



DeafRISE

Making safety accessible

Needs Assessment Plan

Tulsa, Oklahoma

January 2020



This project was supported by Grant No. 2018-FW-AX-K005 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.

TABLE OF CONTENTS

| | |
|------------------------------------|----|
| INTRODUCTION..... | 4 |
| Member Agencies..... | 4 |
| Deaf RISE Vision Statement..... | 5 |
| Deaf RISE Mission Statement..... | 5 |
| Progress..... | 6 |
| NEEDS ASSESSMENT PURPOSE..... | 7 |
| INFORMATION SOURCES | 9 |
| A.Existing Data..... | 9 |
| B.New Data | 10 |
| OVERVIEW OF METHODS | 11 |
| A.Audiences..... | 11 |
| B.Data Collection..... | 17 |
| C.Procedure | 18 |
| RECRUITMENT PLAN..... | 21 |
| A.Recruitment Methods..... | 21 |
| B.Recruitment Materials..... | 27 |
| C.Recruitment Training..... | 28 |
| D.Compensation..... | 29 |
| CONSENT PROCESS | 29 |
| CONFIDENTIALITY | 30 |
| MANDATORY REPORTING | 31 |
| ACCESSIBILITY CONSIDERATIONS | 32 |
| SAFETY CONSIDERATIONS..... | 33 |
| WORK PLAN | 35 |
| APPENDICES | 36 |

INTRODUCTION

Deaf RISE is the result of a collaboration effort created by two organizations in Tulsa, Oklahoma: Domestic Violence Intervention Services (DVIS) and TSHA, Inc. (TSHA). The two agencies formed to create sustainable organizational change for Deaf survivors of sexual and domestic violence. This project is funded by the Department of Justice, Office on Violence Against Women (OVW), Disability Grant Program. Through this 3-year grant program, Deaf RISE aims to address the intersection of violence and the Deaf community. With guidance from OVW and the Vera Institute of Justice (our technical assistance provider), we hope to increase both DVIS and TSHA's capacity to serve Deaf survivors of sexual and domestic violence.

A note on language used in this document

We will be using the term *Deaf* throughout the document. Deaf RISE defines *Deaf* as an umbrella term that includes ALL identities with hearing loss, including but not limited to, D/deaf, hard of hearing, DeafBlind, Deaf Disabled, and late deafened. We recognize that participants have a right to self-identify and we will always ask participants how they prefer to be identified.

Member Agencies



DVIS is the largest service provider for survivors of sexual and domestic violence in Tulsa and Creek County, Oklahoma. The agency takes a trauma-informed approach to all of its services, including outpatient counseling, an emergency shelter with 80+ beds, legal and court advocacy, education and training, and more. Their mission is to rebuild lives affected by sexual and domestic violence through education, counseling, shelter, and advocacy. In 2018, DVIS provided counseling to 2,435 survivors of sexual and domestic violence and gave shelter to 496 survivors and their children. DVIS also provided advocacy to 9,444 people seeking court advocacy services and protective orders. DVIS reached out to 12,063 adults and teens in the community through education

and outreach, and answered 25,314 calls to the crisis and information line.



TSHA is the only agency dedicated to serving the Deaf community statewide in Oklahoma. The agency provides comprehensive services such as advocacy, educational and social programs, outreach, and interpretation. Their population includes those with minimal hearing loss to profoundly culturally Deaf. Their mission is to bridge gaps and improve lives of those affected by hearing loss. In 2018, TSHA met with general Deaf consumers a total of 25,792 times, with 107 being more intensive one-on-one advocacy. 113 community members took a TSHA signed language class and signed language interpreters were provided to the community 5,201 times. Also, 20,421 adults, teens and children in the community were reached through education and community outreach.

Deaf RISE Vision Statement

Deaf RISE envisions a community with full access to quality, culturally-responsive and trauma-informed services without barriers for Deaf survivors of sexual and domestic violence in the Deaf RISE service area.

Deaf RISE Mission Statement

Deaf RISE will create sustainable organizational change for Deaf survivors of sexual and domestic violence in the greater Tulsa, Oklahoma service area. We will provide access to quality services that are culturally-responsive and trauma-informed.

Member agencies will strive for full access by:

- Providing barrier-free services for Deaf survivors;
- Meeting each individual's needs; and
- Growing best practices as communicated to us by the Deaf community.

Member agencies are committed to providing quality and culturally-responsive services by:

- Engaging in ongoing education;
- Being proactive and responsive to the communities we serve; and
- Building mutual trust between agencies and Deaf survivors by actively listening to individual and community needs.

Member agencies will provide trauma-informed care by:

- Supporting the whole individual, including the mental, emotional, behavioral, and social person;
- Responding to each individual with transparency and acceptance while practicing ethical communication; and
- Empowering all survivors with self-determination that leads to healing.

Deaf RISE is committed to bridging gaps and improving lives by inspiring hope, eliminating oppression and isolation, and creating safety through ongoing collaboration.

Progress

Deaf RISE is on track to complete five deliverables as part of the planning and development portion of the Disability Grant Program.

| Deliverable | Submitted | Approved |
|---------------------------|--------------------|-------------------|
| Collaboration Charter | June 20, 2019 | August 22, 2019 |
| Focus Memorandum | September 10, 2019 | December 17, 2019 |
| Needs Assessment Plan | January 29, 2020 | |
| Needs Assessment Findings | | |
| Strategic Plan | | |

Our first deliverable, the **Collaboration Charter**, provides a foundation for our work by illustrating our commitment, framework, and direction. It defines our vision, mission, values and the terms that we use. It identifies the member agencies and describes their work, as well as their commitment and contributions to Deaf RISE. The charter outlines the manner in which the collaboration team members will communicate, make decisions, and manage conflict. It further describes how we will work to maintain the boundaries of confidentiality and mandatory reporting (particularly as it relates to the work around the needs assessment). Lastly, the charter outlines our work plan throughout the Disability Grant Program period.

Our second deliverable, **Focus Memorandum**, identifies our focus population of Deaf survivors of sexual and domestic violence, the two agencies making up the collaboration, and our capacity for sustainable organizational change.

Over the past few months, the Deaf RISE collaboration team has developed this **Needs Assessment Plan**, describing our strategies and methods for collecting data. We will seek input and critical feedback from several targeted audiences. Once the Needs Assessment has been conducted, we will synthesize the key findings of our assessment into a **Key Findings Report**, then utilize the findings to build a **Strategic Plan** that generates needed sustainable organizational change.

NEEDS ASSESSMENT PURPOSE

The purpose of the needs assessment, as described by OVW, is to provide practical information on services for Deaf survivors. Information gathered from our targeted audiences will help to identify strengths and areas needing change. The data we collect from our needs assessment will be used to create a strategic plan that will guide the development of sustainable organizational

change during the implementation phase of the Disability Grant Program.

Goals

The member agencies of Deaf RISE are fully committed to working together to identify, develop, and implement needed sustainable organizational change that will result in Deaf survivors of sexual and domestic violence having full access to quality services that are trauma-informed and culturally-responsive.

The goals of the Deaf RISE needs assessment are to:

- 1) Identify current structures, barriers and gaps that exist in each organization with regard to policies and practices at DVIS and TSHA that address how to culturally-respond to, serve and support Deaf survivors.
- 2) Identify the willingness, comfort level and capacity of staff members (across agency departments) to utilize resources, assess needs, and deliver quality services.
- 3) Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide safe, accessible, welcoming and culturally-responsive service delivery systems for Deaf survivors.
- 4) Identify what creates a safe, accessible, welcoming and culturally-responsive environment for Deaf individuals who come in to either organization for services, as well as for the staff who work at DVIS and TSHA.

INFORMATION SOURCES

A. Existing Data

In March 2019, DVIS participated in Vera's Performance Indicator Assessment to evaluate the agency's baseline capacity to serve Deaf survivors of sexual and domestic violence. Deaf RISE's project coordinator compiled DVIS' written policies and documents, measured aspects of the building infrastructure, and collected staff interview questions. TSHA was not assessed at this time per Vera's recommendation. In September 2019, DVIS had their second round of Performance Indicators and TSHA was also assessed this time.

Using this data, the assessment system generated percentage scores to represent each agency's commitment and capacity to serve Deaf survivors. *Commitment* is measured by an agency's responsibility, and the strength of partnerships and policies. *Capacity* is measured by an agency's material, programmatic, and human resources. Below are four tables breaking down DVIS and TSHA's Performance Indicator scores.

DVIS Data Collection Tables

Table 1

| DVIS Overall Score: | Commitment | Capacity | Total |
|---------------------|------------|----------|-------|
| March 2019 | 33% | 25% | 28% |
| Sept. 2019 | 31% | 23% | 27% |

Table 2

| Date | Theme 1: Responsibility | Theme 2: Partnerships | Theme 3: Policies | Theme 4: Material Resources | Theme 5: Human Resources | Theme 6: Programmatic Resources |
|------------|----------------------------|--------------------------|----------------------|-----------------------------------|--------------------------------|---------------------------------------|
| March 2019 | 44% | 35% | 19% | 25% | 13% | 32% |
| Sept. 2019 | 30% | 31% | 31% | 20% | 13% | 32% |

TSHA Data Collection Tables

Table 3

| TSHA Overall Score: | Commitment | Capacity | Total |
|---------------------|------------|----------|-------|
| Sept. 2019 | 18% | 5% | 12% |

Table 4

| Date | Theme 1: Responsibility | Theme 2: Partnerships | Theme 3: Policies | Theme 4: Material Resources | Theme 5: Human Resources | Theme 6: Programmatic Resources |
|------------|-------------------------|-----------------------|-------------------|-----------------------------|--------------------------|---------------------------------|
| Sept. 2019 | 22% | 13% | 19% | 0% | 0% | 13% |

As anticipated, DVIS and TSHA received low-range scores on the Performance Indicator assessments. The scores exposed a need for additional improvements to DVIS and TSHA's programs and policies. While DVIS and TSHA staff members acknowledge that there are processes for supporting Deaf survivors, many still need to be expanded upon and explicitly documented in agency records.

We will continue to measure the Performance Indicators every six months. The next assessment will take place in March 2020. While the assessment has been enlightening in helping us identify our strengths and areas of improvement, we do not expect that our scores will improve drastically until we begin implementing our strategic plan in the summer or fall of 2020.

B. New Data

The Performance Indicator scores gave us quantitative data to track the baseline capacity of each agency and their ability to provide services for Deaf survivors. Now, we will primarily seek qualitative data through the needs assessment. We believe the data collected through this needs assessment will result in unique insights of how to create safe, accessible, welcoming and culturally-responsive services within and between DVIS and

TSHA. We will personally hear from several targeted audiences to guide the development of our strategic plan. Ultimately, this information will help us build on existing strengths at each organization to create systemic change to improve the response and services to Deaf survivors of sexual and domestic violence.

OVERVIEW OF METHODS

The Deaf RISE collaboration will conduct the needs assessment to obtain information from several targeted audiences using focus groups, individual interviews, and surveys.

A. Audiences

To create sustainable organizational change, it is critical that we understand the perspectives of individuals who will be most impacted by systemic changes at DVIS and TSHA. We believe that by gathering feedback from a variety of targeted audiences, it will help the collaboration build quality services that are safe, accessible, welcoming and culturally-responsive for Deaf survivors of sexual and domestic violence.

The following list details the specific audiences we will engage in the needs assessment process.

1. Survivors of Sexual and Domestic Violence

As experts of their own experiences, survivors of sexual and domestic violence will be able to share how they have experienced services up to this point, and potentially how to make services even more safe, accessible, welcoming and culturally-responsive for all. We will be engaging survivors who have received or are currently receiving services at DVIS. We will seek feedback from the following survivors:

a. Sexual violence

- b. Domestic violence
- c. Spanish-speaking
- d. Safe Housing residents
- e. Those who have accessed our Legal Services

By engaging survivors, we hope to learn:

- What makes an agency safe, accessible, welcoming and culturally-responsive, and what, if any, barriers to services were encountered;
- Best practices for responding to a need for services (including staff behavior, knowledge and skills); and
- How to better outreach to survivors about services.

2. Deaf Individuals

We believe that people who have hearing loss are the experts of their own experiences and hold the power to represent their own needs and expectations. By engaging Deaf clients and consumers at TSHA, we will learn how to make services more safe, accessible, welcoming and trauma-informed to the Deaf community.

From Deaf individuals, we hope to learn:

- What makes a service provider safe, accessible, welcoming and culturally-responsive for Deaf individuals;
- The best practices for serving Deaf individuals (including staff behavior, knowledge, skills and interpreters); and
- How to better outreach to individuals about accessible and Deaf-informed services.

3. Deaf Survivors of Sexual & Domestic Violence

Deaf survivors have a unique lens of the intersection between violence and as a Deaf individual. They will be able to share their experiences and ideas about how to make reports/disclosures and services more safe, accessible, welcoming and culturally-responsive for Deaf survivors. We have the opportunity to seek

information from a group of Deaf survivors who have experienced sexual or domestic violence that are already identified and no new disclosure will occur. We will be seeking participation in a separate focus group from Deaf survivors who have previously disclosed during an educational workshop on SV/DV 101 provided by TSHA and DVIS. They will not be part of any other focus groups to ensure that intersectional conversation is not encouraged in other groups, and we will not be asking about intersectional issues in other focus groups.

Through asking Deaf survivors to share their experiences and recommendations in receiving services, we hope to learn:

- How sexual and domestic violence service providers can better outreach to Deaf survivors;
- Specific concerns that Deaf survivors have about disclosing or reporting, including concerns about mandated reporting;
- How DVIS can be improved to be more safe, accessible, welcoming and culturally-responsive to Deaf survivors; and
- How TSHA can be improved to be more safe, accessible, welcoming and trauma-informed for Deaf survivors.

4. ASL Interpreters

Deaf RISE believes in the principles of trauma-informed care for survivors of sexual and domestic violence. Due to the unique nature of interactions with survivors, we assume that there are gaps in knowledge within the interpreter community regarding trauma-informed interpreting. To ensure that we achieve our goal of providing safe, accessible, welcoming and culturally-responsive (and trauma-informed) services, we understand that we may need to rely on ASL interpreters to provide effective and safe communication when interacting with Deaf survivors. Therefore, we want to include community and educational interpreters to assess where they see gaps in training for trauma settings as well as gaps in services for individuals for whom they interpret.

TSHA does not employ direct staff interpreters. Rather, they coordinate their interpreting services through a pool of outside interpreters, who contract individually with TSHA. We will be seeking feedback from that pool of independent contractor ASL interpreters.

5. Agency Program Staff

We will ask the staff at each agency about their experiences in serving their clients and how their capacity can be improved to better serve them. We will also ask them about their experiences in working at the intersection of sexual and domestic violence and Deaf survivors, if any. We are curious to learn about their experiences and to gauge their perspectives on policies and practices– if any – regarding Deaf survivors. Additionally, we hope to encourage and maintain buy-in for the collaboration’s mission and vision.

At **DVIS**, program staff we will ask to participate in a focus group includes:

- Client Services – front desk coordination
- Legal & Court Advocacy – assists with civil legal concerns
- Outpatient Counseling – provides counseling to survivors
- Safe Housing – provides shelter and case management

At **TSHA**, program staff we will ask to participate in a focus group includes:

- Community Resources – outreach and services to non-culturally deaf population (senior citizens, families, children)
- Deaf Services – provides advocacy, guidance and peer counseling
- Interpreting Services – coordinates interpreting services through independent ASL interpreter contractors
- Office Manager – front desk coordination

From program staff at both DVIS and TSHA, we hope to learn:

- Their perspective on the concerns survivors and Deaf individuals may have related to obtaining services;
- What existing organizational policies and practices assist program staff in being able to culturally-respond to and provide safe, accessible, welcoming and trauma-informed services to Deaf survivors;
- How to best inform program staff about any organizational changes; and
- What program staff need in regards to organizational policies, practices, training and resources to be able to provide safe, accessible, welcoming and culturally-responsive services to Deaf survivors.

6. Leadership

The leadership at each agency sets the vision, priorities and policies at their organization. We will hold focus groups for DVIS' executive and leadership team, and TSHA's directors and managers, to hear their feedback on policies, practices and comfort level working with survivors of sexual and domestic violence and Deaf clients, respectively. We will also hear from them what the decision-making process is at each agency, how change happens, and what the commitment level is for change.

At **DVIS**, the executive and leadership teams include:

| Executive Team | Leadership Team |
|--|---|
| Chief Communications Officer | Children's Program Manager |
| Chief Human Resources Officer | Assistant Shelter Director |
| Chief Operating Officer | Sexual Assault Program Manager |
| Chief Development Officer | Client Services Administrator |
| Chief Equity and Inclusion Officer | Outreach Counselor |
| Vice President of Clinical Programs & Services | Program Coordinator of Transitional Housing |
| Vice President of Legal | Underserved Outreach Advocate |
| Vice President of Safe Housing | |

At **TSHA**, directors and managers include:

- Program Director
- Marketing Manager
- Interpreting Services Manager
- Deaf Services Manager
- Office Manager

Additionally, we will hold an individual interview to hear the perspective of DVIS' CEO and TSHA's Executive Director on decision making, policies and practices at each agency.

Overall, we hope to learn:

- How to build on existing organizational strengths to better communicate that their agency is safe, accessible, welcoming and culturally-responsive to Deaf survivors;
- How to build on staff and organizational strengths to address identified gaps in policies and practices needed to improve organization-wide response and/or services to Deaf survivors;
- How to best facilitate communication regarding organizational changes across the agency;
- Leadership's perspective on their agency's capacity for expanding or improving services to Deaf survivors and their ideas for increasing capacity; and
- Effective ways to create change within their own agency and between our collaboration.

7. Board of Directors

The board has final approval of policies and budgets at both agencies and thus it is important to engage them. The survey will focus on their perspectives of how change happens at their agency, the current ability to culturally-respond to and serve Deaf survivors in a trauma-informed approach, and the capacity and comfort level in the agencies being able to serve Deaf individuals impacted by sexual and domestic violence.

B. Data Collection

Our purpose of the needs assessment is to gain insight on the perspectives of each audience through their experiences as they relate to obtaining or providing services. We will be utilizing three methods of gathering information:

1. Focus Groups

We believe a focus group is the most efficient and effective way to engage larger groups of individuals in a short period of time. We also believe a focus group will help to generate a diverse range of ideas and perspectives. However, if an individual wants to provide input, but doesn't feel comfortable in a group setting, they have the option of doing an individual interview.

2. Interviews

We will be using interviews for audiences that are not comfortable with larger groups or audiences which only have two to three people to recruit from. If we're able to get all 2-3 people at the same time, we will conduct a focus group. Additionally, individual interviews will be used with DVIS' CEO and TSHA's Executive Director.

3. Surveys

Surveys will be used as a follow-up for focus groups to give participants an opportunity to share any additional thoughts, feelings, and/or experiences that they may not have been comfortable sharing in the focus group. Additionally, surveys will be sent out to the board of directors to get their perspectives on how change happens at their agency and issues surrounding Deaf survivors impacted by sexual and domestic violence.

Table 5

| Audience | Agency | Approx # | Data Collection |
|------------------------------------|---------------|-----------------|-----------------------------------|
| Survivors – Non-Residential | DVIS | 6-8 | Focus group |
| Survivors – Residential | DVIS | 6-8 | Focus group |
| Survivors – Spanish | DVIS | 6-8 | Focus group |
| Survivors – Legal | DVIS | 6-8 | Focus group |
| Deaf individuals | TSHA | 6-8 | Focus group |
| Deaf Survivors | TSHA | 6-8 | Focus group |
| ASL Interpreters | TSHA | 6-8 | Focus group with follow-up survey |
| Program staff | DVIS | 8-10 | Focus group with follow-up survey |
| Program staff | TSHA | 4 | Focus group with follow-up survey |
| Executive team | DVIS | 8 | Focus group with follow-up survey |
| Leadership team | DVIS | 7 | Focus group with follow-up survey |
| Leadership team | TSHA | 5 | Focus group with follow-up survey |
| CEO | DVIS | 1 | Interview |
| Executive Director | TSHA | 1 | Interview |
| Board of Directors | DVIS/TSHA | 10-12 | Survey |
| TOTAL POSSIBLE PARTICIPANTS | | 86-104 | |

C. Procedure

Focus groups and interviews will involve a moderated discussion using audience-specific, open-ended questions, based on the goals of each audience type. In each focus group, we will have a facilitator, note taker, floater, ASL interpreter when needed, and the Deaf RISE project coordinator. Survivor and Deaf focus groups will also have an advocate available for consultation during and immediately after the focus group. All personnel filling these roles will participate in a brief training that includes:

- An overview of the grant and the needs assessment process;
- Training on the specific requirements and expectations of the role;

- A review of the facilitator script and all focus group materials; and
- How to manage special circumstances such as safety, confidentiality, mandatory reporting requirements, and accommodations.

Facilitator

We will be using either DVIS or TSHA staff to facilitate the focus groups, with a community advisor, who is a native Spanish speaker, facilitating the Spanish-speaking group, and the Deaf RISE project coordinator (native ASL user) facilitating the Deaf focus groups. The role of a facilitator will include:

- Welcome participants and introduce the note taker, floater, and Deaf RISE project coordinator, who will be present for the entirety of the meeting;
- Review general housekeeping details, and address safety, consent, mandatory reporting, and confidentiality using the script created by Deaf RISE;
- Keep the discussion in line with the questions and will intervene quickly in cases of possible arguments or problematic disclosures;
- Keep track of time, with assistance of note taker and floater, and;
- Ensure that people are comfortable and safe.

Note Taker

While the focus groups will be recorded, either audio or audio and video, to completely capture the group's comments, we will also have a note taker in the room to capture themes and ideas in case of any recording failure. All audio, video, and written transcripts will be destroyed after the needs assessment report is completed and turned in to OVW for approval.

DVIS or TSHA staff will serve as the note taker for all focus groups and interviews, unless there is a conflict. We will pull in DVIS or TSHA volunteers if we need to. The note taker will:

- Objectively take note of the discussion on agency services and client experiences;
- Refrain from participation in the discussion and will sit in a part of the room that will be the least distracting for participants;
- Document what each person says without paraphrasing and note when emotions such as frustration, anger, and happiness are expressed;
- The note taker may ask that something said be repeated by raising their hand;
- Not link any written comments to specific participants and will exclude any identifying information other than what organization and type of group the speaker is from;
- Be responsible for ensuring that all recordings, written information and notes are turned over to the Deaf RISE project coordinator;
- Debrief with the facilitator and Deaf RISE project coordinator to jointly identify themes and significant comments after each session; and
- Translate all notes into “note summaries,” which will be provided to collaboration team members.

Advocate

An advocate from DVIS or TSHA will be available for all Survivor/Deaf focus groups to provide support either during or just after the focus group. While we understand the focus groups are not designed to have conversation about personal experiences of violence, we also understand that asking about seeking services can bring up feelings that are difficult for some people to talk about. The advocate will remain in a separate, private, and accessible space to ensure confidentiality and safety. If a participant wishes to see the advocate, the floater will escort them to the advocate immediately.

Floater

A floater will be present during focus groups for additional support. This allows for the facilitator and note taker to remain focused on the focus groups. The team will identify the appropriate person for each focus group ensuring that the floater does not know any of the participants in order to preserve confidentiality. The floater may:

- Assist with room set-up and food (if applicable);
- Keep track of time;
- Assist the facilitator with turning on and off the audio/video recorder;
- Escort participants to the Advocate if requested;
- Provide other support to the facilitator and note taker as needed; and
- Debrief focus groups with the facilitator and note taker.

ASL Interpreter

An American Signed Language (ASL) interpreter will be utilized as needed for focus groups. In order to preserve confidentiality and to have as honest of a conversation as possible, the Deaf RISE collaboration will not be working with interpreters from TSHA due to TSHA's role in the collaboration. We will get interpreters from another interpreting agency in a different county. Interpreters will abide by their Code of Professional Conduct, including confidentiality, according to certification requirements through the Registry of Interpreters for the Deaf.

RECRUITMENT PLAN

A. Recruitment Methods

To recruit participants for each audience type, we will adhere to the following recruitment process at each agency. Outreach methods will include face-to-face conversations, email and

telephone/video calls. 30-minute training sessions will be held with all potential recruiters in which they will be notified of:

- Intended focus population
- Intended purpose of the needs assessment
- An overview of the voluntary nature of participation in any focus group
- Maximum size of each focus group
- The time, date and location of each focus group

All recruiters will follow the recruitment process carefully, and will make sure that each potential participant is comfortable with what they are agreeing to do. All collaborative partners are mandated reporters under the “Protective Services for Vulnerable Adults Act” (OK Stat § 43A-10-104)¹, and this will be clearly communicated to all potential participants during BOTH the recruitment process and the focus groups themselves. While Deaf individuals are not considered “vulnerable adults” under this statute, we cannot always know if another characteristic of any participant might qualify them as a vulnerable adult and trigger a mandatory report. Therefore, recruiters and facilitators will present this information to prevent disclosures that may trigger a mandated report. The pre-selected focus group questions are designed to engage survivors and Deaf individuals in conversation around the quality and accessibility of services, *not* on personal experiences with sexual or domestic violence.

Recruitment at DVIS

Survivors

To recruit survivors to participate in focus groups at DVIS, the Deaf RISE project coordinator will hold a 30-minute training session with Legal, Outpatient Counseling and Safe Housing supervisory staff, and Client Services.

¹ Confidentiality & Mandatory Reporting, pages 30-32

DVIS shelter staff will post recruitment flyers at the shelter, and announcements will be made during an all-residential community meeting. RSVP forms will be made available to fill out and turned in to the Assistant Shelter Director or the Front Office Coordinator. Completed RSVP forms will be stored in a sealed envelope and then be given to the Deaf RISE project coordinator.

DVIS counseling staff will recruit survivors during individual and group sessions at the counseling center, at their own discretion. If a survivor chooses to participate, the counselor will provide an RSVP form for them to fill out. Survivors will also have the option to fill out an RSVP form at the front desk with Client Services. Survivors may give their completed RSVP form to either the recruiter or the front desk. Completed RSVP forms will be stored in a sealed envelope and then be given to the Deaf RISE project coordinator.

Once given by the front desk, all completed RSVP forms will be stored in a locked drawer by the Deaf RISE project coordinator, and all records will be destroyed within 24 hours after the survivor focus group has been completed. Each RSVP form will have an option to request specific accommodations.

The recruitment flyer for DVIS can be found in Appendix D and the RSVP & Accommodations Request forms for survivors can be found in Appendix K.

Program Staff & Leadership

The CEO and Deaf RISE project coordinator will serve as the principle recruiters for DVIS staff focus groups. DVIS employees will be updated at an all-staff meeting on the plan, process and purpose of the Needs Assessment and notified of the time, date and location of optional focus groups.

In addition, an electronic announcement from the Deaf RISE project coordinator will be sent to all staff about the focus groups via email with a link to the RSVP and Accommodations Request

forms. Individuals will be encouraged to participate, but also assured that participation is optional and the decision whether or not to participate will not impact their employment in any way.

Staff can RSVP directly through the Deaf RISE project coordinator, or through the electronic RSVP form in their email. Both the CEO and Deaf RISE project coordinator will be prepared to provide clarity or additional information to anyone who requires it.

A draft of the electronic announcement to DVIS program staff and leadership can be found in Appendix G and the RSVP & Accommodations Request forms can be found in Appendix N.

Board of Directors

The Board President, CEO and Deaf RISE project coordinator will serve as the principle recruiters for anonymous electronic survey responses from the board members. A link to the survey will be sent via email from the CEO (drafted by the Deaf RISE project coordinator). Because they have final approval of policies and budgets, board members will be strongly encouraged to participate, but also assured that participation is optional and the decision whether or not to participate will not impact their position on the board in any way. Both the CEO and Deaf RISE project coordinator will be prepared to provide clarity or additional information to anyone who requires it.

A draft of the electronic announcement to the DVIS board of directors can be found in Appendix I.

Recruitment at TSHA

Deaf Clients

To recruit Deaf clients to participate in focus groups at TSHA, the Deaf RISE project coordinator will hold a 30-minute training session with advocates from Deaf Services, the Program Director, and the Office Manager.

A recruitment flyer will be posted on the bulletin board at TSHA in addition to an ASL video announcement on loop in the waiting room. RSVP forms will be made available to fill out at the front desk with the Office Manager. The Office Manager will keep all completed RSVP forms in a sealed envelope and submit to the Deaf RISE project coordinator.

Advocates from Deaf Services will recruit clients through face-to-face conversations at TSHA, at their own discretion. If a client chooses to participate, the advocates will provide an RSVP form for them to fill out. The recruiter will give completed RSVP forms to the Office Manager, who will store all RSVP forms in a sealed envelope, then submit to the Deaf RISE project coordinator.

Once given by TSHA's Office Manager, all completed RSVP forms will be stored in a locked drawer by the Deaf RISE project coordinator, and all records will be destroyed within 24 hours after the Deaf focus group has been completed. Each RSVP form will have an option to request specific accommodations.

The recruitment flyer for TSHA can be found in Appendix E and the RSVP & Accommodations Request forms for Deaf individuals can be found in Appendix L.

ASL Interpreters

To recruit ASL interpreters who contract with TSHA, the Interpreting Services manager will send an electronic announcement about the focus group (drafted by the Deaf RISE project coordinator) via TSHA's scheduling database, with a link to the RSVP and Accommodations Request forms. Additionally, attempts to recruit will be made through face-to-face conversations and phone or video calls by the collaboration members of Deaf RISE. Individuals will be encouraged to participate, but also assured that participation is optional and the decision whether or not to participate will not impact their contract in any way. In order to uphold their confidentiality, TSHA

will have no knowledge of who participated or not. Also, the Deaf RISE project coordinator will not attend this focus group in order to give interpreters the safety and comfort of sharing without a Deaf person in the room.

Interpreters can RSVP directly through the Deaf RISE project coordinator, or through the electronic RSVP form in their email. Both the Executive Director and Deaf RISE project coordinator will be prepared to provide clarity or additional information to anyone who requires it.

A draft of the electronic announcement to ASL Interpreters can be found in Appendix F and the RSVP & Accommodations Request form can be found in Appendix M.

Program Staff & Leadership

The Executive Director and Deaf RISE project coordinator will serve as the principle recruiters for staff focus groups at TSHA. During a TSHA all-staff meeting, the Executive Director and Deaf RISE project coordinator will update staff on the plan, process and purpose of the Needs Assessment and notify them of the time, date and location of optional focus groups.

In addition, an electronic announcement will be sent to all staff about the focus groups via email from the Executive Director (drafted by the Deaf RISE project coordinator), with a link to the RSVP and Accommodations Request forms. Individuals will be encouraged to participate, but also assured that participation is optional and the decision whether or not to participate will not impact their employment in any way.

Staff can RSVP directly through the Deaf RISE project coordinator, or through the electronic RSVP form in their email. Both the Executive Director and Deaf RISE project coordinator will be prepared to provide clarity or additional information to anyone who requires it.

A draft of an electronic announcement to TSHA program staff and leadership can be found in Appendix H and the RSVP & Accommodations Request form can be found in Appendix O.

Board of Directors

The Board President, Executive Director and Deaf RISE project coordinator will serve as the principle recruiters for anonymous electronic survey responses from the board members. A link to the survey will be sent via email from the Executive Director (drafted by the Deaf RISE project coordinator) and board members will be strongly encouraged to participate, but also assured that participation is optional and the decision whether or not to participate will not impact their position on the board in any way. Both the Executive Director and the Deaf RISE project coordinator will be prepared to provide clarity or additional information to anyone who requires it.

A draft of the electronic announcement to the TSHA board of directors can be found in Appendix J.

B. Recruitment Materials

Materials will be used in the process of recruiting participants. All recruiting materials can be found in Appendices A-P.

RSVP & Accommodations Request Form

All potential participants will receive an RSVP form, either as a hard copy or in electronic format. The RSVP form will ask for the individual's initials. They will also be asked if they require any accommodations or if they have any dietary restrictions. Initials collected from the RSVP forms will *only* be utilized to connect participants with their requested accommodations.

The Deaf RISE project coordinator will be the designated point person for keeping track of all RSVP responses and accommodation requests for all focus groups. Any hard copies of RSVP forms will be stored in a locked drawer by the Deaf RISE project coordinator. Electronic copies will be stored on a

password-protected computer account. All RSVP forms will be destroyed within 24 hours after the focus group has been completed.

Meeting Reminders

We will provide all invitees (survivors, Deaf clients, ASL interpreters and agency staff) with the option of receiving an email reminder 48 hours before their scheduled focus group. DVIS survivors and TSHA Deaf clients will also have the option to receive a text message, voicemail, or for residential survivors, a reminder card on their room door at the shelter. The email, text, and voicemail reminders will only list the Deaf RISE project coordinator's first name, a contact phone number, and the date/time of the focus group. The reminder will *not* list any information about the collaboration, or any phrases relating to sexual and domestic violence.

C. Recruitment Training

All individuals who will act as recruiters for the Survivor and Deaf focus groups will be required to participate in a recruitment training led by the Deaf RISE project coordinator. The training will run for approximately 30 minutes, and will include the following:

- An overview of the OVW Disability Grant Program and the program, goals and purpose of Deaf RISE;
- Important considerations around safety, confidentiality, mandated reporting requirements, and accessibility;
- Recruitment materials (RSVP and Accommodations Request forms, meeting reminders);
- Recruitment language and script;
- Compensation options; and
- Advocate availability.

The process of recruitment and any recruitment materials can be found in Appendices A-P.

D. Compensation

During all focus groups, Deaf RISE will provide light refreshments. The Deaf RISE project coordinator will make accommodations for any dietary restrictions and requirements as needed. Grant funds will not be used for food; this will be donated from either DVIS, TSHA, or by the collaboration members.

Additionally, we will provide DVIS survivors and TSHA Deaf clients with a \$20 Visa gift card to cover their time participating in the focus group. During the recruitment and check-in process for each Survivor or Deaf focus group, the recruiter and facilitator will notify all participants that a gift card will be provided to them. Individuals will also be told that they can discontinue their participation at any time during the focus group without penalty. If a survivor or Deaf client prefers not to take the gift card with them at the end of the session (for safety reasons), the Deaf RISE project coordinator will keep it for them until they are ready to use it.

The note taker will keep a record of the number of gift cards given out for potential auditing requirements. The facilitator will serve as a witness and sign off that this number is correct after each focus group. A template of the log can be found in Appendix EE.

CONSENT PROCESS

Deaf RISE will utilize a passive consent process for all focus groups because it allows for more confidentiality for all participants, prevents a paper trail, and eliminates time spent on administrative matters during the first portion of the focus group. Passive consent will be clearly outlined in the facilitator's opening remarks. Participants will be informed of the mandatory reporting requirements. They will also be told that they can leave or

discontinue their participation at any time with no consequences. Once the consent script has been read, it will be assumed that all participants who choose to stay will be giving consent for their participation. Participants of focus groups are agreeing to:

- Participate in a focus group;
- Have their comments anonymously recorded in writing and/or on video;
- Have their comments anonymously used in the Needs Assessment findings report; and
- Have their comments anonymously used for developing the collaboration's strategic plan and implementation activities.

CONFIDENTIALITY

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

- We will only collect personally identifying information during the RSVP process, when individuals will be asked to provide their initials for the purpose of linking individuals with their accommodations and contact information to provide electronic meeting reminders if requested.
- The Deaf RISE project coordinator will keep a list of any individual's initials who request accommodations. This information will be brought to each focus group as needed, and will be destroyed within 24 hours after the focus group has been completed. All electronic RSVP forms and meeting reminder emails will be deleted within the same time frame.
- The recruiters who receive the RSVP forms will keep them in a sealed envelope until they are passed along to the Deaf RISE project coordinator.
- The number of participants who attend focus groups and interviews will be aggregated for the Needs Assessment findings report. No other RSVP information will be aggregated or shared. The findings report will identify

trends, barriers, and strengths linked to what each agency and group stated during the needs assessment process in summary form.

- In focus groups, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants. If they do, they will be redacted from the transcript. Because we cannot ensure that participants will preserve confidentiality, participants will also be encouraged to be mindful of what they share.
- All participants will be notified that there will be *no* adverse ramifications to their eligibility for services, employment or contract based on comments shared in the focus group. Likewise, there will be no consequences if clients, interpreters or staff choose *not* to participate.
- Any information gathered during the Needs Assessment process will be kept by the Deaf RISE project coordinator in a locked cabinet and/or on a password-protected computer that only she has access to. All notes, records, and anything else in writing that is related to the Needs Assessment will be destroyed after the strategic plan has been approved by OVW and DVIS and TSHA have signed off on it.
- The report will not be shared with anyone outside of the collaboration until it has been reviewed and approved by the collaboration, Vera, and OVW.

MANDATORY REPORTING

Under the “Protective Services for Vulnerable Adults Act” (OK Stat § 43A-10-104), any person having reasonable cause to believe that a vulnerable adult is suffering from abuse, neglect or exploitation shall make a report as soon as the person is aware of the situation to: (1) the Department of Human Services; or (2) the municipal police department or sheriff’s office in the county in which the suspected abuse, neglect or exploitation occurred.

The Deaf RISE collaboration conclude that Deaf people are not vulnerable adults under the OK statute, and understand that being Deaf alone does not make someone susceptible to any mandatory reporting laws in the state of Oklahoma. Therefore, we will only make a report if the individual meets the Oklahoma statute.

Our goal is to not have anyone make a personal disclosure during any focus group that might necessitate a mandatory report. The pre-selected focus group questions are designed to engage survivors and clients in conversation around the quality and accessibility of services, *not* on personal experiences with sexual or domestic violence. Therefore, we will review before each session that, while we value what they have to say and value their experiences, we ask that they refrain from speaking about personal experiences of violence. If it does happen, we'll follow the law but work with the client/staff member in making the report.

ACCESSIBILITY CONSIDERATIONS

Deaf RISE is committed to providing fully accessible focus groups and interviews for all participants throughout the Needs Assessment process. Accessibility will be ensured through the following measures:

- Accessible space will be used for all focus groups and interviews. They will take place in a space that is commonly used by the participants, so that they are already familiar with the space and have been provided with what is needed for accessibility. If there are any issues, we will ensure that all accessibility concerns have been taken care of before starting any focus group.
- Reasonable accommodations will be provided to those participating. The RSVP form (Appendices K-O) for the focus groups will include a checklist of available accommodations,

including food alternatives and dietary restrictions. The Deaf RISE project coordinator will be responsible for ensuring all accommodation requests are met to the best of the collaboration's abilities.

- All participants will be asked not to wear perfume or scented lotions.
- Because we value equal access, we will ensure facilitators and note takers are a native Spanish speaker for the Spanish Survivor focus group and a native ASL signer for the Deaf Client focus group and Deaf Survivor focus group.
- Recruiters and facilitators will be instructed to attend to the particular needs of each audience and speak in a manner that is accessible to all participants.

SAFETY CONSIDERATIONS

Deaf RISE considers physical and emotional safety to be our highest priority in the Needs Assessment process. We understand that safety is defined differently for each individual. We will make every effort to protect the safety of individuals participating in our focus groups through the following measures:

- During the recruitment process and at the beginning of each focus group, it will be made clear to participants that ALL questions are intended to elicit information about DVIS and TSHA (or other agencies if applicable) and the services they provide. Questions are NOT intended to gather personal experiences related to violence, abuse, or neglect.
- If the discussion of services brings up memories or intense feelings, or if a participant appears likely to disclose, an advocate will be available at each survivor and Deaf focus group to provide emotional support during or after the session. The advocate will not be present in the room where the meeting is held at, but will be available in a private, accessible space close to the meeting room. Survivors and Deaf individuals can step out at any time (on their own

accord) to meet with the advocate; they do not have to request permission. A floater may escort them to where the advocate is, if needed.

- Accessible materials will be made available that list local resources for any individual who requests them (Appendices GG & HH).
- It will be made clear to participants at ALL focus groups that they can discontinue at any point if they are feeling uncomfortable. There will be no consequences to services, contracts or employment.
- No one is required to attend nor answer any questions that cause discomfort.
- There will be no consequences to services, contracts or employment for anyone who chooses to (or chooses not to) participate in Survivor/Deaf, ASL Interpreter and agency staff focus groups.
- Recruiters will use their best judgment and only approach individuals they believe are a low risk and are able to participate safely.

WORK PLAN

| Activity | Timeframe |
|--|-------------------------------|
| Collaboration Building/Charter Development | February – August 2019 |
| Complete Performance Indicators | March 2019 |
| Defining our Focus Population | September 2019 |
| Complete Performance Indicators | September 2019 |
| Needs Assessment Plan Development | September 2019 – January 2020 |
| Conducting our Needs Assessment | February – March 2020 |
| Complete Performance Indicators | March 2020 |
| Finalizing our Needs Assessment Report | April – May 2020 |
| Strategic Plan Development | May – July 2020 |
| Implementation | August 2020 – October 2021 |
| Complete Performance Indicators | September 2020 |
| Complete Performance Indicators | March 2021 |
| Complete Performance Indicators | September 2021 |

APPENDICES

Recruitment Scripts:

| | |
|---------------------------|----|
| A. DVIS Survivors..... | 38 |
| B. TSHA Deaf Clients..... | 40 |
| C. Deaf Survivors..... | 42 |

Announcements:

| | |
|---|----|
| D. Announcement Flyer for DVIS..... | 44 |
| E. Announcement Flyer for TSHA..... | 45 |
| F. Email Announcement to ASL Interpreters | 46 |
| G. Email Announcement to DVIS Staff..... | 47 |
| H. Email Announcement to TSHA staff..... | 48 |
| I. Email Announcement to DVIS Board of Directors..... | 49 |
| J. Email Announcement to TSHA Board of Directors..... | 51 |

RSVP & Accommodations Request Forms:

| | |
|--|----|
| K. RSVP & Accommodations Request Forms for DVIS Survivors..... | 53 |
| L. RSVP & Accommodations Request Forms for TSHA Deaf Clients..... | 55 |
| M. Electronic RSVP Form for ASL Interpreters..... | 57 |
| N. Electronic RSVP Form for DVIS Staff..... | 58 |
| O. Electronic RSVP Form for TSHA Staff..... | 59 |
| P. Reminders..... | 60 |

Focus Group Facilitator Scripts and Questions

| | |
|----------------------------|----|
| Q. DVIS Survivors..... | 61 |
| R. TSHA Deaf Clients..... | 66 |
| S. Deaf Survivors..... | 72 |
| T. ASL Interpreters..... | 77 |
| U. DVIS Program Staff..... | 82 |
| V. TSHA Program Staff..... | 87 |
| W. DVIS Leadership..... | 92 |
| X. TSHA Leadership..... | 97 |

Interview Facilitator Scripts and Questions

| | |
|---------------------------------|-----|
| Y. DVIS CEO..... | 102 |
| Z. TSHA Executive Director..... | 106 |

Survey Questions:

| | |
|----------------------------------|-----|
| AA. DVIS Board of Directors..... | 110 |
| BB. TSHA Board of Directors..... | 115 |

Follow-Up Survey:

| | |
|-------------------------------------|-----|
| CC. ASL Interpreters..... | 121 |
| DD. Program Staff & Leadership..... | 123 |
| EE. Log of Gift Cards..... | 125 |
| FF. Debriefing Template..... | 126 |

Local Resources Handout:

| | |
|---------------------------|-----|
| GG. Survivors..... | 128 |
| HH. Deaf individuals..... | 129 |

A. RECRUITMENT SCRIPT FOR DVIS SURVIVORS

Deaf RISE invites you to participate in a group discussion regarding your experiences, knowledge, and opinions as they relate to services you have received at DVIS or elsewhere, as applicable. We will be asking you questions about your experiences with organizations and to describe the response you received. We also want to learn how you think we can improve services. You are the expert in knowing your experiences and what you need. We are asking you to share that information with us. Participation is completely voluntary and whether or not you participate will not affect your eligibility for our services.

Your safety and confidentiality are important to us. No staff member from DVIS will be present in the room. With a facilitator, we will only discuss your interaction with community agencies and the services they provide. The focus group will be recorded to completely capture the group's comments. The information you share will be used anonymously in our notes and in our final report. All audio, video and written transcripts will be destroyed after the needs assessment report is completed. If you disclose any abuse or neglect that meets the legal mandatory reporting requirements in Oklahoma, a Deaf RISE team member will make the necessary report to the appropriate authority, but our goal is to not have any personal information such as that discussed during any of these groups.

The focus group session will be scheduled for [NUMBER] hours on [DATE & TIME OPTION 1] or [DATE & TIME OPTION 2]. If you choose, we will provide a reminder to you. The RSVP form will also include questions that will help us to accommodate your needs during the focus group as best as we can. If you require a Personal Care Assistant, you are not allowed to bring your own, but we will provide one for you at no cost. We do not expect more than 8 participants to be in the group. Refreshments are

provided and you will receive a \$20 VISA gift card as a thank you for your willingness to participate.

If you agree to participate and something changes so that you are unable to participate, please contact the person who invited you. If you still want to participate, we may be able to schedule to meet with you another time.

Thank you! We truly appreciate your time and we hope that you will choose to discuss your experiences, knowledge and opinions with us so that we can continue to do what we are doing well and so that we can identify any needed changes. Please let us know if you have any questions that will help you make your decision on whether or not to participate. Again, your decision to participate or not will not impact your eligibility for services at DVIS in any way.

B. RECRUITMENT SCRIPT FOR TSHA DEAF CLIENTS

Deaf RISE invites you to participate in a group discussion regarding your experiences, knowledge, and opinions as they relate to services you have received at TSHA or elsewhere, as applicable. We will be asking you questions about your experiences with organizations and to describe the response you received. We also want to learn how you think we can improve services. You are the expert in knowing your experiences and what you need. We are asking you to share that information with us. Participation is completely voluntary and whether or not you participate will not affect your eligibility for our services. This group will be facilitated entirely in ASL.

Your safety and confidentiality are important to us. No staff member from TSHA will be present in the room. With a facilitator, we will only discuss your interaction with community agencies and the services they provide. The focus group will be recorded to completely capture the group's comments. The information you share will be used anonymously in our notes and in our final report. All audio, video and written transcripts will be destroyed after the needs assessment report is completed. If you disclose any abuse or neglect that meets the legal mandatory reporting requirements in Oklahoma, a Deaf RISE team member will make the necessary report to the appropriate authority, but our goal is to not have any personal information such as that discussed during any of these groups.

The focus group session will be scheduled for [NUMBER] hours on [DATE & TIME OPTION 1] or [DATE & TIME OPTION 2]. If you choose, we will provide a reminder to you. The RSVP form will also include questions that will help us to accommodate your needs during the focus group as best as we can. If you require a Personal Care Assistant, you are not allowed to bring your own, but we will provide one for you at no cost. We do not expect more than 8 participants to be in the group. Refreshments are

provided and you will receive a \$20 VISA gift card as a thank you for your willingness to participate.

If you agree to participate and something changes so that you are unable to participate, please contact the person who invited you. If you still want to participate, we may be able to schedule to meet with you another time.

Thank you! We truly appreciate your time and we hope that you will choose to discuss your experiences, knowledge and opinions with us so that we can continue to do what we are doing well and so that we can identify any needed changes. Please let us know if you have any questions that will help you make your decision on whether or not to participate. Again, your decision to participate or not will not impact your eligibility for services at TSHA in any way.

C. RECRUITMENT SCRIPT FOR DEAF SURVIVORS

Deaf RISE invites you to participate in a group discussion regarding your experiences, knowledge, and opinions as they relate to services you have received at TSHA, DVIS or elsewhere, as applicable. We will be asking you questions about your experiences with organizations and to describe the response you received. We also want to learn how you think we can improve services. You are the expert in knowing your experiences and what you need. We are asking you to share that information with us. Participation is completely voluntary and whether or not you participate will not affect your eligibility for our services. This group will be facilitated entirely in ASL.

Your safety and confidentiality are important to us. No staff member from TSHA or DVIS will be present in the room. With a facilitator, we will only discuss your interaction with community agencies and the services they provide. The focus group will be recorded to completely capture the group's comments. The information you share will be used anonymously in our notes and in our final report. All audio, video and written transcripts will be destroyed after the needs assessment report is completed. If you disclose any abuse or neglect that meets the legal mandatory reporting requirements in Oklahoma, a Deaf RISE team member will make the necessary report to the appropriate authority, but our goal is to not have any personal information such as that discussed during any of these groups.

The focus group session will be scheduled for [NUMBER] hours on [DATE & TIME]. If you choose, we will provide a reminder to you. The RSVP form will also include questions that will help us to accommodate your needs during the focus group as best as we can. If you require a Personal Care Assistant, you are not allowed to bring your own, but we will provide one for you at no cost. We do not expect more than 8 participants to be in the group.

Refreshments are provided and you will receive a \$20 VISA gift card as a thank you for your willingness to participate.

If you agree to participate and something changes so that you are unable to participate, please contact the Deaf RISE project coordinator. If you still want to participate, we may be able to schedule to meet with you another time.

Thank you! We truly appreciate your time and we hope that you will choose to discuss your experiences, knowledge and opinions with us so that we can continue to do what we are doing well and so that we can identify any needed changes. Please let us know if you have any questions that will help you make your decision on whether or not to participate. Again, your decision to participate or not will not impact your eligibility for services at TSHA or DVIS in any way.

D. ANNOUNCEMENT FLYER FOR DVIS



We want to talk to **YOU** about your experiences and your perspective on the services we provide.



DVIS is reviewing our existing services to create a better system of services for all members of our community.

We are looking for **Survivors** to share their thoughts. If you are interested in participating in a confidential focus group that will discuss the quality of services, please fill out an RSVP form at the front desk or call/email:

Katelyn Journey, Program Coordinator
kjourney@dvis.org | 918.212.4074

All participants will receive a \$20 Visa gift card.

E. ANNOUNCEMENT FLYER FOR TSHA



We want to talk to **YOU** about your experiences and your perspective on the services we provide.



TSHA is reviewing our existing services to create a better system of services for all members of our community.

We are looking for **Deaf Individuals** to share their thoughts. If you are interested in participating in a confidential focus group that will discuss the quality of services, please fill out an RSVP form at the front desk or call/email:

Katelyn Journey, Program Coordinator
kjourney@dvis.org | 918.212.4074

All participants will receive a \$20 Visa gift card.

F. ANNOUNCEMENT EMAIL TO ASL INTERPRETERS

Subject:

[Input Requested! Deaf RISE Needs Assessment]

Message:

Hello!

My name is Katelyn Journey. I am the project coordinator for Deaf RISE, which is a collaborative grant project funded by Office on Violence Against Women. The collaboration partners in this project are TSHA and Domestic Violence Intervention Services (DVIS) and our main focus is improving access to services for Deaf survivors of sexual and domestic violence.

We are reaching out to you as an interpreter who has worked, or continues to work, with TSHA as a contract interpreter. We would like to learn about your knowledge and perspectives on trauma-informed interpreting. So, we are inviting you to participate in a focus group on [DATE & TIME] at TSHA. The focus of this discussion will be on your comfort level interpreting in trauma settings and how interpreting agencies can best support you in this type of work. Light refreshments will be provided.

If you would like and are able to participate, please RSVP at the following link. In order to uphold your confidentiality, TSHA will have no knowledge of who participated or not, and your contract will not be affected by your attendance and participation or lack thereof. [<RSVP Form Link>](#)

If you have any questions about this focus group, please contact Katelyn Journey, Deaf RISE project coordinator, at kjourney@dvis.org.

Sincerely, Deaf RISE Collaboration

G. ANNOUNCEMENT EMAIL TO DVIS STAFF

Subject:

[Input Requested! Deaf RISE Focus Groups]

Message:

Hello!

As you may know, DVIS is part of a new collaboration known as Deaf RISE, an Office on Violence Against Women funded project focused on improving access to services for Deaf survivors of sexual and domestic violence. We have been collaborating with TSHA on this grant since October 2018, and one of our required activities of this grant is to conduct a needs assessment of our services at each agency. We are reaching out to staff and clients at each agency.

We would like to know more about what you think makes an agency effective and responsive for survivors, so we are inviting you to participate in a staff focus group on [DATE & TIME] at DVIS. The focus of this discussion will be on the services you provide – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of Deaf survivors of sexual and domestic violence. Light refreshments will be provided.

If you would like and are able to participate, please RSVP at the following link. Your participation will be anonymous, and your employment will not be affected by your attendance and participation or lack thereof. [<RSVP Form Link>](#)

If you have any questions about this focus group, please contact Katelyn Journey, Deaf RISE Project Coordinator, at kjourney@dvis.org.

Sincerely, Deaf RISE Collaboration

H. ANNOUNCEMENT EMAIL TO TSHA STAFF

Subject:

[Input Requested! Deaf RISE Focus Groups]

Message:

Hello!

As you may know, TSHA is part of a new collaboration known as Deaf RISE, an Office on Violence Against Women funded project focused on improving access to services for Deaf survivors of sexual and domestic violence. We have been collaborating with DVIS on this grant since October 2018, and one of our required activities of this grant is to conduct a needs assessment of our services at each agency. We are reaching out to staff and clients at each agency.

We would like to know more about what you think makes an agency effective and responsive for Deaf individuals, so we are inviting you to participate in a staff focus group on [DATE & TIME] at TSHA. The focus of this discussion will be on the services you provide – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of Deaf survivors of sexual and domestic violence. Light refreshments will be provided.

If you would like and are able to participate, please RSVP at the following link. Your participation will be anonymous, and your employment will not be affected by your attendance and participation or lack thereof. [<RSVP Form Link>](#)

If you have any questions about this focus group, please contact Katelyn Journey, Deaf RISE Project Coordinator, at kjourney@dvis.org.

Sincerely, Deaf RISE Collaboration

I. ANNOUNCEMENT EMAIL TO DVIS BOARD OF DIRECTORS

Subject:

[Input Requested! Deaf RISE Needs Assessment]

Message:

Hello!

As you may know, DVIS is part of Deaf RISE, which is funded by the Office on Violence Against Women, to focus on improving access to services for Deaf survivors of sexual and domestic violence. Our collaboration partner on this grant is TSHA, a local agency that serves the Deaf community.

We would like to know more about what you think makes an agency effective and responsive for Deaf survivors, so we are inviting you to participate in an online survey. The focus of this survey will be on the services provided at DVIS – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of Deaf survivors of sexual and domestic violence and to hear more about decision-making and change at DVIS. Because the goal of this grant is to create impactful, meaningful, cultural changes at DVIS, we recognize the vital importance of hearing from the Board about how to best go about approaching some of those changes.

If you would like and are able to participate, please click the following link. Your participation will be anonymous, and your board position will not be affected by your responses or lack thereof. The deadline to submit your responses is [DATE].

[<Survey Link>](#)

If you have any questions about the survey, please contact
Katelyn Journey, Deaf RISE Project Coordinator, at
kjourney@dvis.org.

Sincerely, Deaf RISE Collaboration

J. ANNOUNCEMENT EMAIL TO TSHA BOARD OF DIRECTORS

Subject:

[Input Requested! Deaf RISE Needs Assessment]

Message:

Hello!

As you may know, TSHA is part of Deaf RISE, which is funded by the Office on Violence Against Women, to focus on improving access to services for Deaf survivors of sexual and domestic violence. Our collaboration partner on this grant is Domestic Violence Intervention Services (DVIS).

We would like to know more about what you think makes an agency effective and responsive for Deaf survivors, so we are inviting you to participate in an online survey. The focus of this survey will be on the services provided at TSHA – what makes them positive and what can be improved. Your participation will help us develop a plan for improving our response to the needs of Deaf survivors of sexual and domestic violence and to hear more about decision-making and change at TSHA. Because the goal of this grant is to create impactful, meaningful, cultural changes at TSHA, we recognize the vital importance of hearing from the Board about how to best go about approaching some of those changes.

If you would like and are able to participate, please click the following link. Your participation will be anonymous, and your board position will not be affected by your responses or lack thereof. The deadline to submit your responses is [DATE].

[<Survey Link>](#)

If you have any questions about the survey, please contact
Katelyn Journey, Deaf RISE Project Coordinator, at
kjourney@dvis.org.

Sincerely, Deaf RISE Collaboration

K. RSVP & ACCOMMODATIONS REQUEST FORMS FOR DVIS SURVIVORS

RSVP FORM

Please complete this form and return it to the person who contacted you. All information you provide is confidential. This form will be destroyed right after the focus group.

Initials: _____

If you would like to participate in a focus group at DVIS, please choose one of the following dates to participate:

- ☐ Date & Time Option 1
- ☐ Date & Time Option 2

Meeting reminder options – If you would like to be reminded about your focus group session, what is the best and safest way to contact you?

- ☐ Text Message – Phone Number _____
- ☐ Email – Email Address _____
- ☐ Voicemail – Phone Number _____
- ☐ Reminder card on your room door

Do you need any accommodations or child care?

- ☐ YES
- ☐ NO

*If yes, please fill out the accommodations request form on the back of this page.

If you need to cancel your registration, that is completely okay. Please contact Katelyn Journey at kjourney@dvis.org to let her know.

ACCOMMODATIONS REQUEST FORM

Please put a check next to any accommodation that you would like during your focus group session. If you request one or more accommodations, Deaf RISE will provide this for you at no charge to the participant.

Accommodations – please check all that apply for you:

- ☐ ASL Interpreter
- ☐ Assistive Listening Device
- ☐ Large print
- ☐ PCA (if you need a PCA in the room during the focus group, Deaf RISE will provide you with one at no charge)
- ☐ Other, please list:

- ☐ Other considerations or information that would be helpful for the focus group facilitator:

Do you need child care during the focus group session?

- ☐ YES
- ☐ NO

Do you have any dietary considerations?

- ☐ YES, please list:

- ☐ NO

L. RSVP & ACCOMMODATIONS REQUEST FORMS FOR TSHA DEAF CLIENTS

RSVP FORM

Please complete this form and return it to the person who contacted you. All information you provide is confidential. This form will be destroyed right after the focus group.

Initials: _____

If you would like to participate in a focus group at TSHA, please choose one of the following dates to participate:

- ☐ Date & Time Option 1
- ☐ Date & Time Option 2

Meeting reminder options – If you would like to be reminded about your focus group session, what is the best and safest way to contact you?

- ☐ Text Message – Phone Number _____
- ☐ Email – Email Address _____
- ☐ Voicemail – Phone Number _____
- ☐ Reminder card on your room door

Do you need any accommodations or child care?

- ☐ YES
- ☐ NO

*If yes, please fill out the accommodations request form on the back of this page.

If you need to cancel your registration, that is completely okay. Please contact Katelyn Journey at kjourney@dvis.org to let her know.

ACCOMMODATIONS REQUEST FORM

Please put a check next to any accommodation that you would like during your focus group session. If you request one or more accommodations, Deaf RISE will provide this for you at no charge to the participant.

Accommodations – please check all that apply for you:

- ☐ ASL Interpreter
- ☐ Assistive Listening Device
- ☐ Large print
- ☐ PCA (if you need a PCA in the room during the focus group, Deaf RISE will provide you with one at no charge)
- ☐ Other, please list:

- ☐ Other considerations or information that would be helpful for the focus group facilitator:

Do you need child care during the focus group session?

- ☐ YES
- ☐ NO

Do you have any dietary considerations?

- ☐ YES, please list:

- ☐ NO

M. ELECTRONIC RSVP FORM FOR ASL INTERPRETERS

RSVP FORM

If you are interested in participating in a staff focus group at DVIS, please fill out the following RSVP form. All information is confidential. This form will be deleted once the session has been completed.

1. Please enter your initials in the text box below:

2. If you would like to participate in a staff focus group at DVIS, please choose one of the following dates to participate:

- ☐ Date & Time Option 1
- ☐ Date & Time Option 2

3. If you would like a meeting reminder, please enter your email in the text box below.

4. A. Do you require any accommodations to participate?

- ☐ Yes
- ☐ No

- B. If yes, please check all accommodations that apply:

- ☐ ASL Interpreter
- ☐ Assistive Listening Device
- ☐ Large print
- ☐ Other:

5. Do you have any dietary considerations? Please list them below:

N. ELECTRONIC RSVP FORM FOR DVIS STAFF & LEADERSHIP

RSVP FORM

If you are interested in participating in a staff focus group at DVIS, please fill out the following RSVP form. All information is confidential. This form will be deleted once the session has been completed.

4. Please enter your initials in the text box below:

5. If you would like to participate in a staff focus group at DVIS, please choose one of the following dates to participate:

- ☐ Date & Time Option 1
- ☐ Date & Time Option 2

6. If you would like a meeting reminder, please enter your email in the text box below.

6. A. Do you require any accommodations to participate?

- ☐ Yes
- ☐ No

B. If yes, please check all accommodations that apply:

- ☐ ASL Interpreter
- ☐ Assistive Listening Device
- ☐ Large print
- ☐ Other:

7. Do you have any dietary considerations? Please list them below:

O. ELECTRONIC RSVP FORM FOR TSHA STAFF & LEADERSHIP

RSVP FORM

If you are interested in participating in a staff focus group at TSHA, please fill out the following RSVP form. All information is confidential. This form will be deleted once the session has been completed.

1. Please enter your initials in the text box below:

2. If you would like to participate in a staff focus group at TSHA, please choose one of the following dates to participate:

- ☐ Date & Time Option 1
- ☐ Date & Time Option 2

3. If you would like a meeting reminder, please enter your email in the text box below.

4. A. Do you require any accommodations to participate?

- ☐ Yes
- ☐ No

- B. If yes, please check all accommodations that apply:

- ☐ ASL Interpreter
- ☐ Assistive Listening Device
- ☐ Large print
- ☐ Other:

5. Do you have any dietary considerations? Please list them below:

P. REMINDERS

Reminder Email

To:

[Email Address]

Subject:

[Reminder Email]

Message:

Hello! As you requested, this is a reminder for your meeting on [DATE], from [TIME] to [TIME]. For any changes or cancellations, contact Katelyn at 918-212-4074.

Reminder Text Message

"Hello! As you requested, this is a reminder for your meeting on [DATE], from [TIME] to [TIME]. For any changes or cancellations, contact Katelyn at 918-212-4074."

Reminder Voicemail Script

"Hello! As you requested, this is a reminder for your meeting on [DATE], from [TIME] to [TIME]. For any changes or cancellations, contact Katelyn at 918-212-4074.

Reminder Cards

| |
|---|
| <p style="text-align: center;">Meeting Reminder</p> <p>Date: _____</p> <p>Time: _____</p> <p>For any changes or cancellations, contact: Katelyn at 918-212-4074.</p> |
|---|

Q. SURVIVOR FOCUS GROUPS

Below you will find the process and script of how all survivor focus groups will be run by the facilitator as well as the questions we will be asking the participants.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! Welcome to [FOCUS GROUP] survivor focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [FLOATER NAME], and they will be assisting us today with anything we may need, so feel free to ask them for any assistance during or after this group. This is Katelyn Journey, the Deaf RISE project coordinator and she is here to observe the meeting and help identify common themes. This is [INTERPRETER NAMES] and they will be our ASL interpreters for today. They are bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately [NUMBER] hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this

session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have NO effect on your eligibility for services or the quality of services you receive. To show our appreciation, you will be compensated with a \$20 gift card, which is yours to keep even if you choose not to participate or if you need to leave early. If you choose not to take your gift card with you today, we can keep it for safekeeping and you can let us know when you're ready to receive it. We will lock it up for you.

We ask that each of you respect one another's privacy. By participating in today's discussion, you agree to refrain from sharing anyone's personal information or comments discussed in this group with anyone outside of the group. Some members of Deaf RISE are required by law to report suspected abuse of children, elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, Katelyn (the Deaf RISE Project Coordinator) will determine, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed. Again, as a precaution, we ask that you not talk about any personal or known experiences of violence that may necessitate such a report.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on how you think we can improve services. If you feel uncomfortable at any point, an advocate is

available to speak with you privately. The floater will escort you to the advocate.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

2. PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

3. FOCUS GROUP QUESTIONS (See pages 64-65)

4. DEBRIEF

If you have any feelings that you may need to process, we have an advocate on site that you can talk with or you may call 918-743-5763 on your own time, when it is safe to do so.

If you have questions in the future, or want to learn about our findings or future activities of Deaf RISE, you may contact the Project Coordinator: Katelyn Journey, 918-212-4074, kjourney@dvis.org.

QUESTIONS FOR DVIS SURVIVORS

We are going to ask you some questions today to get your ideas and wisdom as survivors of sexual and domestic violence. We ask that when you answer, please think about these questions through your own experience as a survivor. We recognize and appreciate that you all have experiences that shape who you are, but as much as possible during our limited time together today, please try and focus through the lens of being a survivor of sexual or domestic violence.

1. How did you learn about services available for survivors of sexual or domestic violence?
 - a. What is the best way to get information about available services and resources to survivors? And, in what form? (i.e., library, internet, church, businesses, social media, pamphlets, websites, videos, etc.)
2. Think about what agencies do to help make your experience positive when accessing services? What made it feel safe and welcoming to you?
 - a. What about the staff behavior was positive? On the phone and in-person.
 - b. What about the overall atmosphere, comfort level, and approachability was positive? The facility?
 - c. Were the materials and resources provided accessible to you?
3. If you think about a negative experience you have had, what made it a negative experience? The staff? The facility? Other?

We want to explore what agencies do, or don't do, to help you to feel safe and comfortable disclosing your experience, or the opposite, where you may feel unsafe or resistant to disclosing.

4. What does safety mean to you? How important is it to you when seeking or receiving services?

5. What have agencies done that have helped you to feel comfortable disclosing or talking about your experiences of sexual or domestic violence?
 - a. What made you feel as if you could trust the agency enough to disclose?
 - b. What have agencies done that have made you feel unsafe? What did they do to prevent you from trusting them?

We want to explore what confidentiality means to you, and how organizations can consider their practices of confidentiality and privacy when serving survivors of sexual and domestic violence.

6. What does confidentiality mean to you? How important is it to you when seeking or receiving services?
 - a. Have you had any positive or negative experiences regarding confidentiality and privacy while accessing services?
 - b. In what instances would it be okay to share identifying information and the details of your experience of sexual or domestic violence with other agencies (i.e., police, medical staff, etc.)?
 - c. In what instances is it not okay?
7. If you could help us design the very best way for an agency to provide the highest quality services for survivors, what would you want to include?
 - a. What is the most important thing to you that agencies need to know when they are helping a survivor of sexual or domestic violence?
 - b. What should happen at your first visit that would make you want to come back?
8. Is there something you have not had a chance to tell us that you really want us to know about services for survivors of sexual and domestic violence?

R. DEAF FOCUS GROUP

Below you will find the process and script of how the Deaf focus group will be run by the facilitator as well as the questions we will be asking the participants.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! Welcome to the Deaf focus group. I am Katelyn Journey, and I will be facilitating today's meeting. I am the project coordinator of the Deaf RISE collaboration. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [FLOATER NAME], and they will be assisting us today with anything we may need, so feel free to ask them for any assistance during or after this group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately [NUMBER] hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which

will be used for note taking purposes, and will be deleted as soon as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have NO effect on your eligibility for services or the quality of services you receive. To show our appreciation, you will be compensated with a \$20 gift card, which is yours to keep even if you choose not to participate or if you need to leave early. If you choose not to take your gift card with you today, we can keep it for safekeeping and you can let us know when you're ready to receive it. We will lock it up for you.

We ask that each of you respect one another's privacy. By participating in today's discussion, you agree to refrain from sharing anyone's personal information or comments discussed in this group with anyone outside of the group.

Some members of Deaf RISE are required by law to report suspected abuse of children, elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, Katelyn (the Deaf RISE Project Coordinator) will determine, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed. Again, as a precaution, we ask that you not talk about any personal or known experiences of violence that may necessitate such a report.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on how you think we can improve services. If you feel uncomfortable at any point, an advocate is available to speak with you privately. The floater will escort you to the advocate.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting

will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

2. PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

3. FOCUS GROUP QUESTIONS (See pages 69-71)

4. DEBRIEF

If you have any feelings that you may need to process, we have an advocate on site that you can talk with or you may call 918-932-2022 (VP) on your own time, when it is safe to do so.

If you have questions in the future, or want to learn about our findings or future activities of Deaf RISE, you may contact the Project Coordinator: Katelyn Journey, 918-212-4074, kjourney@dvis.org.

QUESTIONS FOR TSHA DEAF CLIENTS

We are going to ask you some questions today to get your ideas and wisdom as Deaf individuals. We ask that when you answer, please think about these questions through your own experiences as a Deaf individual. We recognize and appreciate that you all have experiences that shape who you are, but as much as possible during our limited time together today, please try and focus through the lens of being a Deaf individual.

1. How do you learn about services available for the Deaf community?
 - a. What is the best way to get information about available services and resources to Deaf individuals? And, in what form? (i.e., library, internet, church, businesses, social media, pamphlets, websites, videos, etc.)
2. Think about a good experience you have had with mainstreamed (hearing) agencies.
 - a. What makes it easy, or hard, for you to contact a mainstreamed agency for help?
 - b. What made it feel welcoming and accessible?
 - c. What about the staff behavior was positive? On the phone and in-person.
 - d. What about the overall atmosphere and comfort level was positive?
 - e. Were the materials and resources provided accessible to you?
 - f. What is it like when people understand you and Deaf culture?
 - i. How do you know they understand you? How do you know they do not understand Deaf culture?
3. Think about a negative experience you have had with mainstreamed (hearing) agencies.
 - a. What made it hard for you to contact a mainstreamed agency?

- b. What about the staff behavior was negative? On the phone and in-person.
 - c. What about the overall atmosphere and comfort level was negative?
 - d. Were the materials and resources provided accessible to you?
 - e. What is it like when people don't understand you and Deaf culture?
 - i. How do you know they do not understand you? How do you know they do not understand Deaf culture?
- 4. Think about a good experience you have had with Deaf-centered agencies for assistance.
 - a. What makes you trust a Deaf-centered agency?
- 5. Think about a negative experience you have had with Deaf-centered agencies for assistance.
 - a. What makes it difficult for you to trust a Deaf-centered agency?
 - b. What would cause you to NOT contact a Deaf-centered agency?
- 6. Are you satisfied with the quality of interpreters through TSHA?
 - a. Is there anything you think that the interpreters may need more of in regards to training or other?
 - b. What do you like or not like about the process of requesting interpreters?
- 7. How can Deaf-centered and mainstreamed agencies work together to provide the highest quality services?
 - a. How can they help each other? What can they do to work as a team? If they work together, how does that help you?

8. If you could help us design the very best way for agencies to provide the highest quality services for Deaf individuals, what would you want to include?
 - a. What is the most important thing agencies (Deaf or mainstreamed) need to know when they are helping a Deaf individual?
 - b. What should happen at your first visit that would make you want to come back?
9. Is there something you have not had a chance to tell us that you really want us to know about services for the Deaf community?

S. DEAF SURVIVORS FOCUS GROUP

Below you will find the process and script of how the Deaf Survivors focus group will be run by the facilitator as well as the questions we will be asking the participants.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! Welcome to the Deaf Survivor focus group. I am Katelyn Journey, and I will be facilitating today's meeting. I am the project coordinator of the Deaf RISE collaboration. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [FLOATER NAME], and they will be assisting us today with anything we may need, so feel free to ask them for any assistance during or after this group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately [NUMBER] hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which

will be used for note taking purposes, and will be deleted as soon as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have NO effect on your eligibility for services or the quality of services you receive. To show our appreciation, you will be compensated with a \$20 gift card, which is yours to keep even if you choose not to participate or if you need to leave early. If you choose not to take your gift card with you today, we can keep it for safekeeping and you can let us know when you're ready to receive it. We will lock it up for you.

We ask that each of you respect one another's privacy. By participating in today's discussion, you agree to refrain from sharing anyone's personal information or comments discussed in this group with anyone outside of the group.

Some members of Deaf RISE are required by law to report suspected abuse of children, elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, Katelyn (the Deaf RISE Project Coordinator) will determine, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed. Again, as a precaution, we ask that you not talk about any personal or known experiences of violence that may necessitate such a report.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on how you think we can improve services. If you feel uncomfortable at any point, an advocate is available to speak with you privately. The floater will escort you to the advocate.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting

will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

2. PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

3. FOCUS GROUP QUESTIONS (See pages 75-76)

4. DEBRIEF

If you have any feelings that you may need to process, we have an advocate on site that you can talk with or you may call 918-743-5763 (DVIS) or 918-932-2022 (TSHA VP) on your own time, when it is safe to do so.

If you have questions in the future, or want to learn about our findings or future activities of Deaf RISE, you may contact the Project Coordinator: Katelyn Journey, 918-212-4074, kjourney@dvis.org.

QUESTIONS FOR DEAF SURVIVORS

You have a unique lens of the intersection between sexual and domestic violence and being deaf. We want to learn from your experiences about the services you've received by either TSHA, DVIS or both, and get your ideas on how to make our services more safe, accessible, welcoming and culturally-responsive.

1. Is there sufficient information about sexual and domestic violence within the Deaf community?
 - a. If yes, where can you get the information about sexual and domestic violence?
 - b. If no, what would be the best way for the Deaf community to get information about sexual and domestic violence?
2. As a Deaf person who has experienced sexual or domestic violence, what type of help did you need?
3. Did you reach out to an agency for support for that help?
 - a. How did you find out about the help or assistance that was available?
 - b. Which agencies did you contact and why?
 - c. How did the agency(ies) communicate with you?
 - d. How did the agency(ies) make you feel comfortable talking about your sexual or domestic violence experience?
 - e. How was your experience at this agency(ies)? Good or bad?
4. What barriers did you face when trying to get services for sexual or domestic violence?
 - a. Did you have any problems surrounding confidentiality in dealing with agencies?
 - b. What are the challenges that you have experienced, either from within or outside the Deaf community?

5. What could be done to make Deaf individuals feel comfortable seeking services for sexual or domestic violence?
 - a. In the future what would be the best way for sexual and domestic violence agencies to inform Deaf individuals that accommodations are available? What accommodations are vital to receiving the best services?
 - b. How do you inform staff that they are helping your problems? Or not?
6. What kind of training or information do you think mainstreamed (hearing) agencies need to better serve Deaf people?
7. What kind of training or information do you think Deaf-centered agencies need to better serve Deaf people experiencing sexual or domestic violence?
8. Are you satisfied with the quality of interpreters through TSHA?
 - a. Is there anything you think that the interpreters may need more of in regards to training or other?
 - b. What do you like or not like about the process of requesting interpreters?
9. Is there any additional information you would like to share related to agency services for Deaf survivors of sexual and domestic violence?

T. ASL INTERPRETER FOCUS GROUP

Below you will find the process and script of how the ASL Interpreter focus group will be run by the facilitator as well as the questions we will be asking the participants.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! Welcome to the ASL Interpreter focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [FLOATER NAME], and they will be assisting us today with anything we may need, so feel free to ask them for any assistance during or after this group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and the people we serve. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately [NUMBER] hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which

will be used for note taking purposes, and will be deleted as soon as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have no effect on your relationship or standing with TSHA in any way.

We ask that each of you respect one another's privacy. By participating in today's discussion, you agree to refrain from sharing anyone's personal information or comments discussed in this group with anyone outside of the group.

Some members of Deaf RISE are required by law to report suspected abuse of children, elder and dependent adults. If anyone discusses abuse of a child or dependent adult during this session, Katelyn (the Deaf RISE Project Coordinator) will determine, after careful consideration of the safety and autonomy of the individuals involved, whether a mandatory report needs to be filed. Again, as a precaution, we ask that you not talk about any personal or known experiences of violence that may necessitate such a report.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on trauma-informed interpreting. We will also ask about your comfort level in working high-stress, trauma settings and how interpreting agencies can best support you in this type of work.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not consent you may leave without any consequences. Thank you for being here.

2. PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

3. FOCUS GROUP QUESTIONS (See pages 80-81)

4. DEBRIEF

If there was something you were uncomfortable with sharing in the focus group or if there is something you think of later and feel it's important to share, there is a follow-up survey that you may complete on your own time, although it is not required. An email will be sent with the survey link following this session. We ask that if you have any further comments to share them with us by [DATE].

If you have questions in the future, or want to learn about our findings or future activities of Deaf RISE, you may contact the Project Coordinator: Katelyn Journey, 918-212-4074, kjourney@dvis.org.

QUESTIONS FOR ASL INTERPRETERS

1. What types of training do you receive at interpreting agencies you are contracted with?
 - a. Would you benefit from training on trauma-informed interpreting, sexual and domestic violence, and safety issues? What training do you currently receive? From who? How often?
 - b. Do you receive training specific to mandatory reporting? From who? How often?
 - c. What makes it easy or difficult to obtain training?
 - d. Where do you learn about what trainings are available in the community?
 - e. Is there anything you feel like you need more of in regards to training, support, or something else?
2. Think about a time when you provided interpreting services with a sexual and/or domestic violence agency. What unique issues, if any, have you encountered?
 - a. How are you contacted to provide interpreting services for individuals interacting with staff? How often? Is there any information you receive ahead of time to alert you to the trauma-centered subject matter?
 - b. Do you find yourself taking on other roles other than interpreting?
 - c. Is there anything staff could have done differently to assist in the interaction?
3. Think about a time when you have interpreted for an individual in a sexual or domestic violence situation.
 - a. How comfortable are you interpreting for assignments involving sexual and domestic violence? What would increase your level of comfort/confidence? What would interfere?
 - b. How do you generally receive assignments involving a sexual or domestic violence situation? Have you ever

turned down an assignment involving a sexual or domestic violence situation?

- c. Have you ever noticed that you were emotionally affected by an assignment? If so, how did you respond during or after the assignment? Who, if anyone, do you turn to for support and guidance? Have you ever contacted another agency? If so, which one(s)?
4. How is organizational change communicated to you at interpreting agencies you are contracted with?
 5. Is there something you have not had a chance to tell us that you want us to know about what you need to provide interpreting services for Deaf survivors impacted by sexual and domestic violence?

U. DVIS PROGRAM STAFF FOCUS GROUPS

Below you will find the process and script of how the DVIS program staff focus groups will be run by the facilitator as well as the questions we will be asking the participants.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! Welcome to the DVIS program staff focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [FLOATER NAME], and they will be assisting us today with anything we may need, so feel free to ask them for any assistance during or after this group. This is Katelyn Journey, the Deaf RISE project coordinator and she is here to observe the meeting and help identify common themes. This is [INTERPRETER NAMES] and they will be our ASL interpreters for today. They are bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately [NUMBER] hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this

session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have no effect on your relationship or standing with the agency in any way.

We ask that each of you respect one another's privacy. By participating in today's discussion, you agree to refrain from sharing anyone's personal information or comments discussed in this group with anyone outside of the group.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and practices. We will also ask how you think we can improve services and how the partner agencies of Deaf RISE can best work together.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not

consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

2. PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

3. FOCUS GROUP QUESTIONS (See pages 85-86)

4. DEBRIEF

If there was something you were uncomfortable with sharing in the focus group or if there is something you think of later and feel it's important to share, there is a follow-up survey that you may complete on your own time, although it is not required. The Deaf RISE project coordinator will email the link following this session. We ask that if you have any further comments to share them with us by [DATE].

If you have questions in the future, or want to learn about our findings or future activities of Deaf RISE, you may contact the Project Coordinator: Katelyn Journey, 918-212-4074, kjourney@dvis.org.

QUESTIONS FOR DVIS PROGRAM STAFF

1. Everyone here has experience working with survivors of sexual and domestic violence. Let's start by asking what is the most important thing you think someone needs to know about doing this work?
 - a. Tell us about a time when things went well when you were working with someone experiencing or has experienced sexual or domestic violence?
2. Tell us about a time when things did not go well.
 - a. What impacted this experience? (i.e., lack of adequate training, lack of resources, lack of accessibility, agency policies and practices, etc.)
 - b. At the time, did you feel you had the necessary training and tools to respond to the needs of this individual? Please explain.
3. What types of training do you receive at DVIS?
 - a. Do you receive training regarding accessibility? Who provides the training? How often does the training occur?
 - b. Do you receive training specific to deafness, Deaf culture, and audism? Who provides the training? How often does the training occur?
 - c. What makes it easy or difficult to obtain training?
4. Tell us about a time you served a survivor who was Deaf. If you haven't yet served a survivor who was Deaf, think about what you would have done.
 - a. How did you communicate with each other? What resources did you draw upon? (i.e., policies, training, technology, etc.)
 - b. Are there policies and practices in place to guide staff's response to a Deaf survivor? Did you access them? Were they helpful? Why or why not?
 - c. What works well? What needs to be improved?

- d. How comfortable are you working with a Deaf individual? What makes you feel comfortable, or uncomfortable?
 - e. [SHELTER STAFF: Are you able to access needed accommodations on a 24-hour basis?]
- 5. What type of things within DVIS, impacted your ability to best respond to and meet the needs of a Deaf survivor? (i.e., lack of training, knowledge of resources, accessibility of services, knowledge of community partnerships, ability to meet the client's accommodation requests, etc.)
- 6. How can DVIS and TSHA work together to provide the highest quality services? Can you give an example?
 - a. How can they help each other? How does that help you?
 - b. What do you want TSHA to know about how to best serve survivors of sexual and domestic violence?
 - c. If you were going to train TSHA staff, what would you put in the training curriculum to ensure they had the basics for responding to and serving survivors?
- 7. How is organizational change made at DVIS?
 - a. How does change happen within DVIS?
 - b. What is the process? What motivates change? Who initiates it?
 - c. What works well? What needs to be improved?
- 8. Is there something you have not had a chance to tell us that you want us to know about what your agency needs to provide services for survivors in general as well as Deaf survivors?

V. TSHA PROGRAM STAFF FOCUS GROUP

Below you will find the process and script of how the TSHA program staff focus group will be run by the facilitator as well as the questions we will be asking the participants.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! Welcome to the TSHA program staff focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [FLOATER NAME], and they will be assisting us today with anything we may need, so feel free to ask them for any assistance during or after this group. This is Katelyn Journey, the Deaf RISE project coordinator and she is here to observe the meeting and help identify common themes. This is [INTERPRETER NAMES] and they will be our ASL interpreters for today. They are bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately [NUMBER] hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this

session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have no effect on your relationship or standing with the agency in any way.

We ask that each of you respect one another's privacy. By participating in today's discussion, you agree to refrain from sharing anyone's personal information or comments discussed in this group with anyone outside of the group.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and practices. We will also ask how you think we can improve services and how the partner agencies of Deaf RISE can best work together.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not

consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

2. PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

3. FOCUS GROUP QUESTIONS (See pages 90-91)

4. DEBRIEF

If there was something you were uncomfortable with sharing in the focus group or if there is something you think of later and feel it's important to share, there is a follow-up survey that you may complete on your own time, although it is not required. An email of the survey link will be sent following this session. We ask that if you have any further comments to share them with us by [DATE].

If you have questions in the future, or want to learn about our findings or future activities of Deaf RISE, you may contact the Project Coordinator: Katelyn Journey, 918-212-4074, kjourney@dvis.org.

QUESTIONS FOR TSHA PROGRAM STAFF

1. Everyone here has experience working with Deaf individuals. Let's start by asking what is the most important thing you think someone needs to know about doing this work?
 - a. Tell us about a time when things went well when you were working with someone who is Deaf?
2. Tell us about a time when things did not go well.
 - a. What impacted this experience? (i.e., lack of adequate training, lack of resources, lack of accessibility, agency policies and practices, etc.)
3. What types of training do you receive at TSHA?
 - a. What training have you received on Deaf culture and unique safety issues? Who provides the training? How often does it occur?
 - b. Do you receive training regarding sexual and domestic violence? Who provides the training? How often does it occur?
 - c. Do you receive training regarding mandatory reporting? Who provides the training? How often does it occur?
 - d. What makes it easy or difficult to obtain training?
4. Tell us about a time you served a Deaf individual who was experiencing sexual or domestic violence. How did you assist that individual? If you haven't yet served a survivor of sexual or domestic violence, think about what you would do in that situation.
 - a. How comfortable are you working with a survivor of sexual and domestic violence? What makes you feel comfortable, or uncomfortable?
 - b. Are there policies and practices to guide you? What works well? What needs to be improved?
 - c. What do you need in order to better serve Deaf survivors of sexual and domestic violence?

5. What type of things impacted your ability to respond to the needs of a Deaf individual experiencing sexual or domestic violence? (i.e., lack of training, knowledge of resources, accessibility of services, knowledge of community partnerships, ability to meet the client's accommodation requests, etc.)
6. How can TSHA and DVIS work together to provide the highest quality services? Can you give an example?
 - a. How can they help each other? How does that help you?
 - b. What do you want DVIS to know about Deaf individuals in order to adequately serve survivors?
 - c. If you were going to train DVIS staff, what would you put in the training curriculum to ensure they had the basics for responding to and serving Deaf survivors?
7. How is organizational change communicated to you at TSHA?
 - a. How does change happen within TSHA?
 - b. What is the process? What motivates change? Who initiates it?
 - c. What works well? What needs to be improved?
8. Is there something you have not had a chance to tell us that you want us to know about what your agency needs to provide services for Deaf individuals in general as well as Deaf survivors of sexual and domestic violence?

W. DVIS LEADERSHIP FOCUS GROUPS

Below you will find the process and script of how the DVIS leadership focus groups will be run by the facilitator as well as the questions we will be asking the participants.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! Welcome to the DVIS leadership focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [FLOATER NAME], and they will be assisting us today with anything we may need, so feel free to ask them for any assistance during or after this group. This is Katelyn Journey, the Deaf RISE project coordinator and she is here to observe the meeting and help identify common themes. This is [INTERPRETER NAMES] and they will be our ASL interpreters for today. They are bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately [NUMBER] hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this

session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have no effect on your relationship or standing with the agency in any way.

We ask that each of you respect one another's privacy. By participating in today's discussion, you agree to refrain from sharing anyone's personal information or comments discussed in this group with anyone outside of the group.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and practices. We will also ask how you think we can improve services and how the partner agencies of Deaf RISE can best work together.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not

consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

2. PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

3. FOCUS GROUP QUESTIONS (See pages 95-96)

4. DEBRIEF

If there was something you were uncomfortable with sharing in the focus group or if there is something you think of later and feel it's important to share, there is a follow-up survey that you may complete on your own time, although it is not required. The Deaf RISE project coordinator will email the survey link following this session. We ask that if you have any further comments to share them with us by [DATE].

If you have questions in the future, or want to learn about our findings or future activities of Deaf RISE, you may contact the Project Coordinator: Katelyn Journey, 918-212-4074, kjourney@dvis.org.

QUESTIONS FOR DVIS LEADERSHIP

1. What are some positive things that DVIS currently does to ensure survivors feel welcome and respected?
 - a. Do you feel staff have what they need to adequately meet the needs of survivors?
 - b. What factors might demonstrate that DVIS is not accessible, welcoming or able to serve survivors? (i.e., lack of policies, training, etc.)
2. In relation to DVIS providing services to Deaf survivors, what currently exists?
 - a. What policies and practices are in place?
 - b. What does the intake process look like?
 - c. What about a process for clients to request accommodations?
 - d. What about staff training?
3. We understand that biases exists and they are normal. How do your attitudes and beliefs affect your ability to serve Deaf survivors? For example, do you have difficulty working with Deaf individuals or do you have any assumptions about Deaf individuals that could impact your interaction with the survivor?
 - a. Have any come into play when serving Deaf survivors?
4. What concerns, if any, have staff brought to your attention when assisting a Deaf survivor?
 - a. Who, if anyone, did you turn to for support or guidance? Do you have a working relationship with agencies that serve the Deaf community?
 - b. What makes you feel comfortable, or uncomfortable, in the support you give staff? What do you find to be helpful to you as a resource? (i.e., training, working relationships in the community, etc.)
5. How do you respond to the training needs of staff?

- a. What type of regular training do you provide? How often? Who provides the training?
 - b. What would you need to better support staff?
- 6. How is organizational change made at DVIS?
 - a. What is the process? What motivates change? Who initiates it?
 - b. How is change communicated up or down within your department?
 - c. What can be a barrier to organizational change within the agency? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)
- 7. Do you have any additional comments or feedback about what your agency needs to adequately provide services for survivors and Deaf survivors?

X. TSHA LEADERSHIP FOCUS GROUP

Below you will find the process and script of how the TSHA leadership focus group will be run by the facilitator as well as the questions we will be asking the participants.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! Welcome to the TSHA leadership focus group. I am [FACILITATOR NAME], and I will be facilitating today's meeting. This is [NOTE TAKER NAME], and they will be our note taker for today. This is [FLOATER NAME], and they will be assisting us today with anything we may need, so feel free to ask them for any assistance during or after this group. This is Katelyn Journey, the Deaf RISE project coordinator and she is here to observe the meeting and help identify common themes. This is [INTERPRETER NAMES] and they will be our ASL interpreters for today. They are bound by the same confidentiality protocols as the rest of us and will not share information outside of the focus group. Before we get started, I want to give you a brief overview on why we are here today.

We are meeting with people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

We have invited you to participate because we believe you can share some valuable information, helping us to improve our services where it is needed, and do more of what works for you and other clients. Please listen to the following information carefully before you decide whether or not to participate.

This session is scheduled for approximately [NUMBER] hours, in which I will ask you a series of questions and [NOTE TAKER NAME] will document the discussion. By participating in this

session, you are giving us permission to anonymously document your responses in our notes. We may include information in written materials, but no names or identifying information will be included. If you use any names here today, they will not be documented. A recording will also be taken of this meeting, which will be used for note taking purposes, and will be deleted as soon as soon as all notes have been secured. We will not tie your comment to you personally in any way.

Your participation is completely voluntary. You can decide whether or not you want to respond to a question and you may leave at any time, without any consequences. Your decision to participate will have no effect on your relationship or standing with the agency in any way.

We ask that each of you respect one another's privacy. By participating in today's discussion, you agree to refrain from sharing anyone's personal information or comments discussed in this group with anyone outside of the group.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and practices. We will also ask how you think we can improve services and how the partner agencies of Deaf RISE can best work together.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

At this time, we assume that all who remain in the room consent to participate. We are about to get started so if you do not

consent you may leave without any consequences. You will still be able to get a gift card. Thank you for being here.

2. PARTICIPANT GUIDELINES

- a. Be candid, difference of opinion is welcome
- b. If you have a comment, please raise your hand and I will call you by the name on your tent card
- c. Please respect each other's privacy and do not share anyone's information outside of this meeting
- d. Please feel free to eat during our discussion
- e. (Explain location of restrooms)

3. FOCUS GROUP QUESTIONS (See pages 100-101)

4. DEBRIEF

If there was something you were uncomfortable with sharing in the focus group or if there is something you think of later and feel it's important to share, there is a follow-up survey that you may complete on your own time, although it is not required. The Deaf RISE project coordinator will email the survey link following this session. We ask that if you have any further comments to share them with us by [DATE].

If you have questions in the future, or want to learn about our findings or future activities of Deaf RISE, you may contact the Project Coordinator: Katelyn Journey, 918-212-4074, kjourney@dvis.org.

QUESTIONS FOR TSHA LEADERSHIP

1. What are some positive things that TSHA currently does to ensure Deaf individuals feel welcome and respected?
 - a. Do you feel staff have what they need to adequately meet the needs of Deaf individuals?
 - b. What factors might demonstrate that TSHA is not accessible, welcoming or able to serve Deaf clients? (i.e., lack of policies, training, etc.)
2. In relation to TSHA providing services to Deaf individuals experiencing sexual or domestic violence, what currently exists?
 - a. What policies and practices are in place?
 - b. What does the intake process look like?
 - c. What about a process for clients to request accommodations?
 - d. What about staff training?
3. We understand that biases exist, and that they are normal. How have your attitudes and beliefs affected your ability to serve Deaf survivors? For example, do you have difficulty working with specific people or do you have any assumptions about sexual or domestic violence that could impact your interaction with the survivor?
 - a. Have any come into play when serving Deaf survivors?
4. What concerns, if any, have staff brought to your attention when assisting a Deaf survivor?
 - a. Who, if anyone, did you turn to for support or guidance? Do you have a working relationship with agencies that serve people who experience sexual and domestic violence?
 - b. What makes you feel comfortable, or uncomfortable, in the support you give staff? What did you find to be helpful to you as a resource? (i.e., training, working relationship in the community, etc.)

5. How do you respond to the training needs of staff?
 - a. What type of regular training do you provide? How often? Who provides the training?
 - b. What would you need to better support staff?
6. How is organizational change made at TSHA?
 - a. What is the process? What motivates change? Who initiates it?
 - b. How is change communicated up or down within your department?
 - c. What can be a barrier to organizational change within the agency? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)
7. Do you have any additional comments or feedback about what your agency needs to adequately provide services for Deaf survivors?

Y. INTERVIEW FOR DVIS CEO

Below you will find the process and script of how the DVIS CEO interview will be run by the facilitator as well as the questions we will be asking.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! I am [FACILITATOR NAME] and I will be conducting today's interview. Thank you for meeting with me. Before we get started, I want to give you a brief overview on why we are here today.

Deaf RISE is meeting with different targeted people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

This interview will take approximately one hour, in which I will ask you a series of questions and document the discussion. By participating in this session, you give me permission to document your responses. I may include information in written materials, but no names or identifying information will be included. The interview will also be recorded to completely capture all comments. The information shared will be used anonymously in our notes and in our final report. All audio and written transcripts will be destroyed after the needs assessment report is completed. We will not tie your comments to you personally in any way.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and practices. We will also ask about the decision-

making process, how you think we can improve services, and how the partner agencies of Deaf RISE can best work together.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

2. INTERVIEW QUESTIONS (See pages 104-105)

3. DEBRIEF

QUESTIONS FOR DVIS CEO

1. What concerns, if any, have staff brought to your attention regarding responding to the needs of survivors of sexual and domestic violence?
 - a. What would you need to better support staff?
2. How do you respond to the training needs of staff?
 - a. What type of regular training do you provide? How often? Who provides the training?
3. What are some challenges do you think DVIS faces in serving Deaf survivors?
 - a. Are there any formal policies and practices in place for staff to follow?
 - b. Is there anything regarding DVIS' culture that could create a barrier in serving Deaf survivors, such as stigma or assumptions?
 - c. What are some changes that you think should be made to give DVIS more support in responding to and providing services to Deaf survivors?
 - d. How does DVIS budget for accommodations?
4. How does organizational change happen at DVIS?
 - a. What is the process? What motivates change? Who initiates it?
 - b. What is the decision-making process?
 - c. How is change communicated up or down across the agency?
 - d. What can be a barrier to organizational change within the agency? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)
5. What does a successful collaboration look like for you?
 - a. And the opposite, an unsuccessful collaboration?

- b. What opportunities do you see for collaboration among DVIS and TSHA?
- 6. Do you have any additional comments and/or feedback?

Z. INTERVIEW FOR TSHA EXEC. DIRECTOR

Below you will find the process and script of how the DVIS CEO interview will be run by the facilitator as well as the questions we will be asking.

Process

1. INTRODUCTION & CONSENT STATEMENT

Hello! I am [FACILITATOR NAME] and I will be conducting today's interview. Thank you for meeting with me. Before we get started, I want to give you a brief overview on why we are here today.

Deaf RISE is meeting with different targeted people to learn about the ways this agency is responsive to the needs of people they serve, and in what ways they are not.

This interview will take approximately one hour, in which I will ask you a series of questions and document the discussion. By participating in this session, you give me permission to document your responses. I may include information in written materials, but no names or identifying information will be included. The interview will also be recorded to completely capture all comments. The information shared will be used anonymously in our notes and in our final report. All audio and written transcripts will be destroyed after the needs assessment report is completed. We will not tie your comments to you personally in any way.

We do not expect the questions to make you feel uncomfortable. Our focus today will only be on your knowledge and perspectives on best practices at your agency, accessibility of services and agency policies and practices. We will also ask about the decision-

making process, how you think we can improve services, and how the partner agencies of Deaf RISE can best work together.

We value your expertise and invite you to contribute to the Deaf RISE collaboration. This information gathered during this meeting will help us make sustainable changes within our agency to provide a safe, accessible, welcoming and culturally-responsive environment.

Are there any questions?

2. INTERVIEW QUESTIONS (See pages 108-109)

3. DEBRIEF

QUESTIONS FOR TSHA EXECUTIVE DIRECTOR

1. What concerns, if any, have staff brought to your attention regarding responding to the needs of Deaf clients that come in for services?
 - a. What would you need to better support staff?
2. How do you respond to the training needs of staff?
 - a. What type of regular training do you provide? How often? Who provides the training?
3. What are some challenges do you think TSHA faces in serving Deaf individuals experiencing sexual and domestic violence?
 - a. Are there any formal policies and practices in place for staff to follow?
 - b. Is there anything regarding TSHA's culture that could create a barrier in serving Deaf survivors, such as stigma or assumptions?
 - c. What are some changes that you think should be made to give TSHA more support in responding to and providing services to Deaf survivors?
 - d. How does TSHA budget for accommodations?
4. How does organizational change happen at TSHA?
 - a. What is the process? What motivates change? Who initiates it?
 - b. What is the decision-making process?
 - c. How is change communicated up or down across the agency?
 - d. What can be a barrier to organizational change within the agency? (i.e., funding sources, staff resistance, budget constraints, board support, organizational communication, etc.)
5. What does a successful collaboration look like for you?
 - a. And the opposite, an unsuccessful collaboration?

- b. What opportunities do you see for collaboration among TSHA and DVIS?
- 6. Do you have any additional comments and/or feedback?

AA.SURVEY FOR DVIS BOARD OF DIRECTORS

Below you will find the opening statement and consent process as well as the survey questions (see pages 112-114) for the board of directors. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be shared via email.

Opening Statement & Consent Process

Hello! Thank you for taking the time to fill out this survey for the Deaf RISE Needs Assessment.

As stated in the email, DVIS is part of Deaf RISE, which is funded by the Office on Violence Against Women, to focus on improving access to services for Deaf survivors of sexual and domestic violence. Our collaboration partner on this grant is TSHA, a local agency that serves the Deaf community.

We recognize that the Board of Directors has final approval of policies and budgets and thus feel it is important to engage you. This survey will focus on your perspectives of how change happens at DVIS, the current ability to culturally-respond to and serve Deaf survivors of sexual and domestic violence, in a trauma-informed approach. We are also curious of the capacity and comfort level of being able to serve Deaf individuals impacted by sexual or domestic violence at DVIS.

We strongly encourage you to participate in this survey, but also want to assure you that participation is optional and the decision whether or not to participate will not impact your position on the board in any way. Your responses will be anonymous.

Feel free to contact DVIS' CEO, Tracey Lyall (tlyall@dvis.org) or the Deaf RISE Project Coordinator, Katelyn Journey (kjourney@dvis.org) if you require additional information before proceeding.

If you would like and are able to participate, please click the following link. We assume that if you proceed, you consent to participate. Again, your responses will be anonymous and you may stop at any process in the survey if you become uncomfortable without any consequences. The survey should take approximately 30 minutes.

We appreciate your input and feedback and look forward to working with you on improving DVIS' services for Deaf individuals impacted by sexual and domestic violence.

QUESTIONS FOR DVIS BOARD OF DIRECTORS

1a. How does organizational change happen at DVIS?

1b. What motivates change? Who initiates it?

1c. What is the decision-making process?

1d. What can be a barrier to organizational change within the agency? (Please check all that apply)

- ☐ Funding sources
- ☐ Staff resistance
- ☐ Budget constraints
- ☐ Board support
- ☐ Organizational communication
- ☐ Other (please describe): _____

2. Are there any policies and practices in place at DVIS when serving Deaf survivors?

- a) Yes
- b) No
- c) Not sure

3a. To what degree does DVIS meet the communication needs of Deaf individuals?

- a) Completely
- b) Somewhat... we can improve in this area
- c) Poorly... we need extensive improvement in this area
- d) I am unaware

3b. If improvement is needed, what do you suggest?

- 1. _____
- 2. _____

4a. To what extent do you see challenges for DVIS in providing the highest quality services for Deaf individuals impacted by sexual and domestic violence?

- a) Significant
- b) Moderate
- c) Minimal
- d) None

4b. What challenges do you see?

- 1. _____
- 2. _____

5. From the list below, please select the activities that DVIS should do to provide quality services to Deaf survivors.

- ☐ Provide access to effective communication
- ☐ Train all staff on Deaf culture and unique safety issues
- ☐ Employ qualified Deaf individuals
- ☐ Include the cost of signed language interpreters in the budget
- ☐ Offer agency information in alternative formats (i.e., videos in ASL)
- ☐ Have a working knowledge of the Americans with Disabilities Act
- ☐ I do not think there is a need for any activities
- ☐ Other (please describe): _____

6. To what degree would you be willing to support new initiatives for DVIS to better serve Deaf survivors?

- a) Definitely would
- b) Likely would
- c) Unsure... I would need more information
- d) Likely would not
- e) Definitely would not

7. If you would be willing to support such initiatives, in what ways would you commit to supporting them? (Please check all that apply)

- ☐ Budget allocations
- ☐ Sourcing new funding
- ☐ Public support/advocacy
- ☐ Collaboration building activities

- ☐ Programming changes
- ☐ Policy changes
- ☐ Media campaigns
- ☐ Other (Please specify): _____

8. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies?

1. _____
2. _____

9a. To what degree do you see this collaboration as being consistent with the mission statement and initiative of DVIS?

- a) Completely consistent
- b) Somewhat consistent
- c) Not consistent

9b. If there are any inconsistencies, how can they be addressed?

1. _____
2. _____

10. Do you have any additional comments and/or feedback?

BB. SURVEY FOR TSHA BOARD OF DIRECTORS

Below you will find the opening statement and consent process as well as the survey questions (see pages 117-120) for the board of directors. The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be shared via email.

Opening Statement & Consent Process

Hello! Thank you for taking the time to fill out this survey for the Deaf RISE Needs Assessment.

As stated in the email, TSHA is part of Deaf RISE, which is funded by the Office on Violence Against Women, to focus on improving access to services for Deaf survivors of sexual and domestic violence. Our collaboration partner on this grant is Domestic Violence Intervention Services (DVIS).

We recognize that the Board of Directors has final approval of policies and budgets and thus feel it is important to engage you. This survey will focus on your perspectives of how change happens at TSHA, the current ability to culturally-respond to and serve Deaf survivors of sexual and domestic violence, in a trauma-informed approach. We are also curious of the capacity and comfort level of being able to serve Deaf individuals impacted by sexual or domestic violence at TSHA.

We strongly encourage you to participate in this survey, but also want to assure you that participation is optional and the decision whether or not to participate will not impact your position on the board in any way. Your responses will be anonymous.

Feel free to contact TSHA's Executive Director, Marquetta Finley (mfinley@tsha.cc) or the Deaf RISE Project Coordinator, Katelyn Journey (kjourney@dvis.org) if you require additional information before proceeding.

If you would like and are able to participate, please click the following link. We assume that if you proceed, you consent to participate. Again, your responses will be anonymous and you may stop at any process in the survey if you become uncomfortable without any consequences. The survey should take approximately 30 minutes.

We appreciate your input and feedback and look forward to working with you on improving TSHA's services for Deaf individuals impacted by sexual and domestic violence.

QUESTIONS FOR TSHA BOARD OF DIRECTORS

1a. How does organizational change happen at TSHA?

1b. What motivates change? Who initiates it?

1c. What is the decision-making process?

1d. What can be a barrier to organizational change within the agency? (Please check all that apply)

- ☐ Funding sources
- ☐ Staff resistance
- ☐ Budget constraints
- ☐ Board support
- ☐ Organizational communication
- ☐ Other (please describe): _____

2. Are there any policies and practices in place at TSHA when serving Deaf individuals impacted by sexual or domestic violence?

- d) Yes
- e) No
- f) Not sure

3a. To what degree does TSHA meet the communication needs of Deaf individuals?

- e) Completely
- f) Somewhat... we can improve in this area
- g) Poorly... we need extensive improvement in this area
- h) I am unaware

3b. If improvement is needed, what do you suggest?

- 3. _____
- 4. _____

4. From the list below, please select the types of services that best support the Deaf community (Please check all that apply):

- ☐ Support services/case management

- ☐ Signed language classes
- ☐ Interpreting services
- ☐ Accessible website
- ☐ Employ qualified Deaf individuals
- ☐ Community education
- ☐ Organized social activities
- ☐ Community meetings and presentations
- ☐ Advocacy
- ☐ Clinical/counseling services
- ☐ Other (Please describe): _____

5a. To what extent do you see challenges for TSHA to increase awareness of sexual and domestic violence issues within the Deaf community?

- a) Significant
- b) Moderate
- c) Minimal
- d) None

5b. What challenges do you see?

- 1. _____
- 2. _____

6. From the list below, please select the activities that TSHA should do to increase awareness of sexual and domestic violence issues within the Deaf community: (Please check all that apply)

- ☐ Develop collaborative relationships with sexual and domestic violence service providers
- ☐ Train all staff on sexual and domestic violence and unique safety issues for Deaf individuals
- ☐ Offer sexual and domestic violence information in alternative formats (i.e., videos in ASL)
- ☐ Have a working knowledge of mandatory reporting requirements
- ☐ I do not think there is a need for any activities
- ☐ Other (Please describe): _____

7a. To what degree would you be willing to support new initiatives for TSHA to better serve Deaf survivors of sexual and domestic violence?

- a) Definitely would
- b) Likely would
- c) Unsure... I would need more information
- d) Likely would not
- e) Definitely would not

7b. If you would be willing, in what ways would you commit to supporting such initiatives? (Please check all that apply)

- ☐ Budget allocations
- ☐ Sourcing new funding
- ☐ Public support/advocacy
- ☐ Collaboration building activities
- ☐ Programming changes
- ☐ Policy changes
- ☐ Media campaigns
- ☐ Other (Please specify): _____

8. What, if anything, would be different at TSHA with additional staff members/volunteers who are Deaf? (Please check all that apply)

- ☐ Increase number of Deaf individuals using agency services
- ☐ Increase in-house interpreting budget
- ☐ Necessitate training of all staff re: deafness and Deaf culture
- ☐ Necessitate additional signed language training for staff
- ☐ Increase adaptive equipment
- ☐ Strengthen agency image in the Deaf community

9. What suggestions do you have to strengthen and sustain successful partnerships among collaboration agencies?

1. _____
2. _____

10a. To what degree do you see this collaboration as being consistent with the mission statement and initiatives of TSHA?

- a) Completely consistent

- b) Somewhat consistent
- c) Not consistent

10b. If there are any inconsistencies, how can they be addressed?

1. _____
2. _____

11. Do you have any additional comments and/or feedback?

CC. FOLLOW-UP SURVEY FOR ASL INTERPRETERS

Below is the opening statement and consent process as well as the survey questions (see page 122). The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be emailed to the participants following the focus group.

Opening Statement & Consent Process

Thank you for participating in the focus group. Your feedback and input is deeply valued.

This survey is an opportunity for you to share additional thoughts that you may have been uncomfortable with sharing in the focus group as well as thoughts that you may have thought of at a later time and feel it is important to share.

This survey is not required and there are no consequences whether you participate or not. Your responses will be anonymous. The survey should take approximately 10-15 minutes.

We assume by proceeding with the survey, you consent to participate. You may stop at any time in the process without consequences. If you require additional information before proceeding, feel free to contact the Deaf RISE Project Coordinator at kjurney@dvis.org.

We ask that if you have any further comments to share them with us by [DATE]. Again, we value your input and thank you for your time.

QUESTIONS FOR ASL INTERPRETERS

Is there something you have not had a chance to tell us that you want us to know about what you need in order to provide interpreting services for Deaf survivors impacted by sexual and domestic violence?

DD. FOLLOW-UP SURVEY FOR PROGRAM STAFF & LEADERSHIP

Below is the opening statement and consent process as well as the survey questions (see page 124). The survey will be provided through an online survey tool such as SurveyMonkey or Google Forms. A link to the survey will be emailed to the participants following the focus group.

Opening Statement & Consent Process

Thank you for participating in the focus group. Your feedback and input is deeply valued.

This survey is an opportunity for you to share additional thoughts that you may have been uncomfortable with sharing in the focus group as well as thoughts that you may have thought of at a later time and feel it is important to share.

This survey is not required and there are no consequences whether you participate or not. Your responses will be anonymous. The survey should take approximately 10-15 minutes.

We assume by proceeding with the survey, you consent to participate. You may stop at any time in the process without consequences. If you require additional information before proceeding, feel free to contact the Deaf RISE Project Coordinator at kjurney@dvis.org.

We ask that if you have any further comments to share them with us by [DATE]. Again, we value your input and thank you for your time.

QUESTIONS FOR PROGRAM STAFF & LEADERSHIP

Is there something you have not had a chance to tell us that you want us to know about what your agency needs to provide services for survivors in general as well as Deaf survivors?

EE. LOG OF GIFT CARDS

Gift Card Log

Date _____

Time _____

Location _____

Facilitator _____

| # of Cards to Start | # of Participants | # of Cards at End |
|----------------------------|--------------------------|--------------------------|
| | | |

Participants who did not want to take their card at this time:

| Initials | Instructions for retention of card |
|-----------------|---|
| | |
| | |
| | |
| | |
| | |

Facilitator signature _____

Project Coordinator signature _____

Date _____

FF. DEBRIEFING FORM

Focus Group/Interview Debriefing Form

FACILITATOR & NOTE TAKER:

Please complete this form together immediately following the focus group and deliver it to the Project Coordinator.

Date: _____

Time: _____

Location: _____

Number of Participants: _____

Facilitator: _____

Note Taker: _____

Floater: _____

Interpreter(s): _____

Group:

- ☐ Survivors (Group: _____)
- ☐ ASL Interpreters
- ☐ Leadership
- ☐ Deaf
- ☐ Program Staff
- ☐ CEO/Executive Director

1. Common Themes:

[illegible]

2. Strengths in Services (Safety & Access, Policies & Procedures, Staff Knowledge, Training)

3. Gaps in Services (Safety & Access, Policies & Procedures, Staff Knowledge, Training)

4. Memorable quotes or comments:

5. Notable observations:

GG.LOCAL RESOURCES FOR SURVIVORS

211

A system to help individuals locate health and human service resources across Oklahoma.

- Free, confidential, and available 24/7
- Just dial 211
- Talk to the information and referral specialist
- Receive multiple referrals in your area

DVIS 24-hour Information & Crisis Line

918-7HELP-ME or 918-743-5763

Family Safety Center

A central hub that provides civil, criminal, health and social services for victims of domestic violence.

- Free and confidential
- Hours are 8:00am to 5:00pm Monday through Friday
- www.fsctulsa.org
- 918-742-7480

Oklahoma Safe Line (Domestic Violence Hotline)

1-800-522-SAFE or 1-800-522-7233

Oklahoma Attorney General's Office

Tulsa: 918-581-2885

www.oag.ok.gov/citizenresources

Youth Services of Tulsa

Youth (ages 17-24) experiencing homelessness can drop by for a hot meal, showers, laundry, hygiene, WiFi, etc. Visit www.yst.org for more information.

- Hours: Monday-Friday 11:00am to 4:00pm
- 1011 East 4th Street, Tulsa OK 74120
- 918-582-0061

HH. LOCAL RESOURCES FOR DEAF INDIVIDUALS

211

A system to help individuals locate health and human service resources across Oklahoma.

- Free, confidential, and available 24/7
- Just dial 211 on VP and asked to be transferred to Tulsa, Oklahoma (or wherever you are located)
- Talk to the information and referral specialist
- Receive multiple referrals in your area

Department of Rehabilitation Services (DRS)

DRS expands opportunities for employment, independent life and economic self-sufficiency by helping people with disabilities bridge barriers to success.

- To connect to the DRS office in your area, call 800-487-4042

DVIS 24-hour Information & Crisis Line

918-7HELP-ME or 918-743-5763

Family Safety Center

A central hub that provides civil, criminal, health and social services for victims of domestic violence.

- Free and confidential
- Hours are 8:00am to 5:00pm Monday through Friday
- www.fsctulsa.org
- 918-742-7480

National Domestic Violence Hotline Deaf Services

- Free, confidential, and available 24/7
- Email: nationaldeafhotline@adwas.org
- Videophone: 1-855-812-1001
- Live chat: thehotline.org/help/deaf-services (Spanish, 12:00-6:00pm)

Oklahoma Attorney General's Office

Tulsa: 918-581-2885

www.oag.ok.gov/citizenresources

TSHA Deaf Services

TSHA Videophone: 918-932-2022

TSHA Main office: 918-832-8742