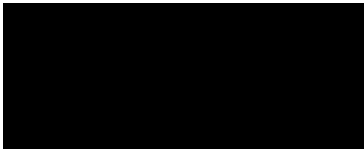
___ A resource list of agencies who provide services to victims with a disability

___ A superior or other staff person

___ Other – (please describe) _____

11) What resources are available to you when you are working with a victim who may have a physical disability? Check all that apply.

___ An agency policy on working with a victim with a disability



An agency procedure or protocol for working with a victim with a disability

The experience gained from previous work or training related to disability

A resource list of agencies who provide services to victims with a disability

A superior or other staff person

Other – (please describe) _____

12) What resources are available to you when you are working with a victim who may have a mental illness? Check all that apply.

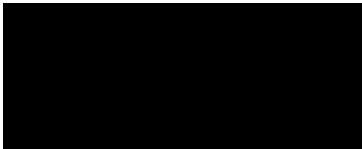
An agency policy on working with a victim with a mental illness

An agency procedure or protocol for working with a victim with a mental illness

The experience gained from previous work or training related to mental illness

A resource list of agencies who provide services to victims with a mental illness

A superior or other staff person



___ Other – (please describe) _____

13) Please check all resources you use when working with a victim who has a disability?

___ An agency policy on working with a victim with a disability

___ An agency procedure or protocol for working with a victim with a disability

___ The experience gained from previous work or training

___ A resource list of agencies who provide services to victims with disabilities.

___ A supervisor or other staff person

___ Other - (please describe) _____

14) What do you think you need in order to be more effective when providing services to victims with disabilities? Check all that apply:

___ Training in resources and guidelines

___ Re-evaluation of current agency policies/ procedures

___ Training on mental illness

___ Training on disabilities

___ Other – (please describe)



15) If offered training, which would you find more helpful when assisting victims with disabilities? Please rank the list of potential trainings in order from 1 to 6; the most wanted would be ranked as 1 and the least desired would be ranked as 6:

Training review on any policies/ procedures/protocols when working with victims with disabilities

Training on accessible safety planning

Informational trainings and resources on intellectual/developmental disabilities

Training on universal design and accessibility

Informational trainings and resources on mental illness

Training on how to advocate and navigate disability services

16) Is there anything else you would like to share with us about providing services to victims with disabilities?



Interview Questions

Questions for Executive Director

1) What role does the Delaware Coalition Against Domestic Violence play in Delaware? What do you do?

- a) Whom would you say you serve?
- b) What is your (DCADV's) expertise?


2) Describe your role at DCADV. May include: Hiring and supervision of personnel, fundraising, development of policies and procedures, marketing, liaison with board of directors, advocacy and outreach.

- a) How are decisions made at DCADV? Are they generated from within the organization, by the board, from other outside forces/influences – or mixed?

3) What types of support or assistance does DCADV provide to other organizations, agencies or individuals in the state? (consider training, advocacy, policy analysis...)

- a) Do you respond to requests? Offer pre-determined trainings? Provide educational materials? Would you consider this proactive, reactive or both?
- b) How is the information delivered – in person, on website, through printed materials?
- c) How often do you get requests for information or support about disability or mental illness? (Could be for referrals, advocacy, or other supports from individuals or organizations).

4) What limits, barriers, constraints or challenges does DCADV face when providing assistance at the intersection of DV/Mental illness/Disabilities? (internal constraints or barriers including funding, staffing, space, lack of knowledge; external constraints from funders; Political climate, other agencies, regulatory constraints...)

- 
- a) As ED at DCADV what opportunities do you see to build staff capacity at the intersection of Domestic Violence and Disabilities? What challenges?

5) What would be needed to address these barriers?

(For instance; Funding, change in policy, changes in regulatory or legal climate, training ...)

6) What kind of collaborations does DCADV participate in that you think are relevant to the work of this grant?

- a) Are these collaborations formal or informal (i.e. MOU, contract or other interagency agreement)?
- b) What other collaborations do you – or others at the Coalition - participate in, including statewide task forces or commissions?
- c) What is DCADV's role in those collaborations (lead agency, member, supporter or provides assistance)?
- d) What is your role in these collaborations?

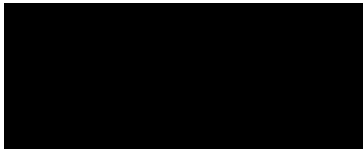
7) What limits, barriers, constraints or challenges do you face when collaborating with other organizations? (think about funding, policies, transportation, facilities or infrastructure...) If not mentioned – history, political climate, value or other conflicts...

- a) What would be needed to address these barriers (for instance; funding, staff, training, changes in policy...)?
- b) What facilitates collaboration in Delaware?

8) Do you have policies or procedures related domestic violence/abuse? For instance a Workplace Violence Policy, Mandatory Reporting or Child abuse reporting policies. For disability or mental illness?

- a) If so, what are they? If not, why not?
- b) Are they written or unwritten?
- c) How do (or how would) you think policies/procedures would be helpful?
- d) How are policies changed at this agency? Who has to be involved?

9) Do you have policies or procedures related to disability/mental illness? For instance an Accessibility policy or mandatory reporting policies.



- a) If so, what are they? If not, why not?
- b) Are they written or unwritten?
- c) How do (or how would) you think policies/procedures would be helpful?
- d) How are policies changed at this agency? Who has to be involved?

10) What other organizations, agencies or individuals (if any) do you think should be involved if we are to influence services for victims with disabilities in Delaware?

11) Is there anything else you think we should know?



Interview Questions for Director of Domestic Violence Services at People's Place

Interview Questions for Director of Domestic Violence Services at People's Place

- 1) Describe the work of People's Place.**
- 2) Describe your role at People's Place.** May include: hiring and supervision of personnel, fundraising, development of policies and procedures, marketing, liaison with Board of Directors, advocacy and outreach...
- 3) What do you currently have in place that helps your staff help victims with disabilities? For instance:** Policies and Procedures, collaborations or other inter-agency agreements, funding, training or knowledge...
 - a) What opportunities do you see to build staff capacity at the intersection of disability and domestic violence? What challenges?
- 4) What barriers, constraints or challenges does your staff at People's Place face when serving victims with disabilities? What would be needed to address these barriers?** Consider funding, knowledge, training, experience, policies ...
- 5) Do you have policies or procedures related to serving victims with disabilities, including mental illness?**
 - a) If so, what are they? If not, why not?
 - b) Are they written or unwritten?
 - c) How do you orient staff to policies, procedures?
 - d) How do (or how would) you think policies/procedures would help/restrict serving those individuals?
- 6) What kinds of collaboration exist between your agency and others in your community that would be helpful for our work at the intersection of DV and Disabilities?**
 - a. Are these collaborations formal or informal (i.e. MOU, contract or other interagency agreement)?
 - b. What other collaborations do you participate in, including statewide task forces or commissions?
 - c. What is People's Place's role in those collaborations (lead agency, member, supporter or provides assistance)?
 - d. What is your role in these collaborations?



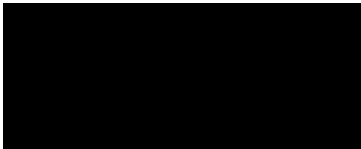
- 7) What limits, barriers, constraints or challenges do you face when collaborating with other organizations?** (think about funding, policies, transportation, facilities or infrastructure...)
- a) What would be needed to address these barriers (for instance; funding, staff, training, changes in policy...?)
 - b) What facilitates collaboration in Delaware?
- 8) What other organizations, agencies or individuals (if any) do you think should be involved if we are to influence services for victims with disabilities in Delaware (these may be local or statewide)?**
- 9) Is there anything else you think we should know?**



Interview Questions for Shelter Directors

Interview Questions for Shelter Directors

- 1) Describe your role at the Shelter.** May include: Hiring and supervision of personnel, development of policies and procedures, direct service, other.
- 2) What do you currently have in place that helps your staff help victims with disabilities? For instance:** Policies and Procedures, collaborations or other inter-agency agreements, funding, training or knowledge...
 - a) What opportunities do you see to build staff capacity at the intersection of disability and domestic violence? What challenges?
 - b) Do you have ongoing opportunities for staff to improve their skills or knowledge base? Are there barriers to presenting these opportunities?
- 3) What barriers, constraints or challenges does your staff face when serving victims with disabilities? What would be needed to address these barriers?** Consider funding, knowledge, training, experience, policies ...
- 4) Do you have policies or procedures related to serving victims with disabilities, including mental illness?**
 - a) If so, what are they? If not, why not?
 - b) Are they written or unwritten?
 - c) How do you orient staff to policies, procedures?
 - d) How do (or how would) you think policies/procedures would help/restrict serving those individuals?
- 5) What kinds of collaboration exist between your agency and others in your community that would be helpful for our work at the intersection of DV and Disabilities (think of collaborations or agreements that directly affect your work with victims)?**
 - a) Are these collaborations formal or informal (i.e. MOU, contract or other interagency agreement)?
 - b) What other collaborations do you personally participate in, including statewide task forces or commissions?



- 6) **What limits, barriers, constraints or challenges do you face when collaborating with other organizations?** (think about funding, policies, transportation, facilities or infrastructure...)
 - a) What would be needed to address these barriers (for instance; funding, staff, training, changes in policy...?)
 - b) What facilitates collaboration in Delaware?

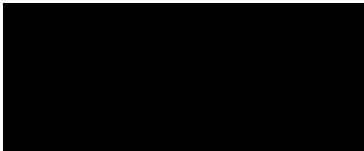
- 7) **What other organizations, agencies or individuals (if any) do you think should be involved if we are to influence services for victims with disabilities in Delaware (these may be local or statewide)?**

- 8) **Is there anything else you think we should know?**

Interview Questions for Elderly DV Victim Case Manager

Interview Questions for Elderly DV Victim Services Case Manager

- 1) **Please describe your work at the Delaware Center for Justice, particularly clients you encounter who are victims of Domestic Violence.**
 - a) How do victims find you?
 - b) Are there age or income thresholds or limits?
 - c) What do you do for them?
- 2) **Do you have clients who have a disability (physical, cognitive or mental illness)?**
 - a) What types of disabilities have you encountered?
 - b) What was your response; who did you ask for help?
 - c) Are there additional barriers, or resources, available for elderly victims with disabilities?
 - d) Are there policies and procedures in place to guide you with a victim who has a disability?
 - e) Are they helpful? If not, would they help?
- 3) **Who would you turn to for training or information on disabilities? On mental illness?**
 - a) Why that resource, individual or agency (i.e. policy or procedure, personal connection, professional association...?)



b) Would you be interested in training, webinars, one on one, conferences on disabilities and/or mental illness? What other training would be helpful for you?

4) Does DCJ provide opportunities for you to maintain, or increase, your skills and knowledge for serving survivors with disabilities? For instance trainings, conferences, other educational opportunities?

a) How often are these opportunities presented?

b) Do you feel that these opportunities are adequate?

5) What makes it easy, or difficult, to take advantage of these opportunities? (time off, support of supervisors, staffing, cost...) How often do you turn to DCADV? Is the help you get adequate?

6) What agencies, organizations or networks do you work with on a regular basis to better serve victims with disabilities?

a) Is this a formal or informal arrangement (is there a contract, MOU or interagency agreement)?

b) What about task forces, commissions or other statewide collaborations?

c) Which agencies would we need to work with to influence services for victims with disabilities, including mental illness?



FOCUS GROUPS

Focus Group Questions for DV and Shelter Staff

- 1) Tell me about a time you have served a woman with a disability that you think went well (think of a physical, intellectual or sensory disability).**
 - a) How did you know that person had a disability?
 - b) What type of accommodations was needed?
 - c) Were you able to meet her accommodation needs?
 - d) How were the accommodations met?
 - e) What made you feel comfortable working with the individual?


- 2) Tell me about a time when you served a survivor with a mental illness that you think went well.**
 - a) How did you know the individual had a mental illness?
 - b) What accommodations or special arrangements were needed?
Were you able to meet these needs?
 - c) What made you feel comfortable working with her?
 - d) What adjustments, if any, did you make to accommodate the individual?

- 3) Now, tell me about a time which was not a positive experience with, or where you were not able to help, a survivor with a disability.**
 - a) What would have helped
 - b) What policies or procedures might have helped
 - c) What training or knowledge may have helped

- 4) Have you ever had to turn away a survivor with a disability?**
 - a) What were the circumstances?
 - b) What happened in that situation?

- 5) What partnerships, community resources or allies do you reach out to when working with an individual with disabilities? With a mental illness?**
 - a) Why that person or agency? (For instance policy, experience, personal knowledge ...)

- 6) What do you need to feel more comfortable working with survivors with disabilities/mental illness? (think about knowledge, experience, training, policies and procedures...)**
 - a) Would you be interested in training, webinars, one on one, conferences on disabilities and/or mental illness? On resources for people with disabilities? What other training would be helpful for you?



7) Does this organization provide opportunities for you to maintain, or increase, your skills and knowledge? For instance through trainings, conferences or other types of education?

- a) How often are these opportunities presented?
- b) Do you feel they are adequate?
- c) What makes it easy – or difficult – to take advantage of these opportunities (for instance time off, support of supervisors, staffing, other costs or barriers.)
- d) How do you like to get this training or other opportunities (conferences, webinars, targeted training...)

8) Is there anything else you would like to tell us?

Focus Group Questions for DCADV Staff

DCADV Staff Focus Group Questions

1) Tell me about the work that DCADV does. What role does the Coalition play in Delaware?

- a) Who do you serve?
- b) What is your (DCADV's) expertise?

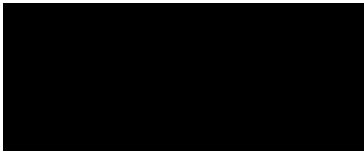
2) What support does DCADV offer to organizations or individuals in the state? (For instance training, advocacy, consultation)

- a) Do you respond to requests? Pre-packaged trainings or materials?
- b) How is the information delivered? (in person, through printed materials, on website...)

3) What requests have you received from member agencies around disabilities or mental illness?

4) Think about the work you do for the Coalition – training, advocacy, policy work etc. How often do you see people with disabilities? Are you able to accommodate their needs?

- a) What were the circumstances?
- b) What adjustments did you make?
- c) What made you comfortable making those adjustments or accommodations?
- d) Had you had any training? Who provided it? Did it prepare you adequately?
- e) What would have made it easier? Would a policy or procedure have helped (or hindered)?
- f) Did you turn to someone for help? Why that person or agency?

- 
- 4) **What would you need to feel confident including people with disabilities in the work of the Coalition - including members, staff, volunteers, trainees and board or task force members?** (consider training, policies, equipment, budgetary changes, knowledge...)
 - a) What types of training would be helpful? (examples – understanding disabilities, understanding mental illness; understanding the ADA; writing policies and procedures...)
 - 6) **What would you need to feel confident supporting member agencies in their work with people with disabilities?**
 - 7) **Does the Coalition provide opportunities for you to maintain, or increase, your skills and knowledge around people with disabilities/mental health issues? For instance trainings, conferences, education?**
 - a) How often are these opportunities presented?
 - b) Do you feel that these opportunities are adequate?
 - c) What makes it easy, or hinders, for you to take advantage of these opportunities? (time off, support of supervisors, cost or other barriers...)
 - 8) **What agencies or organizations or networks do you collaborate with on a regular basis that you feel are helpful to the work of this grant?**
 - a) Is this a formal or informal arrangement (is there a contract, MOU or interagency agreement)? How often do you meet?
 - b) What about task forces, commissions or other statewide collaborations?
 - c) Which agencies would the Coalition need to include to influence services for victims with disabilities?
 - 9) **What limits, barriers, constraints or challenges do you face when collaborating with other organizations?** (think about funding, policies, transportation, facilities or infrastructure...)
 - a) What would be needed to address these barriers (for instance; funding, staff, training, changes in policy...?)
 - b) What facilitates collaboration in Delaware?
 - 10) **Is there anything else you would like to tell us?**

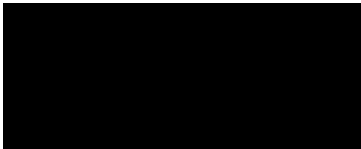
Focus Group Questions for Survivors

Focus Group Questions for Survivors

- 1) **How did you learn about the services available for survivors of violence and abuse?**
 - a) Where are good places to distribute or provide information about the services available?
 - b) Are there specific places that you think agencies that provide services for survivors of violence and abuse should be sharing this information? Church bulletins? Library? Stores? Internet? Doctor's offices? What ways would reach more people?



- 2) What can agencies do to encourage people to talk about violence and abuse?**
 - a) What things do agencies do to help survivors feel more comfortable disclosing or talking about violence and abuse?
 - b) What things do they do to help survivors trust and have confidence in them?
 - c) What do they do to create a welcoming atmosphere?
- 3) What do agencies do that may keep people from disclosing or talking about violence or abuse?**
 - a) What things do agencies do that may make it uncomfortable for a survivor to disclose or talk about violence or abuse?
 - b) What could agencies do that would prevent a survivor from feeling safe?
 - c) What might they do to prevent a survivor from trusting them or having confidence in them?
 - d) What things could agencies do that would create an unwelcoming atmosphere?
- 4) What are some things other agencies need to know about working with and helping people who are survivors of violence and abuse?**
 - a) Confidentiality?
 - b) Safety?
 - c) Attitude?
 - d) Other things?
- 5) What else do we need to know about creating safe places for individuals to disclose experiences of violence or abuse?**



Letters and Forms for the Delaware Coalition Against Domestic Violence

Letters

Survey Cover Letter for Board Members

Dear (Name):

Thank you for participating in the Needs Assessment survey about the services DCADV provides. As you know, DCADV is part of a collaboration to enhance and increase services to survivors of domestic violence with disabilities through systems change with the Center for Disabilities Studies at the University of Delaware and the Delaware Coalition Against Domestic Violence.

Your participation as a board member in this Needs Assessment Board Survey is very important to the process. You are in a unique position to provide a broader view of the community, DCADV and its resources. You are also key to providing the policy support and commitment of resources that are necessary for sustaining change that increases services to survivors with disabilities.

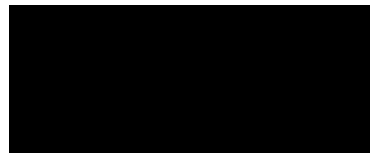
Whatever your length of service your input is valuable; please consider completing this survey even if you feel that your input is not useful – it is.

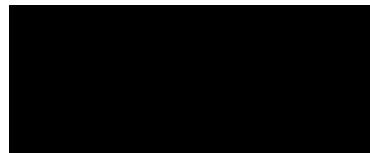
Once the Needs Assessment is complete we will compile a report which will be the basis for a strategic planning process that will map out how the collaboration organizations will help create a system in Delaware in which all victims of domestic violence receive appropriate, welcoming and safe services.

Thank you for your participation in the Needs Assessment process. If there are any questions, please contact Lisa Becker, lbecker@dcadv.org, 302 658-2958.

Sincerely,

Carol A. Post





DCADV Staff Recruiting Letter

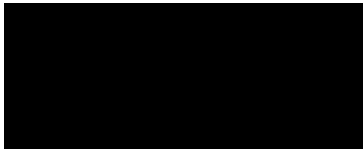
Dear (Name):

We are asking you to participate in the Needs Assessment process for a collaboration between the Center for Disabilities Studies at the University of Delaware, NAMI Delaware and the Delaware Coalition Against Domestic Violence. This collaboration is funded by the Office of Violence against Women to enhance and increase services to survivors of domestic violence with disabilities through systems change.

Your participation in this Needs Assessment is very important to the process. You are in a unique position to provide a broader view of the community and its resources. You are also key to providing the expertise, knowledge and support that are necessary for sustaining change that increases services to survivors with disabilities.

Once the Needs Assessment is complete we will compile a report which will be the basis for a strategic planning process that will map out how the collaboration organizations will help create a system in Delaware in which all victims of domestic violence receive appropriate, welcoming and safe services.

Thank you for your participation in the Needs Assessment process. If there you have questions, please contact Lisa Becker, lbecker@dcadv.org, 302 658 2958.



FORMS

Interview RSVP

Interview RSVP

First name only: _____

Please return this form to Lisa Becker at DCADV, lbecker@dcadv.org. 302 658-2958

___ I agree to participate in an interview. The interviewer will contact me to arrange for at a date, time and location that is accessible and convenient for both of us.

Please check all of the following that apply:

The interviewer can contact me and someone can follow up with me by:

___ Email. If yes, my email is _____

___ Phone. If yes,
My work phone number is _____ My cell phone number is

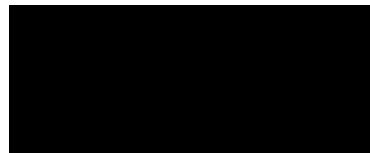
To attend, I need the following accommodation:

- ___ American Sign Language (ASL) interpreter
- ___ Other language interpreter (Please specify language: _____)
- ___ Listening device
- ___ Alternate format for print materials
- ___ I need someone to read to me
- ___ Large print
- ___ Other (Please specify format: _____)
- ___ Other accommodation needs?

Please specify: _____

___ Other needs?

Please specify: _____



___ I will be bringing my service animal

Survivor Focus Group RSVP Form

Focus Group RSVP Form

If you are attending a focus group or would like to have an interview, please return this form to whoever asked you to be a part of this focus group OR contact Lisa Becker, lbecker@dcadv.org. 302 658-2958

All information provided is confidential.

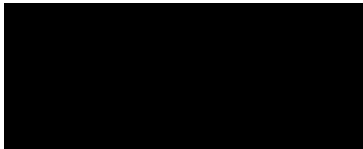
Name: (first name only)

City: _____

I will participate in a (please check one box)

Focus Group (please select date/time)

_____ (date/time will be specified)



OR

_____ (date/time will be specified)

Individual Interview

_____ We will contact you to schedule

OVER

Please check all of the following that apply:

You can follow up with me by:

_____ Email. If yes, my email is _____

_____ Phone. If yes, space
My work phone number is _____

My cell phone number is _____

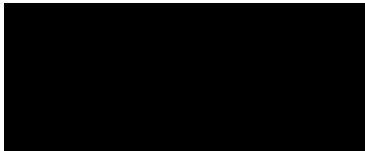
_____ You don't need to contact me with a reminder of the date, time,
and location of the group.

We will ensure accommodations are available at focus groups &
interviews. Please let us know what services you request (check all that
apply):

_____ASL interpreter

_____Other language interpreter Please specify: _____

_____Alternate format for materials (check one)



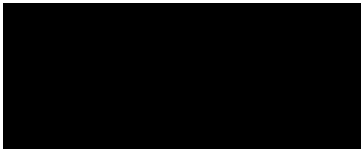
Large print

Other Please specify: _____

Any other needs: _____

I will be bringing my service animal

Dietary concerns for snacks. Please specify: _____



STAFF Focus Group RSVP

Staff Focus Group RSVP Form

If you are attending a focus group or would like to have an interview, please return this form to whoever invited you to participate OR contact Lisa Becker at 302 658 2958 lbecker@dcadv.org

All information provided is confidential.

Name: (first name only)

City: _____

Agency: _____

I will participate in a (please check one box)

Focus Group (please select date/time)

_____ (date/time will be specified)

OR



_____ (date/time will be specified)

Individual Interview

_____ We will contact you to schedule

OVER

Please check all of the following that apply:

You can follow up with me by:

_____ Email. If yes, my email is _____

_____ Phone. If yes, space
My work phone number is _____

My cell phone number is _____

_____ You don't need to contact me with a reminder of the date, time,
and location of the group.

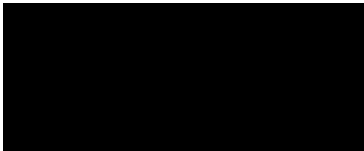
We will ensure accommodations are available at focus groups &
interviews. Please let us know what services you request (check all that
apply):

_____ASL interpreter

_____Other language interpreter

Which Language: _____

_____Alternate format for materials (check one)



Large print

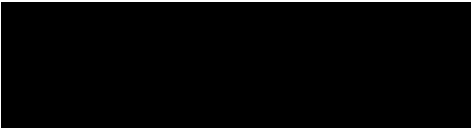
Other Which format: _____

Alternate Personal Care Attendant

Any other needs: _____

I will have a Personal Care Attendant

I will be bringing my service animal



Center for Disabilities Studies

Questions and Surveys for Leadership, Staff and Individuals with Disabilities

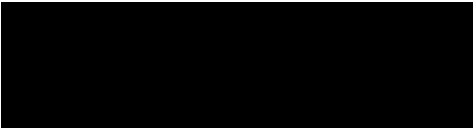
Community Advisory Council Survey

Delaware Equal Access to Safety Initiative

The Delaware Coalition Against Domestic Violence, the Center for Disabilities Studies at the University of Delaware and NAMI Delaware (the National Alliance on Mental Illness In Delaware) have received a grant from the Department of Justice, Office on Violence Against Women to work together to improve services for people with disabilities, including individuals with mental illness, who have experienced domestic violence. The long term goal of the collaboration is for the three agencies to provide assistance in the form of training, education, awareness and other support to agencies, services providers and individuals who may encounter an individual with disability who is a victim of domestic violence. The vision of the Collaboration is for a system in Delaware in which all victims receive appropriate, safe and welcoming services.

The purpose of our Needs Assessment is to collect information from our agency leadership, agency supervisors and staff, volunteers, survivors, and individuals with disabilities who have knowledge of and experience with both of our agencies' current service delivery systems. We are interested in obtaining your input on how this project aligns with your understanding of the organization's mission and strategic initiatives, and on how you see the CAC as being able to influence and support this project.

Your feedback and input will help to guide the Collaboration in identifying strengths and weaknesses, knowledge and expertise within our organizations which can be utilized to effect changes that will lead to a more accessible, safe, and responsive service system.



Please consider responding to this survey even if you feel that your responses will not be helpful – anything you can tell us is helpful.

1. The goal of the Delaware Equal Access to Safety Initiative is to bring about system changes in Delaware to better assist individuals with physical/developmental disabilities and/or mental illness who have experienced domestic violence. To what degree do you think this project is consistent with CDS's mission?

- A. Completely consistent
- B. Somewhat consistent
- C. Not consistent at all

COMMENT: _____

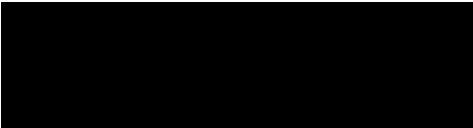
2. To what degree do you think this project aligns with CDS's strategic goals?

- A. Completely aligns
- B. Somewhat aligns
- C. Does not align at all

Comment: _____

3. To what degree would you be willing to support new initiatives at CDS to address the intersection of domestic violence and disability?

- A. Definitely would
- B. Likely would



- C. Not sure
- D. Likely would not
- E. Definitely would not
- F. Need more information

4. In what ways would you be willing to support the work at the intersection of domestic violence and disability?

5. To what extent do you see any challenges for CDS in addressing the intersection of domestic violence and disability?

- A. Significant
- B. Moderate
- C. Minimal
- D. None

6. What challenges, if any, would you see for CDS in supporting the work of the Delaware Equal Access to Safety, at the intersection of domestic violence and disability?

7. Would you like to provide any additional feedback?



Interview Questions

Interview questions for Executive Director

1) What role does the Center for Disabilities Studies play in Delaware?

- a) Whom would you say do you serve?
- b) What is your (CDS) expertise?

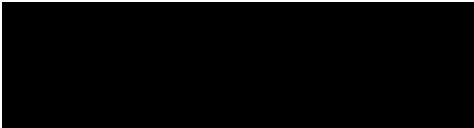
2) Describe your role at the Center for Disabilities Studies. May include: Hiring and supervision of personnel, fundraising, development of policies and procedures, marketing, liaison with board of directors, advocacy and outreach.

- a) How are decisions made at CDS – are they generated at the Center level, from the state or the University or other outside influences/forces – or mixed?

3) What types of support or assistance does your agency provide to other organizations, agencies or individuals in the state? (consider training, advocacy, policy analysis...)

- a) Do you respond to requests? Offer pre-determined trainings? Provide educational materials? Would you consider this primarily proactive, reactive or both?
- b) How is the information delivered – for instance in person, on website, through printed materials?
- c) How often do you get requests for information or support about violence or other types of abuse of people with disabilities? (Could be for referrals, advocacy, or other supports from individuals or organizations).

4) What limits, barriers, constraints or challenges does CDS face when providing assistance at the intersection of DV/Disabilities/Mental Illness? (internal constraints or barriers including funding, staffing, space, lack of knowledge; external constraints from funders, the University; Political climate, other agencies, regulatory constraints...)

- 
- a) What barriers are there for staff handling these requests? (i.e. are they limited by lack of knowledge, lack of understanding systems in Delaware...)
 - b) As ED at CDS what opportunities do you see to build staff capacity at the intersection of Domestic Violence and Mental Health? What challenges?

5) What would be needed to address these barriers? (For instance; Funding, change in policy, changes in regulatory or legal climate, training ...)

6) What kind of collaborations does CDS participate in that you think are relevant to the work of this grant?

- a) Are these collaborations formal or informal (i.e. MOU, contract or other interagency agreement)?
- b) What other collaborations do you – or others at CDS - participate in, including statewide task forces or commissions?
- c) What is CDS's role in those collaborations (lead agency, member, supporter or provides assistance)?
- d) What is your role in these collaborations?

7) What limits, barriers, constraints or challenges do you face when collaborating with other organizations? (think about funding, policies, transportation, facilities or infrastructure...) If not mentioned – history, political climate, value or other conflicts...

- a) What would be needed to address these barriers (for instance; funding, staff, training, changes in policy...)?
- b) What facilitates collaboration in Delaware?

8) Do you have policies or procedures related domestic violence/abuse? For instance a Workplace Violence Policy, Mandatory Reporting or Child abuse Reporting policy.

- a) If so, what are they? If not, why not?
- b) Are they written or unwritten?
- c) How do (or how would) you think policies/procedures would help, or restrict serving victims with disabilities?
- d) How are policies changed at this agency? Who has to be involved?



9) What other organizations, agencies or individuals (if any) do you think should be involved if we are to influence services for victims with disabilities in Delaware?

10) Is there anything else you think we should know?



Disabilities Self-Advocate Interview Questions

- 1) **Where are some places that you think it would be good to share information with people with disabilities on services that are available to them?** For instance, church bulletins, libraries, what other places? (if not mentioned – doctors' offices and emergency rooms)
- 2) **What do agencies do that may make it difficult for people with disabilities to get the information they need about services that are available? (For instance physical accessibility, attitudes, communications...)**
 - a) When you find out about services, what makes it hard to get the services that you need? What about accommodations? Accessibility? Materials in different formats?
 - b) What helps a person get what they need?
- 3) **How does an agency show you that they are able to serve you as a person with disability?** (Use of language? Accessible materials (including website)?)
- 4) **How do organizations make you feel welcome?**
 - a) What do staff do that makes you feel welcome? (think about language and behavior)
 - b) What other things make the environment welcoming? (think about the physical space, communications ...)
- 5) **What works well when you are being referred to another agency?**
 - a) What doesn't work well?
 - b) How could this process be improved?
- 6) **What agencies have you worked with who you think are particularly successful serving individuals with disabilities (don't limit yourself to thinking about disability agencies)? What is that they do right? (Language, outreach, staff, policies...).**
 - a) Who is less successful?
 - b) What specific changes would you recommend to make services more welcoming and accessible?
- 7) **Are you aware of any agencies who are addressing violence or abuse in the life of people with disabilities?**
[We feel that the knowledge that this individual brings to this discussion is invaluable. We have chosen these individuals for their wisdom, education and broad experience. We will carefully explain our



Mandatory Reporting policy prior to this interview and the interviewer will discourage any potential disclosures.]

- a) Are those measures adequate?
 - b) Who should be involved in this work?
 - c) Who do you refer someone – or would you send them – if they told you they were being abused (or you suspected might be being abused)?
 - d) Why them?
- 8) What organizations, agencies or individuals in the state should we be working with if we are to influence services for victims with disabilities in Delaware?**



Focus Group Questions

CDS Management Team Questions

Opening script will describe project, define domestic violence and abuse and explain why we are asking for their input. Script will also emphasize Confidentiality.

CDS Management team Focus Group Questions

1) Describe the work you unit does.

- a) Whom would you say you serve?
- b) What is the unit's expertise?

2) What role does your unit play in Delaware? What services or supports do you provide to organizations or individuals in the state? (Consider training, consultation, policy analysis, advocacy, information and education, other types of technical assistance...)

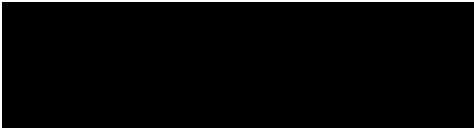
- a) How is that support delivered? For instance, One on one, through Newsletters, websites or other media, we respond to individual requests ...
- b) What is your involvement in delivering that support (direct, supervisory, ...)

3) Has one of your staff ever come to you with a concern that they were working with someone who was being abused or victimized?

- a) How did they know (or what made them suspect) the person was being victimized?
- b) How did you respond?
- c) Were there policies and procedures in place to guide you?
- d) What made you confident that your response was correct?
- e) If you answered no, do you feel prepared to help them if they did come to you with this concern? Do you have policies and procedures to guide you?

4) Has one of your staff come to you with a concern that someone they were working with had a mental illness?

- a) How did they know (or what made them suspect) the person had a mental illness?

- 
- b) How did you respond?
 - c) Were there policies and procedures in place to guide you?
 - d) What made you confident that your response was correct?
 - e) If you answered no, do you feel prepared to help them if they did come to you with this concern? Are there policies and procedures to guide you?

5) What do you think your staff needs to respond to individuals who are victims of violence or abuse (consider training, budgets, policies and procedures...)?

- a) What are your challenges to meeting these needs?
- b) What is the best way to get the information to staff?

6) What do you think your staff needs to respond to someone with a mental illness?

- a) What are your challenges to meeting these needs?
- b) What is the best way to get the information to staff?

7) What resources or community partners would you turn to for training or other assistance serving victims of domestic violence?

- a) Why that resource, individual or agency (i.e. policy or procedure, personal connection, professional association...)?
- b) What about NAMI Delaware? DCADV? Why or why not?
- c) How would you like to get that information? For instance, web resources, webinars, training, one-on-one etc.

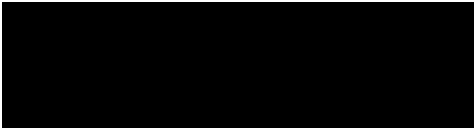
8) What about for assistance with (or for) someone with a mental illness?

- a) Why that resource, individual or agency (i.e. policy or procedure, personal connection, professional association...)?
- b) What about NAMI Delaware? DCADV? Why or why not?
- c) How would you like to get that information? For instance, web resources, webinars, training, one-on-one etc.

9) What would you need to feel more confident working with victims? (consider training, policies, equipment, budgetary changes, knowledge, etc.)

- a) What is the best way to deliver knowledge to you? (web resources, webinars, printed materials, training and conferences...)
- b) What would you need to feel more confident supporting your staff in their work with victims with disabilities?

10) What would you need to feel more confident working with someone with a mental illness? (consider training, policies, equipment, budgetary changes, knowledge, etc.)

- 
- a) What is the best way to deliver knowledge to you? (web resources, webinars, printed materials, training and conferences...)
 - b) What would you need to feel more confident supporting your staff in their work with victims with disabilities?

11) Does CDS provide opportunities for you to maintain, or increase, your skills and knowledge? For instance trainings, conferences, other educational opportunities?

- a) How often are these opportunities presented?
- b) Do you feel that these opportunities are adequate?
- c) What makes it easy, or difficult, to take advantage of these opportunities? (time off, support of supervisors, staffing, cost...)

12) How do you meet staff needs for additional knowledge or training?

- a) Is there money budgeted for staff development?
- b) Where do you go for staff training?
- c) Who delivers the training or knowledge?

13) What agencies, organizations or networks do you collaborate with on a regular basis?

- a) Is this a formal or informal arrangement (is there a contract, MOU or interagency agreement)?
- b) What about task forces, commissions or other statewide collaborations? Others in the University?
- c) Which agencies would CDS need to work with to influence services for victims with disabilities?

14) What limits, barriers, constraints or challenges do you face when collaborating with other organizations? (think about funding, policies, transportation, facilities or infrastructure...) If not mentioned – history, political climate or conflicts.)

- a) What would be needed to address these barriers?
- b) What facilitates collaboration in Delaware?

15) Is there anything else you would like to tell us about serving individuals with disabilities who experience domestic violence?



STAFF Focus Groups

CDS Staff Focus Group Questions

1) What is your job at CDS?

- a) What services or supports do you provide to individuals with disabilities at CDS?
- b) How often do you directly work with, or interact with, people with disabilities? [constantly, daily, weekly, occasionally]

2) Have you ever had a guest/visitor/caller who seemed to be upset, in distress or whose behavior concerned you?

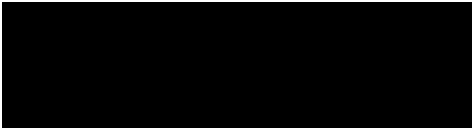
- a) What were the circumstances? What made you think that?
- b) What was your response? Who did you ask for help?
- c) Did you consider that they may have experienced violence, domestic violence or other abuse?
- d) Did you consider that they may be experiencing mental illness?
- e) Had you had any training to handle these situations? Who provided it? Did it prepare you adequately?
- f) Were there policies and procedures in place to guide you?
- g) Were they helpful? If you answered no, would they help if you were to encounter this situation?

3) In your work at CDS have you encountered someone who had been experiencing violence or abuse, or someone you thought might be being abused?

- a) What were the circumstances?
- b) What was your response? Who did you ask for help, or who would you turn to? Why that person or agency?
- c) Were there policies and procedures to guide you?
- d) Were they helpful? If no policies, do you think they would help?

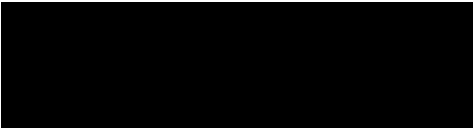
4) How about someone you thought might have a mental illness?

- a) What were the circumstances?
- b) What was your response? Who did you ask for help, or who would you go to? Why that person, agency?
- c) Were there policies and procedures to guide you?
- d) Were they helpful? If no policies, do you think they would help guide you?

- 
- 5) **Does CDS provide opportunities for you to maintain, or increase, your skills and knowledge? For instance through trainings, conferences or other types of education?**
 - a) How often are these opportunities presented?
 - b) Do you feel they are adequate?
 - c) What makes it easy – or difficult – to take advantage of these opportunities (for instance time off, support of supervisors, staffing, other costs or barriers.)
 - d) Would training on mental illness and/or Domestic violence be useful to you?
 - 6) **What agencies, organizations or networks do you work with on a regular basis? (consider statewide, national, and local – including within the University)?**
 - 7) **Is there anything else you would like to tell us?**

Disabilities Program Participants Focus Group Questions

- 1) **How do you find out about services? What works well for you?**
 - a) Where are some places that you think it would be good to share information with people with disabilities on services that are available to them? Church Bulletin? Library? Stores? Internet?
- 2) **What makes it hard to get information about services?**
 - a) What do agencies do that may make it difficult for people with disabilities to get the information they need about services that are available?
 - (a) Accessibility? Staff?
 - b) When you find out about services, what makes it hard to get the services that you need? What about accommodations? Accessibility? Materials in different formats?
 - c) What helps a person get what they need?
- 3) **What makes it comfortable for you to ask for accommodations? What works well when you are dealing with a new agency or service?**
 - a) How does an agency show you that they are knowledgeable and competent? (Use of language? Accessible materials (including website)?
- 4) **How do organizations make you feel welcome?**
 - a) What do staff do that makes you feel welcome? (think about language and behavior)



- b) What other things make the environment welcoming? (think about the physical space)
- 5) **Think about a time when you were referred to another agency for services -**
 - a) What works well when you are being referred to another agency?
 - b) What doesn't work well?
 - c) How could this process be improved?
- 6) **Do you have any additional comments or suggestions for us to improve services for people with disabilities?**



Letters and Forms for the Center for Disabilities Studies

Letters

Survey Cover Letter for Community Advisory Council Members

Dear (Name):

Thank you for participating in the Needs Assessment survey about the services the Center for Disabilities Studies provides. As you know, CDS is part of a collaboration to enhance and increase services to survivors of domestic violence with disabilities through systems change with the Center for Disabilities Studies at the University of Delaware and the Delaware Coalition Against Domestic Violence.

Your participation as a member of the CAC in this Needs Assessment Survey is very important to the process. You are in a unique position to provide a broader view of the community, CDS and its resources. You are also key to providing the policy support and commitment of resources that are necessary for sustaining change that increases services to survivors with disabilities.

Whatever your length of service your input is valuable; please consider completing this survey even if you feel that your input is not useful – it is.

Once the Needs Assessment is complete we will compile a report which will be the basis for a strategic planning process that will map out how the collaboration organizations will help create a system in Delaware in which all victims of domestic violence receive appropriate, welcoming and safe services.

Thank you for your participation in the Needs Assessment process. If there are any questions, please contact Eileen Sparling, sparling@udel.edu 302 831 4612.

Sincerely,

Beth Mineo



CDS Staff Recruiting Letter

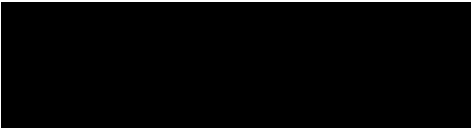
Dear (Name):

We are asking you to participate in the Needs Assessment process for a collaboration between the Center for Disabilities Studies at the University of Delaware, NAMI Delaware and the Delaware Coalition Against Domestic Violence. This collaboration is funded by the Office of Violence against Women to enhance and increase services to survivors of domestic violence with disabilities through systems change.

Your participation in this Needs Assessment is very important to the process. You are in a unique position to provide a broader view of the community and its resources. You are also key to providing the expertise, knowledge and support that are necessary for sustaining change that increases services to survivors with disabilities.

Once the Needs Assessment is complete we will compile a report which will be the basis for a strategic planning process that will map out how the collaboration organizations will help create a system in Delaware in which all victims of domestic violence receive appropriate, welcoming and safe services.

Thank you for your participation in the Needs Assessment process. If there you have questions, please contact Eileen Sparling, sparling@udel.edu 302 831 4612.



FORMS

Interview RSVP

Interview RSVP

First name only: _____

Please return this form to Eileen Sparling, sparling@udel.edu 302 831 4612

___ I agree to participate in an interview. The interviewer will contact me to arrange for at a date, time and location that is accessible and convenient for both of us.

Please check all of the following that apply:

The interviewer can contact me and someone can follow up with me by:

___ Email. If yes, my email is _____

___ Phone. If yes,
My work phone number is _____ My cell phone number is _____

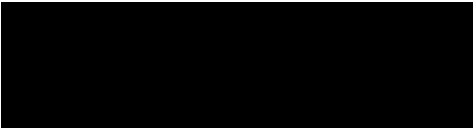
To attend, I need the following accommodation:

- ___ American Sign Language (ASL) interpreter
- ___ Other language interpreter (Please specify language: _____)
- ___ Listening device
- ___ Alternate format for print materials
- ___ I need someone to read to me
- ___ Large print
- ___ Other (Please specify format: _____)
- ___ Other accommodation needs?

Please specify: _____

___ Other needs?

Please specify: _____



___ I will be bringing my service animal

Focus Group RSVP Form

Focus Group RSVP Form

If you are attending a focus group or would like to have an interview, please return this form to whoever asked you to be a part of this focus group OR contact Eileen Sparling, sparling@udel.edu 302 831 4612.

All information provided is confidential.

Name: (first name only)

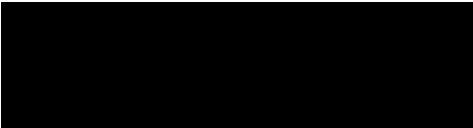
City: _____

I will participate in a (please check one box)

Focus Group (please select date/time)

_____ (date/time will be specified)

OR



_____ (date/time will be specified)

Individual Interview

_____ We will contact you to schedule

OVER

Please check all of the following that apply:

You can follow up with me by:

_____ Email. If yes, my email is _____

_____ Phone. If yes, space
My work phone number is _____

My cell phone number is _____

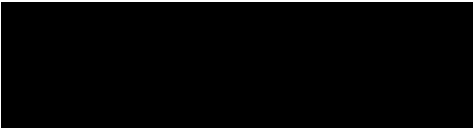
_____ You don't need to contact me with a reminder of the date, time,
and location of the group.

We will ensure accommodations are available at focus groups &
interviews. Please let us know what services you request (check all that
apply):

_____ASL interpreter

_____Other language interpreter Please specify: _____

_____Alternate format for materials (check one)



Large print

Other Please specify: _____

Any other needs: _____

I will be bringing my service animal

Dietary concerns for snacks. Please specify: _____

STAFF Focus Group RSVP

Staff Focus Group RSVP Form

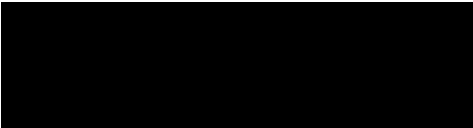
If you are attending a focus group or would like to have an interview, contact Eileen Sparling, sparling@udel.edu 302 831 4612.

All information provided is confidential.

Name: (first name only)

City: _____

Agency: _____



I will participate in a (please check one box)

Focus Group (please select date/time)

_____ (date/time will be specified)

OR

_____ (date/time will be specified)

Individual Interview

_____ We will contact you to schedule

OVER

Please check all of the following that apply:

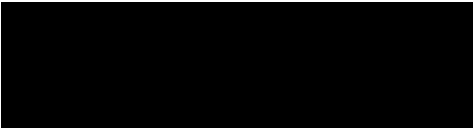
You can follow up with me by:

_____ Email. If yes, my email is _____

_____ Phone. If yes, space
My work phone number is _____

My cell phone number is _____

_____ You don't need to contact me with a reminder of the date, time,
and location of the group.



We will ensure accommodations are available at focus groups & interviews. Please let us know what services you request (check all that apply):

- ASL interpreter
- Other language interpreter Please specify: _____
- Alternate format for materials (check one)
 - Large print
 - Other Please specify: _____
- Alternate Personal Care Attendant

Any other needs: _____

- I will have a Personal Care Attendant
- I will be bringing my service animal

General Forms and Documents

Focus Group and Interview Check-in

Focus Group and Interview Check-in Procedure

Facilitator, recorder and floater will assist with participant check-in.

- Welcome and thank participant
- Distribute incentive to participant – Explain that they may keep gift card whether they participate or not.
- Confirm requested accommodations
- Explain confidentiality and its limits.
 - The Collaboration team will do everything possible to keep your information private.
 - We ask everyone to keep today's discussion private.
 - We cannot guarantee everyone will keep what is said here private.
 - Explain mandatory reporting exceptions
 - We must report serious threats of suicide/homicide
 - We must report child abuse
 - We must report some abuse of vulnerable adults
- Hand confidentiality statement (if appropriate), and read it aloud. Collect when they have read the document, if necessary.
- You have the right to leave the group at any time if you feel uncomfortable.
- Ask if they have any questions about the Collaboration. Use the FAQ to answer questions.
- Thank the individual again for participating and give them a time estimate on when the group will start

Debrief Form for Focus Groups/Interviews

Focus Group and Interview Debriefing Form			
Facilitator, Recorder, and Floater: Immediately following the focus groups please complete this form together. Submit electronically to the Project Manager if s/he is not present.			
Group:			
Date:			
Facilitator:		Recorder:	
Number of Participants:			

Please briefly share your reactions to this focus group.

**Memorable
Comments:**

What was new information for you?

What were the two or three most valuable things you've learned in this focus group?

Anything else to add?

APPENDIX 2 Recruiting Materials

Frequently Asked Questions/Fact Sheets

FAQ for Program Participants

First State Equal Access to Safety

Frequently Asked Questions for Program Participants

Thank you for agreeing to help the Delaware Coalition Against Domestic Violence, NAMI Delaware and the Center for Disabilities Studies at the Univ. of Delaware learn how we can provide better services to you and others in the community. We thought you might want to know more about why we are doing this and answer a few questions that others like you have asked.

What is the Delaware Equal Access to Safety Initiative?

DCADV, CDS and NAMI Delaware received a grant from the federal government to work together to improve services for people with disabilities, including mental illness, who have experienced domestic violence. All of the agencies want people who come to their agencies to feel safe, to be able to access the services that already exist, and to feel welcome. This cooperation between the three agencies is called the Delaware Equal Access to Safety Initiative.

Why are you talking to me?

We want to talk to you because you are one of the people that can best tell us about what services and supports you want or need from the agencies. You are the expert on your own services and what you need. We are talking to people at all three of the agencies about what they want and need from agencies and organizations that provide services.

Do I have to talk if I don't want to?

No, you don't have to say anything during the group/interview if you don't want to. Participating in this process will not have any impact on any services that you receive and you can leave if you are uncomfortable staying. But we hope you will try to talk about how we can be sure you feel safe, that you can access the services that already exist, and that you feel welcome at the agency when you come.

If I talk, will you use my name?

We will not use your name in anything that we write about the meeting. We may use something you tell us in our report, but it will not say who said it.

Why do I need to fill out a RSVP Form?

The information will be used to provide any accommodations you need to be able to attend. It also facilitates planning and scheduling. The RSVP form will be shredded after approval of the strategic plan to protect confidentiality.

Is there any risk for me attending?

In certain cases we may need to file a report with authorities – those exceptions are a serious threat of homicide/suicide, a report of child abuse or a report of abuse of a vulnerable adult. Those exceptions are explained more completely in our Confidentiality Plan.

Will you be giving me something for being here?

As a thank you for coming you will receive a \$20.00 gift certificate for Wal-Mart.

What happens if I lose the gift certificate?

Once we give you the gift certificate it will up to you to keep it safe. We cannot give you a new one if it is lost or stolen. If you feel unsafe taking the certificate home we will mail it to a safe address in an unmarked envelope.

What are you going to do with the information?

We will put all of the information together into a report. The report will help us develop a plan to make changes at our agencies to provide better services. Talking with us will not have any effect on the services that you already receive.

Who are you going to share the information with?

The report will be shared with people who work at CDS, DCADV and NAMI Delaware so they will know what needs to be done to make a safe, welcoming and accessible environment for people like you who come to the agencies. We will also share this information with the funders – the Office on Violence Against Women. Then we will develop a plan so that we can begin to make the changes needed to meet those needs.

How long will it take?

The Focus group will be about 2 hours.

How many people will be there?

There will be 8-10 people in the group with three people from the Equal Access to Safety group.

What should I tell people about this group if they ask?

You can tell them that you are helping the Coalition, CDS and NAMI Delaware by providing information on what you need and how we can provide better services for everyone. But, we ask you not to tell other people what anyone talked about in the (interview/focus group). You wouldn't want anyone to tell what you said and others feel the same way.

If I have a personal care attendant can they come with me?

Your personal care attendant is welcome to bring you; however, we will have a separate room for them to wait in. They cannot be in the room when we are talking with you. If you need someone with you we can provide a different personal care attendant for you while you are in the (focus group/ interview). You will need to request this on the R.S.V.P. form that we give you.

What if I can't come? Who do I tell?

If you say yes and find out that you can't come, you can let the person that invited you, one of the agency Team members or the Project Director, Lisa Becker lbecker@dcadv.org.

If you still would like to be in (a/an interview/focus group) we can see if there is another time for you to participate.

Frequently Asked Questions for Agency Staff

First State Equal Access to Safety

Thank you for agreeing to help the Delaware Coalition Against Domestic Violence, NAMI Delaware and the Center for Disabilities Studies at the Univ. of Delaware learn how we can provide better services to you and others in the community. We thought you might want to know more about why we are doing this and answer a few questions that others like you have asked.

What is the Delaware Equal Access to Safety Initiative?

DCADV, CDS and NAMI Delaware received a grant from the federal government to work together to improve services for people with disabilities, including those living with mental illness, who have experienced domestic violence. All of the agencies want people who come to their agencies to feel safe, to be able to access the services that already exist, and to feel welcome. This cooperation between the three agencies is called the Equal Access to Safety Initiative.

We are currently conducting a Needs Assessment to determine what services currently exist in the three agencies, what connections exist and what gaps in services exist.

What is the purpose of the Needs Assessment?

The Delaware Collaboration is gathering information to create positive systems change through this process. It is essential that agency leaders and staff within each organization participate and share their professional views and opinions. In order to create positive changes, it is important to include input from individuals at all levels from each agency that are familiar with: the agency, policies and practices, current services, people that are receiving services, and ideas about things that can be improved. This information will be used to develop a Needs Assessment Report and Strategic Plan.

Who are we asking to participate?

Focus groups and interviews will be conducted with survivors, people with disabilities and those living with mental illness, board/advisory committee members, leaders and management, direct service staff, and volunteers from the three partner agencies.

Participation is entirely voluntary – you will not be penalized if you do not wish to participate.

What do we hope to learn from agency staff?

We hope to gain insight from all staff, leadership, supervisors, volunteers, and boards of directors on their knowledge and perspective of their services, their knowledge about this project and their experiences (if any) serving individuals at the intersection of domestic violence and disability. In addition we also hope to gain insight into what creates a welcoming, responsive, safe, and accessible service atmosphere from survivors of domestic violence and individuals with disabilities based on their experience and perspective.

We would also like to find out what relationships currently exist in Delaware, identify opportunities to strengthen those connections, and create others. Participating in this process will not negatively impact your employment or affiliation with the agency. Your participation is voluntary.

Why do I need to fill out a RSVP Form?

The information will be used to provide any accommodations you need to be able to attend. It also facilitates planning and scheduling. The RSVP form will be shredded after approval of the strategic plan to protect confidentiality.

Who will conduct the interviews/focus groups?

A representative of the collaboration will conduct the interview. The interviewer will not be anyone employed by your agency or with whom there is a conflict of interest.

When will the focus group or interviews be held?

The interviewer will personally contact you to schedule a convenient date, time, and location for the interview.

Focus groups for staff will be held during normal business hours at the agency office.

How long will the interview/focus group last?

The interview will last approximately 1 hour. Participants will be asked approximately six to nine questions.

How long will the focus group last?

The focus group will last about 2 hours. There will be 6-8 questions.

Are responses confidential?

All individual responses will be kept confidential. Your name will not be used in anything that is written about the information gathered from the focus group.

Something you say may be written in the report; however, no identifying information, such as your name, will be included. Personal identifying information will not be linked to individual responses in any of the written information such as the Needs Assessment report.

What will you do with the information?

The information that you share, along with the feedback from all of the Needs Assessment activities, will be compiled into a Needs Assessment Report. This, in turn, will be used to develop a strategic plan for the Collaboration. Through implementation of the strategic plan we hope to enhance services in Delaware to meet the complex needs of individuals with disabilities who experience domestic violence.

The Needs Assessment Report will be sent to the Vera Institute of Justice (our technical assistance provider) and the federal funding source, the Department of Justice, Office on Violence against Women.

Will you be referring to agencies by name?

The collaboration's focus is to ensure a safe, responsive service delivery system for individuals with disabilities, including those living with mental illness, who experience domestic violence. Throughout this process, information will be gathered to examine a range of information regarding each agency (e.g., policies, procedures, and relationships with other service providers) as a means of enhancing services, safety, and accessibility. Information will mainly be compiled and presented in aggregate; information that could be politically sensitive or reveals challenges within a partner agency will be considered confidential and not shared outside of the collaboration.

Who do I contact if I have any additional questions or concerns?

Please contact me _____ [CONTACT AT AGENCY] or the Project Director, Lisa Becker lbecker@dcadv.org .

APPENDIX 3 Confidentiality and Mandatory Reporting

Confidentiality

Focus Group Confidentiality Statement

- We will not collect any personally identifiable information.
- We will keep your information private. However, if you say that you will hurt yourself or someone else, we cannot keep that private.
- We must report child abuse.
- We must report abuse of some adults with disabilities.
- We ask you to keep anything shared and discussed during the session confidential based on mutual trust, safety concerns and respect for other members of the group.
- All information presented and discussed by the group will be used only to plan better services.

Mandatory Reporting

Mandatory Reporting in Delaware Supporting Documents

Definitions from statute:

Abuse

- a. Physical abuse by unnecessarily inflicting pain or injury on an infirm adult;
or
- b. A pattern of emotional abuse, which includes, but is not limited to, ridiculing or demeaning an infirm adult making derogatory remarks to an

infirm adult or cursing or threatening to inflict physical or emotional harm on an infirm adult.

Infirm adult – any person 18 years of age or over who, because of physical or mental disability, is substantially impaired in the ability to provide adequately for the person's own care and custody.

Incapacitated – a person for whom a guardian or person or property, or both, shall be appointed under §3901 of DE Code Title 12.

Physical or mental disability – includes, but is not limited to, mental retardation, brain damage, physical degeneration, deterioration, senility, disease, habitual drunkenness or addiction to drugs, and mental or physical infirmity.

Statutes

Child Abuse

All citizens are responsible for reporting any knowledge of child abuse or neglect in Delaware. Title 16, Sec. 903 is clear:

§903. Reports required.

Any person, agency, organization or entity who knows or in good faith suspects child abuse or neglect shall make a report in accordance with § 904 of this title. For purposes of this section, "person" shall include, but shall not be limited to, any physician, any other person in the healing arts including any person licensed to render services in medicine, osteopathy or dentistry, any intern, resident, nurse, school employee, social worker, psychologist, medical examiner, hospital, health care institution, the Medical Society of Delaware or law-enforcement agency. In addition to and not in lieu of reporting to the Division of Family Services, any such person may also give oral or written notification of said knowledge or suspicion to any police officer who is in the presence of such person for the purpose of rendering assistance to the child in question or investigating the cause of the child's injuries or condition.

16 Del. C. 1953, § 1002; 58 Del. Laws, c. 154; 60 Del. Laws, c. 494, § 1; [72 Del. Laws, c. 179, § 4](#); [77 Del. Laws, c. 320, § 1](#).

Abuse of Vulnerable Adults

31 Del. C §3910. Duty to report.

(a) Any person having reasonable cause to believe that an adult person is impaired or incapacitated as defined in § 3902 of this title and is in need of protective services as defined in § 3904 of this title shall report such information to the Department of Health and Social Services.

(b) Upon receipt of a report, the Department shall make a prompt and thorough evaluation to determine whether the person named is in need of protective services and what services are needed, unless the Department determines that the report is frivolous or is without a factual basis. The evaluation may include a visit to the person and consultation with others having knowledge of the facts of the particular case. If outside professional assistance is required in order for a caseworker to complete an evaluation, the Department may contract with professionals in order to provide such services.

(c) Anyone participating in good faith in the making of a report pursuant to this chapter shall have immunity from any liability, civil or criminal that might otherwise exist and such immunity shall extend to participation in any judicial proceedings resulting from such report.

APPENDIX 4 Training and Scripts

Training for Facilitators, Recorders, Floaters and Support People

All staff who will participate as a facilitator, co-facilitator/support, or note taker, will be required to attend a 1½ hour training to review the Needs Assessment process for conducting a focus group and interview. All materials will be provided and reviewed.

Training For Focus Group Staff

- o Attendees – Facilitators, recorders, floaters, support people

PART I

Topic	Content	Presenter
Welcome and Introductions	<ul style="list-style-type: none">• Everyone introduce themselves	Lisa
Overview of grant	<ul style="list-style-type: none">• Overview of grant• Why each agency is involved in project• Where we are in the process• Focus on safety, access, confidentiality	Lisa/Agency Reps.
Description of roles, responsibilities, skills	<ul style="list-style-type: none">• Explain roles, responsibilities, expectations and handouts. Approved by funder so important to follow.• Broad overview of focus group process	Lisa/Marilyn

Mandated Reporting and Confidentiality	<ul style="list-style-type: none"> • Adult Protective Services • Department of Children and Families • VAWA 	<p>Mariann?</p> <p>Carol (VAWA)?</p> <p>CLASI?</p>
Questions	<ul style="list-style-type: none"> • Answer questions from those present 	Team

PART II

Topic	Content	Presenter
Basics of group facilitation	<ul style="list-style-type: none"> ▪ Overview of facilitation skills ▪ Managing people who talk too much, too long, and/or don't stay on topic. ▪ How to approach modifying, reframing or probing further (prompts) with questions without changing the intent of the question. ▪ Time management, i.e. how to decide when to move on to the next question to make sure we move through all/most of the questions without rushing people. ▪ How to deal with: <ul style="list-style-type: none"> ○ Someone "disclosing". ○ Someone getting off track in comments. ○ Someone getting mad. ○ Two focus group participants getting into a verbal fight. ○ Someone dominating the conversation and not allowing others to talk. ▪ "Tricks of the trade" for keeping a Focus Group running smoothly. 	Lisa, Marilyn, Pat
Basics of "Floating"	<ul style="list-style-type: none"> • Overview of floating tasks, role • Monitoring climate of the room – temperature, help with seating, etc. • Attending participants who are distressed. • Observing the process and contributing to debriefing. • Assisting the facilitator with time management. • Assisting the facilitator with sticky situations. 	Lisa
Role playing to practice facilitation and floating.	<ul style="list-style-type: none"> • Scenario for NAMI Delaware. • Scenario for survivors. • Scenario for Disabilities Groups • Practice asking questions. 	Input from DCADV Training Team
Discussion	<ul style="list-style-type: none"> • Talk about how to handle situations that may arise • Practice using prepared scenarios 	Input from DCADV Training Team

Questions/ Comments	<ul style="list-style-type: none">• Answer questions from those present	Team
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Scripts

Focus Group Script

Script for Focus Group Facilitator

Hello. My name is _____ and I am the Focus Group facilitator tonight. Welcome, and thank you for taking time to be here. _____ will be taking notes so that we can improve services; _____ is here to assist you if you need anything during the group, and to help me if necessary. Please feel free to use the restrooms, which are _____, and get up and move around or get a snack. We will be here for about 60 – 90 minutes.

We are trying to learn more about the delivery of services from agencies and organizations, and are asking you to help. As we talk tonight about how you find, receive and use a variety of services, I want to emphasize that there are no right or wrong answers. Your point of view is what counts.

I also want to emphasize that we will not identify you in any way, either verbally or in writing, in any report that is prepared based upon this focus group meeting. You do not have to answer any or all of the questions and you can leave the group at any time. Our recorder is taking notes simply as a way of helping us remember the important things you say – we will also be taping this group to make sure that we are getting things written down correctly. Does anyone NOT want us to record this meeting? Remember, we will be keeping everything locked up, we will not identify anyone and we will destroy the tape when we are done with it. [If anyone objects ask Recorder to stop the tape].

We will do everything possible to keep your information private. We ask that everyone keep tonight's discussion private as well.

Obviously we cannot guarantee that everyone will keep what is said here private, but we hope we do make every effort to respect the privacy of everyone else.

I do want you to know that we care about your safety, and state law requires us to report some kinds of danger. For example, we must report child abuse, or a believable threat of homicide. We will respond if we think someone is in danger of hurting themselves or someone else. We must also report some situations in which we believe that someone with disabilities is at risk of violence or other

types of abuse. For that reason we ask that you not share deeply personal information.

Our process to handle a situation such as the ones described above is:

- If one of us in the room feels that the information you share needs to be reported we will ask to speak to you in private after the focus group or interview.
- At that time we will work with you to report the information directly. We can provide you with the number and contact information if you would like to choose this option.
- Otherwise, if you choose not to report the information, then it is the state law that one of us must report what information was learned during the course of the conversation.
- We will talk with you as long as needed to do the right thing to protect you or someone else.

Some ground rules before we begin:

- Respect everyone's opinion, even if we don't agree with it; we want everyone to feel comfortable saying what's on their mind.
- Allow others to talk. I'll try my best to make sure that everyone gets a chance to speak, and you can help by being aware of your own participation.
- If you would like to comment, please do so. You never need to talk about a topic or issue if you do not want to.
- There are no right and wrong answers.

Does everybody understand? Do you agree to keep things shared in this room private?

[Ask for show of assent – nod, smile, say yes].

*****FOCUS GROUP QUESTIONS*****

Concluding Statement

Thank you for taking the time to give us valuable information about providing services in Delaware. If you would like any additional information or need someone to talk to, please ask one of us before you leave and we will be glad to help. Again, your participation is very much appreciated and will go a long way in helping us improve services provided for you and others. You are going to help us make a difference!

Thank you for your help.

Interview Script

Script for Interviews

Hello. My name is _____ and I will be conducting this interview for the First State Equal Access to Safety Initiative. N_____ will be taking notes during the interview. We will also be tape recording this interview unless you object – the tape will be destroyed along with other documents when we have compiled the data from this Assessment. May we tape this interview? The interview should last for approximately an hour.

Thank you for taking time to be here.

The Center for Disabilities Studies, the Delaware Coalition Against Domestic Violence and NAMI Delaware received a grant from the federal government to work together to improve services for people who have experienced domestic violence, including those who have a disability or are living with a mental illness. All of the agencies want people who come to their agencies to feel safe, to be able to access services, and to feel welcome.

As you know, we are trying to learn more about the delivery of services from agencies and organizations. You are in a position which gives you a unique perspective on the challenges and opportunities to improve services in Delaware.

You do not have to answer any or all of the questions and we can end the interview at any time. Please be aware that our confidentiality policy includes anything said during interviews; we will not include your name or the name of the agency in any report or public document.

Do you have any questions before we begin?

Resource List

Child Abuse Hotline – **(800) 292 9582**

<http://kids.delaware.gov>

Crisis Intervention Services (Mobile Crisis Team) (24 hours) – DE Division of Substance Abuse and Mental Health – **(800) 652-2929**

DE State Police Victim Services (24 hours) - **800 842 8461**

<http://dsp.delaware.gov/vs.shtml>

Domestic Violence Hotline (24 Hours) –

New Castle County **762 6110**

Kent/Sussex Counties - **422 8058**

Suicide Prevention/Rape Crisis

ContactLifeline (24 Hour) – **800 262 9800**

<http://www.contactlifeline.org/index.html>

Other Resources:

Delaware Aging and Disability Resource Center - 1-800-223-9074

<http://dhss.delaware.gov/dsaapd/adrc.html>

Independent Resources, Inc. 302-765-0191

<http://www.iri-de.org/index.html>

NAMI Delaware Help Line 1 888 427 2643

<http://namidelaware.org/>

Delaware Helpline 211

<http://www.delaware211.org/>