

Miami Inclusion Alliance

Miami, Florida

NEEDS ASSESSMENT PLAN

OVW-DOJ GRANT

PROJECT NUMBER: 2015-FW-AX-K001



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Introduction

The Miami Inclusion Alliance is made up of four organizations located in Miami-Dade County, Florida. Disability Independence Group, Inc. (DIG) is a nonprofit disability rights legal advocacy center with a mission to expand opportunities for participation, education, employment and acceptance of persons with disabilities. Mujeres Unidas en Justicia, Educacion, y Reforma, Inc. (MUJER) is a certified sexual assault center that provides domestic violence and sexual assault education, direct response and support services. Miami-Dade County Community Action and Human Services Department, Coordinated Victim Assistance Center (CVAC) is a one-stop center that provides holistic and coordinated services to victims of domestic violence, sexual assault, dating violence, stalking and human trafficking. Dade Legal Aid (Legal Aid) is a civil legal services provider with a dedicated domestic violence unit. This Collaboration applied for and received the Office on Violence Against Women grant funding in 2015, enabling the work of this Collaboration to commence. Our focus is to build capacity in each of our organizations enabling us to better serve persons with disabilities who are victims/survivors of domestic violence and/or sexual assault.

DIG was founded in 2002, and has two major components. The first is legal advocacy in a wide range of areas of the law including Americans with Disabilities Act enforcement, Civil Rights, Section 504 of the Rehabilitation Act, Fair Housing and educational rights. The second is training for persons with disabilities, parents, caregivers, court systems, attorneys and government officials both locally and nationally about their legal rights. DIG advocates throughout the state and the nation. DIG serves all disabilities and will bring that expertise to this Collaboration.

MUJER is a certified sexual assault and victim's services organization. It is community based and provides an immediate, direct response to reports of sexual violence. They provide direct and comprehensive services to victims/survivors that include safety planning, therapy, counseling, group therapy, support groups and emergency financial services. MUJER serves

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both victims/survivors of domestic violence and sexual assault and will bring their expertise in both these areas to the Collaboration.

CVAC is a unit of local government that is the only one-stop facility in the County providing a wide array of services for victims/survivors of domestic violence and sexual assault and their families. CVAC is the central intake office for victims seeking temporary restraining orders for protection and each year serves over 2500 victims and their children. The one-stop houses 38 different domestic violence and sexual assault partners. Partner agencies offer an array of services including legal assistance, employment services, relocation assistance, transportation vouchers, direct relief, parenting, financial literacy classes counseling and referrals. CVAC will bring its expertise in domestic violence and sexual assault to the Collaboration.

Legal Aid provides free legal services to poor individuals in the areas of family law, guardianship, and housing and with a special unit for victims of domestic violence. Legal Aid has offices throughout Miami Dade County in order to serve populations that may be geographically and culturally isolated. Legal Aid has expertise in domestic violence and will bring that expertise to the Collaboration.

As of mid-September, 2016, the Collaboration has completed the Collaboration Charter and Statement of Focus, and is currently working on the Needs Assessment Plan. The findings of the needs assessment will be utilized in the creation of the Strategic Plan, which in turn will be used to create sustainable change within all four agencies and ultimately improve services to persons with disabilities who are experiencing domestic violence and sexual abuse in Miami-Dade County, Florida.

The overall vision and mission of the Miami Inclusion Alliance is to create sustainable, systemic change in the way we deliver services to victims/survivors with disabilities, allowing the individual to make informed, self-directed decisions. We will develop and implement policies and procedures which are trauma-informed and person centered. We will foster collaboration between our agencies, and ensure that staff, volunteers and

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providers will be informed and knowledgeable, with access to resources and supports.

Needs Assessment Purpose

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

- Provide practical information about services for survivors with disabilities, and how to improve them.
- Identify our selection of implementation activities.
- Increase buy-in and support for our Collaboration's work from our respective organizations.

Needs Assessment Goals

- Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at DIG, MUJER, CVAC and Legal Aid that address how to respond to, serve, and support victims/survivors with disabilities.
- Identify what supports and limits exist in each organization's culture; to respond to and address staff's ability to provide a safe, accessible and responsive service delivery system for victims/survivors with disabilities.
- Identify current attitudes, knowledge, skills and comfort of professionals at every level of the agencies regarding responding to and providing services to victims/survivors with disabilities.
- Identify what works and what barriers exist in each agency to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic violence and/or sexual assault and persons with disabilities.

Methods and Information Sources

A. Existing Data

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The Miami Inclusion Alliance is located in Miami-Dade County, Florida, and is funded by the Office on Violence Against Women. The goal of the Collaboration is to improve services for individuals with disabilities who are victims/survivors of domestic violence and/or sexual assault. All four collaborating agencies are aware that persons with disabilities experience abuse in far greater numbers than those of their peers who do not have disabilities. We are also learning about the complexities of working with each other's populations, and acknowledge the importance of working together to improve our delivery of service.

In June of 2016, three of the four Collaborative Partners completed the Performance Indicators developed by the Vera Institute, to obtain a baseline of where each agency stood in regard to the provision of safe, accessible services, with policies that consider all of the aspects of service delivery to this population. The fourth partner, Legal Aid did not complete the indicators as it is a legal services organization and indicator questions have not been developed for that type of agency yet. As expected, all three agencies achieved low scores. The Performance Indicators will be repeated in the winter of 2016, and compared to the June scores. We will repeat the indicators every six months, and use our outcomes to assist in our agencies' improvements during strategic planning.

	Theme 1	Theme 2	Theme 3	Theme 4	Theme 5	Theme 6
Indicators	Responsibility	Partnerships	Policies	Material Resources	Human Resources	Procedures
DIG						
Jun-16	20.83%	58.33%	20.00%	0.00%	25.00%	0.00%

Overall Score	Commitment	Capacity	Total
DIG			
Jun-16	35.29%	7.14%	22.58%

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Indicators	Theme 1	Theme 2	Theme 3	Theme 4	Theme 5	Theme 6	Theme 7
MUJER	Responsibility	Partnerships	Policies	Material Resources	Human Resources	Procedures	SV Program Resources
Jun-16	33.33%	35.00%	50.00% (non-res)	25.00%	5.00%	0.00%	12.50%

Overall Score	Commitment	Capacity	Total
MUJER			
Jun-16			
Non-Residential	39.06%	10.71%	22.97%

Indicators	Theme 1	Theme 2	Theme 3	Theme 4	Theme 5	Theme 6	Theme 7
CVAC	Responsibility	Partnerships	Policies	Material Resources	Human Resources	Procedures	SV Program Resources
Jun-16	37.50%	40.00%	45.00% (non-res)	35.00%	15.00%	5.00%	8.33%

Overall Score	Commitment	Capacity	Total
CVAC			
Jun-16			
Non-Residential	40.63%	15.48%	26.35%

B. New Data

Overview of Method:

The Miami Inclusion Alliance will use focus groups to gather information from victims/survivors of domestic violence and sexual abuse, and people with disabilities. The Collaboration feels the focus group is the most efficient way to effectively engage groups of individuals in a short period of time. Additionally, we believe that 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, we will arrange for a private interview with that individual. We expect to conduct at least one focus group in Spanish and will have all materials translated into Spanish and use a bilingual facilitator and notetaker.

During the needs assessment process, we will focus on the clients of DIG, MUJER, and CVAC. This will allow us to talk to victims/survivors of

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domestic violence, sexual assault and persons with disabilities. Since Legal Aid is a nonprofit legal services provider and there is not indicators developed for a legal organization, they will conduct their needs assessment using interviews with the Executive Director and agency staff. Based on what we learn during the Needs Assessment, we may decide to narrow our focus during strategic planning.

DIG will speak to persons with disabilities that are clients of DIG and/or are participants in DIG trainings and projects. DIG will reach out individually to former and current clients for their participation. Because DIG is a small disabilities rights organization without a large client base it will also reach out to local disability organizations for more participants, if necessary. DIG will only engage persons with disabilities who are their own guardian and/or can consent to participate in the needs assessment process themselves.

MUJER will speak to victims/survivors who are receiving or have received services from their certified rape crisis center. The center serves more than 300 clients per year and each client is assigned a sexual violence data registry number (SVDR). MUJER will use this SVDR number to identify potential participants for the focus groups. In person recruiting will be the preferred method and use of phone calls is a possibility but only to clients that it knows can be contacted safely. Phone calls will be made only to clients that MUJER has an ongoing relationship with and current information indicating that such contact is safe. Client's interest will be gauged and if interested they will be invited to a focus group. They will have diverse group of current and former clients participating.

CVAC plans to recruit victims of domestic violence from their existing client list, including those who are still actively participating in groups and/or receiving services at the Center, and any new clients who are not currently involved in an abusive situation as stipulated in section D- Recruitment of Needs Assessment Plan. We believe working with this group will also offer useful information when planning for systemic change and improvement of access and services. CVAC serves more than 3,500 clients per year.

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Legal Aid will be engaging the Executive Director, Management and Supervisors and Direct Service Staff through the use of interview questions. The Executive Director has overall organizational oversight, a broad understanding of the community and the workings of the organization and has decision making authority over strategic planning. The Management and Supervisors have a broad understanding of the community, the workings of the organization and will be able to participate in decision making within the organization with the Executive Director. The Direct Service Staff also will have an understanding of the community.

Audience:

1. Persons with disabilities:

We believe that persons with disabilities are the experts of their own experiences and have the power to represent their own needs and expectations. As a result, it is imperative to ask them directly what their personal expectations are when receiving services so that we may make our agencies more comfortable, accessible and disability aware. Because the strategic plan will ultimately influence the way services and supports are provided, it is imperative that we ask the individuals who will be most impacted by our systems changes.

By engaging people with a cross-section of disabilities, we hope to gain information about the following:

- What makes a service provider accessible and comfortable for people with disabilities;
- What are the best methods of outreach to alert people with disabilities about accessible and disability-informed services;
- What are the best practices for serving people with disabilities (including staff behavior, knowledge and skills);

2. Victims/survivors of sexual assault:

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We believe that victims/survivors of sexual assault are the experts of their own experiences and have the power to represent their own needs and expectations. As a result, it is imperative to ask them directly what their personal expectations are when receiving services so that we may make our agencies safer and more trauma-informed. Because the strategic plan will ultimately influence the way services and supports are provided, it is imperative that we ask the individuals who will be most impacted by our systems changes.

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

- How organizations can communicate that they are a welcoming and safe place for victims/survivors to disclose or report their experiences of sexual assault;
- What makes service providers approachable, safe, and comfortable;
- What are the possible barriers to services;
- What are the best methods of outreach to alert victims/survivors of services;
- What is the importance and value of confidentiality as a safety tool;
- What are the best practices for serving victims/survivors (including staff behavior, knowledge and skills); and
- What impact does trauma have on someone's approach to seeking services?

3. Victims/survivors of domestic violence:

We believe that victims/survivors of domestic violence are the experts of their own experiences and have the power to represent their own needs and expectations, and will be able to tell us how to make the responses and services they get from staff of the Collaboration Partners more

welcoming, comfortable, and safe for victims/survivors of domestic violence. Because the strategic plan will ultimately influence the way services and supports are provided, it is critical that we ask the individuals who will be most impacted by our systems changes.

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

- How organizations can communicate that they are a welcoming and safe place for victims/survivors to disclose or report their experiences of domestic violence;
- What makes service providers approachable, safe, and comfortable;
- What are the possible barriers to services;
- What are the best methods of outreach to alert victims/survivors of services;
- What is the importance and value of confidentiality as a safety tool;
- What are the best practices for serving victims/survivors (including staff behavior, knowledge and skills); and
- What impact does trauma have on someone's approach to seeking services?

4. Legal Aid Staff:

Legal Aid will not be conducting focus groups with clients that are victim/survivors of domestic violence/sexual assault nor with persons with disabilities. They instead will be conducting interviews with staff. This will include an interview with the Executive Director to gain information about the current culture of Legal Aid at the intersection of abuse and disability, policies and procedures, level of commitment to increasing organizational capacity and effective ways to create change. Management and supervisors will be asked their perspectives on the ability of staff to respond to and provide services to victims who are persons with

disabilities, what existing policies assist in this effort and what they need to be better able to provide such services. Direct service staff will be to gain information on the current culture in the agency, their concerns and perspectives, trainings, policies and resources that currently exist and what they will need to assist victims/survivors at the intersection.

Audience Type	Number of Potential Groups/Participants per Group	From What Organization
Persons with Disabilities	2/ 6 to 10	DIG
Sexual Assault victims/survivors	2/ 6 to 10	MUJER
Domestic Violence victims/survivors	2/ 6 to 10	CVAC
Legal Aid Staff and Executive Director	11	Legal Aid

C. Focus Groups /Interview Procedure

1. Focus Groups and interviews will involve a moderated discussion using open-ended questions, unique for each audience, based on the goals of that particular group.
2. DIG will conduct two focus groups with persons with disabilities. DIG will identify an outside facilitator who is both expert in working with persons with disabilities and conducting focus groups. Those conducting focus groups and interviews will not be from the same agency as the focus group participants. MUJER and CVAC will each hold two focus groups. MUJER with sexual assault victims/survivors and CVAC with victims/survivors of domestic violence. We have chosen to use an outside facilitator, Dr. Maria Elena Villar who is an expert on issues of domestic

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violence and sexual assault in our community and has vast experience in conducting focus groups.

3. Each focus group will utilize a facilitator, a notetaker, a floater, and a counselor/advocate.
4. If an interview is requested instead of the focus group, there will be a facilitator and notetaker present. There will be a counselor available if needed.
5. Legal Aid will conduct interviews with 11 staff members including the Executive Director, 2 intake staff, 7 domestic violence attorneys/paralegals and 2 family law attorneys. The interviews will be conducted by Collaborative Partner Susan Rubio Rivera, the Executive, Director of MUJER. All management and staff will be assured that participation is optional and their decision whether or not to participate will not impact their employment.
6. A listing of local community resources will be available at all focus groups or interviews should any participant need information on where to obtain support.
7. At the beginning of each focus group, the following will be explained:
 - Passive consent and voluntary participation
 - The purpose of the focus group and that participants are being called upon as experts to assist us.
 - Confidentiality and exceptions to confidentiality, including mandatory reporting requirements.
8. For all focus groups, there will be the availability of an on-site counselor in case participants would like emotional support during or just following the focus group.

D. Roles of those Conducting Focus Groups and Interviews:

The following is a list of those conducting focus groups and interviews, and a description of each role. All participants filling these roles will

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participate in a brief training that includes; an overview of the grant and needs assessment process, the role and expectations, training on specific requirements of the role and how to manage special circumstances, safety, confidentiality, reporting requirements and accommodations.

Facilitator

1. The facilitator of the focus groups for persons with disabilities will be a professional that DIG will identify who is both expert in working with persons with disabilities and conducting focus groups.
2. MUJER and CVAC have chosen to use an outside facilitator, Dr. Maria Elena Villar who is both an expert in issues of domestic violence and sexual assault in our community. She has vast experience in conducting focus groups. MUJER and CVAC will each hold two focus groups.
3. Legal Aid will conduct interviews with the Executive Director, management staff and direct services staff using Collaborative Partner Susan Rubio Rivera. Ms. Rivera is an experienced facilitator with vast knowledge in nonprofits and domestic violence and sexual assault. She will conduct three groups of interviews.

The facilitator will:

- Will conduct focus groups at DIG, MUJER and CVAC and staff interviews at Legal Aid.
- Welcome participants and introduce the notetaker, and any other Collaboration Partners in the room.
- Make sure everyone is comfortable.
- Review general housekeeping details, and will address safety and confidentiality issues using the script created by the Collaboration, prior to getting into the pre-created questions and prompts.
- Be responsible for insuring that people feel the environment is comfortable and safe, and understand that they can leave at any time. For all focus groups the facilitator will be responsible for keeping track of time.

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Notetaker

The Collaboration's Project Director will be the notetaker at all focus groups and interviews, unless they are conducted in Spanish, and then a Spanish speaking staff member of a Collaboration Partner will assume the duty of note taking. The notetaker will:

- Objectively take notes of the discussions
- Not participate in the discussion and will sit in a part of the room that will be the least distracting for participants when possible.
- Document what is said without paraphrasing or identifying information and will document when emotions such as frustration, anger, or happiness are expressed. The notetaker may ask that something be repeated by raising her hand.
- Not link any information shared to specific participants.
- Be responsible for insuring that all written information and notes are kept in a safe and confidential place
- At the end of each focus group /interview, the notetaker will facilitate a debriefing session with the facilitator, jointly identifying themes, significant comments, and new information related to the goals of the needs assessment. If the counselor is interested in attending, she may also.

Floater (focus groups only)

The primary responsibilities of the floater is to assist with ensuring the facilitator and notetaker have what they need to conduct the meeting, and to attend to any comfort and safety requests of the participants.

The floater will:

- Assist room set-up and ensure that focus group participants feel safe and comfortable.
- If anyone wants to access the counselor or their own personal care attendant, the floater will escort them out of the room.

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- Assist with keeping track of time when not assisting the individual participants.

Counselor/advocate

A counselor/advocate will be available at all focus groups to provide emotional support either during or just after the group session. MUJER and CVAC will identify appropriate staff from their agencies to fill this role at their focus groups. The counselor/advocate will not participate in the focus groups. DIG will identify an appropriate counselor/advocate for the DIG focus groups. It will be someone with experience in working with victims/survivors of domestic violence/sexual assault. There will not be a counselor/advocate for Legal Aid interviews. The counselor/advocate will:

- Will meet with participants in a safe, separate, private, accessible space to insure confidentiality and safety.
- The disability counselor/advocate will have training in disability awareness and services and domestic violence/sexual assault.
- The MUJER and CVAC counselor/advocate will have training in trauma informed service and supporting victims/survivor domestic violence/sexual assault.
- All will have lists of local resources.

Recruitment Plan

Recruitment Methods

The following is an explanation of the method which we will use to recruit each group we will be engaging, as well as who will primarily act as the recruiter for each group.

Collaboration Partners, Susan Rubio Rivera (MUJER), and Ana Lorenzo-Vega (CVAC) will recruit domestic violence and sexual assault victims/survivors from their respective support groups and client lists by informing them of the work of the Collaboration and asking if anyone is interested in assisting us. This outreach will be done in person and will only be done by telephone calls if there is prior information that such contact is safe. Those who express interest will then become part of the focus group. Collaboration Partner Deborah Dietz from DIG will recruit persons with disabilities. We think that having people with whom the participants are comfortable will ensure that they are more at ease with a process that is unfamiliar. The recruiter will inform them of our need to hear their opinions and experiences. The Program Director will be informed of those individuals who are interested in participating. Participants for all focus groups will be recruited by individual face to face conversations or telephone calls. The recruitment materials will include an RSVP form (Appendix _____) that will list accommodation options, and invitees will be instructed to complete the form and return directly to the recruiter. We want to make sure that each potential participant is comfortable with what they're agreeing to do, so the recruiter will monitor the RSVP process carefully, and be prepared to provide clarity or additional information to anyone who requires it. All invitees will be assured that participation is optional and the decision whether or not to participate will not impact their service provision in any way. Legal Aid will interview the Executive Director, three management staff members and direct staff from its domestic violence unit, and intake unit.

All Collaborative Partners are mandated reporters under Florida law and this will be clearly communicated to all potential participants during the recruitment process.

Recruitment Process

The recruiter will follow the recruitment scripts developed by the Collaboration for the targeted audience. The recruiter will:

- Alert the invitee of the Collaboration Partners' mandated reporter status and what that means under Florida law
- Review the recruitment materials, including RSVP form and Frequently Asked Questions
- Inform participants that all focus groups will be recorded
- Discuss what compensation they will receive. Legal Aid staff will not receive compensation for participation in the interviews.
- Review date, time and location of the focus groups and if the participant requests a reminder, confirm what is the best way to contact that person so that there are not any safety concerns.
- Review accommodation options
- Confirm whether or not the individual is willing to participate
- Provide the invitee with an RSVP form and request that they complete the form while the recruiter is present. The recruiter will go through each section of the RSVP form, explaining what is needed and ensuring that the invitees understand what they are being asked
- Offer an individual interview for those who do not want to participate in a focus group. If the invitee prefers an individual interview, the recruiter will have a list of pre-selected date/time offerings. The recruiter will ensure that this date and time is listed on the RSVP form
- Answer any additional questions

The recruiters are to contact the Project Director by phone or email with the responses of invitees. The recruiters will submit the RSVP forms to the Project Director two business days prior to the focus group unless there is a request for an accommodation. If an accommodation is requested then they will notify the Project Director immediately and she will arrange for the accommodation.

Recruitment Tools

Recruiters will utilize the following tools during recruitment. For anyone needing assistance, the recruiter will read aloud all documents. However, given the safety risks inherent in sending recruitment materials home with people served, we will not allow any of the materials to leave the premises. We will ensure invitees have a clear understanding of expectations prior to their leaving the recruiter.

RSVP Form

All invitees will receive an RSVP form. The RSVP form will ask for the invitees initials only, if they want to participate in the needs assessment process, how they'd like to participate (focus group/optional interview), and what accommodations they need if any. Initials collected from the RSVP forms will be utilized to connect participants with their requested accommodations, if requested.

The Project Director will be the designated point person for keeping track of all RSVP responses and accommodation requests for all focus groups and interviews. The Project Director will destroy all RSVP forms within one day following the focus group. The recruiter and Project Director will be the only individuals to view the initials of participants. The participants' initials will in no way be linked to any information shared during the focus group/interview.

Frequently Asked Questions Sheet

The FAQ sheet will answer general questions about what the focus group/interview will entail. Participants will be informed that we will take back the FAQ sheet prior to their leaving and the reasons why.

Meeting Card Reminders

We recognize that some participants may want a meeting reminder. **We will provide a meeting reminder to those participants who request a written reminder.** The reminder will be the only written material that will leave with the participant who requests a written reminder. The card will be the size of a business card, and will only list the date and time of the meeting. There will be no phone number, meeting location, or information included on the reminder.

Recruitment Training

Focus group recruiters are Collaboration Partners or their staff. If a staff person will be recruiting, a formal training will be required. If training is required it will be conducted by the Collaboration Partner, will last no more than 30 minutes and will include the following topics.

Training will include:

- An overview of the grant and needs assessment process, including the goals of the needs assessment.
- Recruitment tools
- How to recruit a minimum/maximum number of participants for focus groups and keep track of the limited number of each group.
- The importance of providing a clear understanding of The Miami Inclusion Alliance and mandated reporter status, so they are able to make an informed decision about whether or not to participate
- What compensation is being provided and why and how they can chose to not take it home with them

Compensation

At the beginning of all focus groups /interviews, during the check-in process the facilitator will provide each participant with a \$25 TD Bank gift card to cover their time and travel to the focus group/interview. Individuals will be told during recruitment and at the beginning of each focus group/interview that a gift card will be provided to them and that if they prefer not to take it with them, for safety or other reasons, the Project Director will keep it for them until they are ready to use it. Individuals will also be told that they can discontinue their participation at any time during the focus group/interview, without losing their gift card.

The Project Director will count the number of participants and gift cards given out and keep a record for potential auditing requirements. The facilitator will sign off that this number is correct after each focus group/interview as a witness and to ensure accuracy.

Participants in Legal Aid interviews will not receive compensation.

Consent Process

We will use a Passive Consent Process for all groups and interviews because it provides for stricter confidentiality of participants; prevents a paper trail, and eliminates time spent on administrative matters in the session itself. Passive consent will be clearly outlined in the facilitator's opening remarks. Participants will be told they can leave or discontinue at any time. Once the remarks have been read, it will be assumed that all participants who choose to stay will be giving consent for their participation. Participants of focus groups and interviews are agreeing to:

- Participate in a focus group/interview
- Have their comments anonymously recorded electronically and in writing
- Have their comments anonymously used in the needs assessment report

- Have their comments anonymously used for developing the collaboration's strategic plan and implementation activities

Confidentiality Process

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

- Personally identifying information will only be collected during the RSVP process when participants will be asked their initials for the purpose of linking them with their requested accommodations and accounting for gift cards. Gift card information, which will be only the participant's initials, will be kept in a locked cabinet in the DIG office. The Project Director will keep a list of any individuals who request accommodations and their initials. This information will be brought to each focus group/interview as needed, and will be destroyed within one day following the focus group /interview.
- The number of participants who attend focus groups and interviews will be aggregated for the needs assessment report. No other RSVP information will be aggregated or shared.
- In focus groups and interviews, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants.
- The recruiters who receive the RSVP forms will keep the RSVP forms in a sealed envelope while they have them. Immediately after each recruiting session, the recruiter will contact the Project Director and arrange for the delivery of RSVP forms within two business days of the recruiting session.
- All RSVPs will be destroyed after each focus group/interview.
- There will be no adverse ramifications for services due to any information shared.
- Focus group participants will be asked to keep confidential any information discussed or shared during the focus group with anyone who did not participate in their specific group. Additionally,

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participants will be asked to not discuss what is said in the group with other group participants once the session is over. However, because we cannot ensure that participants preserve confidentiality, participants will also be encouraged to be mindful of what they share.

- The notetaker will not link personal identifying information to comments made during any focus group or interviews.
- The final needs assessment report will identify trends, barriers and strengths linked to what each organization and group as a whole stated during the needs assessment process in summary form. In order to make systemic changes at the collaborative organizations, it is imperative to identify strengths and needs to enrich the development of our strategic plan.
- Any information gathered through the needs assessment process will be kept by the Project Director in a locked cabinet and stored in a password-protected computer that can be accessed only by the Project Director and Project Administrator.
- The Project Director or designee will act as notetaker and will provide the Collaboration Partners with summaries of the focus groups and interviews. The focus groups and interviews will also be recorded. The notes and recording will be available to any Collaborative partner for review as they will be used in developing the findings report and/or the strategic plan.
- The report will not be shared with anyone outside of the Collaboration until it has been reviewed and approved by the Collaboration, the Vera Institute of Justice, and the Office on Violence Against Women. The Collaboration will determine who will see this information once it is approved, using our decision making process.
- All notes, records, and anything else recorded or in writing that is related to the needs assessment will be destroyed after the Strategic Plan has been approved by Office on Violence Against

Women and DIG, MUJER, CVAC, and Legal Aid have signed off on it.

Mandatory Reporting

In Florida, all Collaboration Partners are mandated reporters. During the development of our Collaboration Charter, and again during the Needs Assessment Plan development, we discussed mandated reporting and reached consensus on what it means. Focus group participants will be informed of the mandated reporting requirements in the FAQ sheet and in the facilitator's opening comments each session. The facilitator will also be prepared to interrupt a person who seems about to disclose to remind them of the mandatory reporting requirements.

Accessibility Considerations

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

- Accessible space will be used for all focus groups /interviews. Focus groups will take place in a space that is commonly used by the participants, so that they are already familiar with the surroundings.
- Reasonable accommodations will be provided to those participating. The RSVP form for focus groups will include a checklist of available accommodations. The Project Director will be responsible for overseeing requested accommodations.
- 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.
- All print materials and needs assessment tools will be developed using plain language and an accessible font type and size which generally means a font size larger than 14. Participants who employ Personal Care Aides (PCA) will not be permitted to have them in the

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room during the focus group. However, if a participant needs to have a PCA in the room, the Collaboration will access a PCA from another agency for the focus group. If a participant requires their PCA be on the premises, but not in the room, the Floater will escort participants requesting their PCA out of the room and to that individual, who will be permitted on the premises, outside of the focus group area.

Safety Considerations

Physical and psychological safety is a primary consideration of the Miami Inclusion Alliance. We understand that safety is defined differently for each individual. Every effort will be made to protect the safety of individuals participating in the needs assessment process. The Collaboration will also make every effort to develop tools and processes to maximize the safety of all involved.

During recruitment, and at the beginning of each focus group /interview, the following will be made clear to participants:

- Questions are intended to elicit information about the participants' experiences accessing services. This information will then be used by the Collaborative Partners to improve their services to victims/survivors who are persons with disabilities. Questions are not intended to gather personal experiences related to violence, abuse or neglect.
- If the discussion of services or service access brings up memories or intense feelings and/or if a participant appears likely to disclose, a counselor will be available at each focus group for victims/survivors and persons with disabilities to provide emotional support for anyone needing it either during the session or just following the session. A private, accessible space will be made available to insure confidentiality and safety. Before each focus group, participants will be told that the counselor is available, where

the counselor will be located, and that they can request an escort to the counselor.

- Lists of local resources will be made available to anyone requesting one.
- Anyone can discontinue at any time if they feel uncomfortable.
- No one has to answer any question that makes him or her feel uncomfortable.
- There will be no consequence to employment/services for anyone who chooses to participate or not participate in the needs assessment process.
- No personal identifying information will be linked to those participating in the group, other than to provide them with their requested accommodations and gift cards.
- We will offer optional individual interviews to anyone who would prefer to participate outside of a group setting.
- Anyone has the option for their gift card to be kept by the Project Director until they are ready to use it.
- We will be taking back all forms at the end of the recruitment process.
- We will take initials only of all participants on the RSVP form for the purpose of connecting individuals with their requested accommodations and the gift card log and it will not be linked to any individually identifying information.
- Any print materials and signage at focus groups/interview meeting sites will not list Miami Inclusion Alliance or use language regarding the intersection of domestic violence and/or sexual assault and disabilities.
- An individual's own Personal Care Aide (PCA) will not be permitted in the room during focus groups/interviews. However, we will make special accommodations for anyone requiring the assistance of a PCA.

- Sites selected for focus groups /interviews will be where people feel safe. The sites selected will be ones in which participants already have a routine, so their presence will not be out of the ordinary or bring attention.
- Additionally, we have taken special considerations when selecting the groups we will be engaging, including the following:
 - We are only recruiting people with disabilities who are their own guardians, so as not to create a situation where they would have to disclose to another their participation and potentially put them at risk.
 - DIG, MUJER and CVAC will not recruit anyone who we know to be currently in a dangerous situation.

Work Plan Outline

The Miami Inclusion Alliance has agreed to meet in person at least eight hours per month to complete the Work Plan. The partners began these meetings in January 2016. The partners also agreed to meet additional hours either in person, telephonically or by email as needed in addition to the agreed upon eight hours.

ACTIVITY	TIMEFRAME
New grantee orientation	Dec 2-3, 2015
Develop and submit Collaboration charter 1. The project received final approval and the removal of special conditions related to financial clearance was done on April 1, 2016. Prior to that approval, reduced hours were spent on the project per instructions from OVW. 2. Vera site visit took place Mar.30 and 31, 2016	Jan 1, 2016-Sept 15, 2016
Develop Focus memo	Sept. 16, 2016-Sept 30, 2016
Develop Needs Assessment Plan	Oct. 1, 2016- Jan 15, 2017
Conduct Needs Assessment	Jan 15, 2017- Mar 15, 2017
Develop Needs Assessment Report	Mar 15, 2017- April 15, 2017
Develop Strategic Plan 1. Anticipated technical assistance visit from Vera	April 15, 2017 – May 31, 2017
Implementation of Strategic Plan	June 1, 2017-Sept. 30, 2018

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Appendix

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Checklist for Recruitment Session

____ Script

____ FAQ Sheets

____ Community Resources

____ Envelopes for RSVPs

Training for Recruiters

Focus group recruiters are Collaboration Partners or their staff. If a staff person will be recruiting, a formal training will be required. If training is required it will be conducted by a Collaboration Partner, will last no more than 30 minutes and will include the following topics.

Training Script

1. An overview of the grant and needs assessment process.

The Miami Inclusion Alliance (MIA) is made up of four organizations located in Miami-Dade County, Florida. Disability Independence Group, Inc. (DIG) is a nonprofit disability rights legal advocacy center with a mission to expand opportunities for participation, education, employment and acceptance of persons with disabilities. Mujeres Unidas en Justicia, Educacion, y Reforma, Inc. (MUJER) is a certified sexual assault center that provides domestic violence and sexual assault education, direct response and support services. Miami-Dade County Community Action and Human Services Department, Coordinated Victim Assistance Center (CVAC) is a one-stop center that provides holistic and coordinated services to victims of domestic violence, sexual assault, dating violence, stalking and human trafficking Dade Legal Aid (Legal Aid) is a civil legal services provider with a dedicated domestic violence unit. This Collaboration applied for and received the Office on Violence Against Women grant funding in 2015, enabling the work of this Collaboration to commence. Our focus is to build capacity in each of our organizations enabling us to better serve persons with disabilities who are victims/survivors of domestic violence and/or sexual assault.

2. An Overview of the Focus Groups/interviews.

- Focus groups will have between 6 and 10 participants. Recruiters should allow for possible no shows by recruiting 10 participants for each group so that the minimum of 6 per group will be present. The sessions will last 90 minutes.

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- Recruiters of persons with disabilities, will only recruit persons that do not have legal guardians.
- We will use a Passive Consent Process for all groups and interviews because it provides for stricter confidentiality of participants; prevents a paper trail, and eliminates time spent on administrative matters in the session itself. Passive consent will be clearly outlined in the facilitator's opening remarks. Participants can leave or discontinue at any time. Once the remarks have been read, it will be assumed that all participants who choose to stay will be giving consent for their participation.
- The information learned during the focus groups/interviews will be used to develop a report and that report will be shared with the Collaboration's funder and technical assistance provider leading to a strategic plan for improvement of services for victims/survivors who are persons with disabilities.
- Compensation is being provided to all participants. It will be a \$25.00 TD Bank gift card. At the beginning of all focus groups /interviews, during the check-in process the facilitator will provide each participant with the gift card to cover their time and travel to the focus group/interview. Individuals will be told that if they prefer not to take it with them, the Project Director will keep it for them until they are ready to use it. Individuals can discontinue their participation at any time during the focus group/interview, without losing their gift card.

3. An Overview of Confidentiality

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

- Personally identifying information will only be collected during the RSVP process when participants will be asked their initials for the purpose of linking them with their requested accommodations and accounting for gift cards. Gift card information, which will be only the participant's initials, will be kept in a locked cabinet in the DIG office. The Project Director will keep a list of any

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individuals who request accommodations and their initials. This information will be brought to each focus group/interview as needed, and will be destroyed within one day following the focus group /interview.

- In focus groups and interviews, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants.
- The recruiters who receive the RSVP forms will keep the RSVP forms in a sealed envelope while they have them. Immediately after each recruiting session, the recruiter will contact the Project Director and arrange for the delivery of RSVP forms within two business days of the recruiting session.
- There will be no adverse effects on anyone's services due to any information shared.
- Focus group participants will be asked to keep confidential any information discussed or shared during the focus group with anyone who did not participate in their specific group. Additionally, participants will be asked to not discuss what is said in the group with other group participants once the session is over. However, because we cannot ensure that participants preserve confidentiality, participants will also be encouraged to be mindful of what they share.
- The notetaker will not link personal identifying information to comments made during any focus group or interviews.

4. An overview of Mandatory Reporting

In Florida, all Collaboration Partners are mandated reporters of abuse, neglect and exploitation of vulnerable adults and abuse, abandonment and neglect of children. A mandated reporter of child abuse is any person who knows, or has reasonable cause to suspect, that a child is abused abandoned or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare. A mandated reporter of abuse of a vulnerable adult is any person who knows, or has reasonable cause to suspect, that a vulnerable adult has been or

is being abused, neglected or exploited. A vulnerable adult is defined as a person over 18 years of age whose ability to perform the normal activities of daily living or to provide for his or her own care or protection is impaired due to mental, emotional, sensory, long term physical, or developmental disability or dysfunction, or brain damage or the infirmities of aging. Focus group participants will be informed of the mandated reporting requirements in the FAQ sheet and in the facilitator's opening comments each session. The facilitator will also be prepared to interrupt a person who seems about to disclose to remind them of the mandatory reporting requirements.

5. An overview of Accessibility Considerations

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

- Accessible space will be used for all focus groups /interviews. Focus groups will take place in a space that is commonly used by the participants, so that they are already familiar with the surroundings.
- Reasonable accommodations will be provided to those participating. There is an accommodation request form that you should use if a participant requests an accommodation. The form outlines accommodations available as well as special requests. The Project Director will be responsible for overseeing requested accommodations so if a participant request an accommodation fill out the form and submit to the project director with the recruitment information.

6. An overview of Safety Considerations

Physical and psychological safety is a primary consideration of the Miami Inclusion Alliance. We understand that safety is defined differently for each individual. Every effort will be made to protect the safety of individuals participating in a focus group/interview. During recruitment, and at the beginning of each focus group /interview, the following will be made clear to participants:

- Questions are intended to elicit information about the participants' experiences accessing services. This information will then be used by the Collaborative Partners to improve their services to victims/survivors who are persons with disabilities. Questions are not intended to gather personal experiences related to violence, abuse or neglect.
- If the discussion of services or service access brings up memories or intense feelings and/or if a participant appears likely to disclose, a counselor will be available at each focus group for victims/survivors and persons with disabilities to provide emotional support for anyone needing it either during the session or just following the session. A private, accessible space will be made available to insure confidentiality and safety. Before each focus group, participants will be told that the counselor is available, where the counselor will be located, and that they can request an escort to the counselor.
- Lists of local resources will be made available to anyone requesting one.
- Anyone can discontinue at any time if they feel uncomfortable.
- No one has to answer any question that makes him or her feel uncomfortable.
- There will be no consequences to anyone who chooses to participate or not participate.
- No personal identifying information will be linked to those participating in the group, other than initials to provide them with their requested accommodations and gift cards.
- We offer optional individual interviews to anyone who would prefer to participate outside of a group setting.
- Anyone has the option for their gift card to be kept by the Project Director until they are ready to use it.
- We will be taking back all forms at the end of the recruitment process.

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- We will take initials only of all participants on the RSVP form for the purpose of connecting individuals with their requested accommodations and the gift card log and it will not be linked to any individually identifying information.
- Any print materials and signage at focus groups/interview meeting sites will not list Miami Inclusion Alliance or use language regarding the intersection of domestic violence and/or sexual assault and disabilities.
- An individual's own Personal Care Aide (PCA) will not be permitted in the room during focus groups/interviews. However, we will make special accommodations for anyone requiring the assistance of a PCA.
- Sites selected for focus groups /interviews will be where people feel safe. The sites selected will be ones in which participants already have a routine, so their presence will not be out of the ordinary or bring attention.
- Additionally, we have taken special considerations when selecting the groups we will be engaging, including the following:
 - We are only recruiting people with disabilities who are their own guardians, so as not to create a situation where they would have to disclose to another their participation and potentially put them at risk.
 - DIG, MUJER and CVAC will not recruit anyone who we know to be currently in a dangerous situation.

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Recruitment Speech-Persons with Disabilities and Victims/Survivors

[Insert agency name] is part of a collaboration working to create more accessible, safe and welcoming responses and services.

The organizations which are part of this Collaboration are Disability Independence Group Inc. (DIG) a nonprofit that advocates and litigates on behalf of persons with disabilities, CVAC, MUJER and Legal Aid, all organizations that help people who have experienced domestic violence or sexual assault by providing services, protection, safe shelter, along with counseling and advocacy. We are asking many people to contribute to our learning for this project.

Can I tell you a little more about it to see if you are interested in participating? [If yes, continue]

1. Project Overview

The name of our Collaboration is the Miami Inclusion Alliance or MIA. We came together because of a three-year federal grant from the Office on Violence Against Women. The grant provides a unique opportunity for our organizations to develop a strong partnership that will work towards improving response and services for persons with disabilities.

In order to learn how to improve response and services, we will be conducting a Needs Assessment. We will be talking to staff from all partner agencies and also people who identify themselves as a:

- Victim/Survivor of domestic/sexual assault, or
- A person with a disability (ies)

We will write a report based on the information that we gather that will be shared with all of the agencies in our Collaboration as well as Vera, our technical assistance provider, and the Office on Violence Against Women, who provides

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our funding. We will use the report to develop a plan for how our organizations can work together to improve our response and services.

2. Invitation

A. For Victims/Survivors

I would like to invite you to be part of a focus group with other victims/survivors for the Needs Assessment. There will be about 6 to 10 people in the group and we will be asking about your thoughts for improving response and services for victims/survivors of domestic violence /sexual assault. We will only ask about your experiences as a victim/survivor with obtaining services. We will not be asking you to share any specific experience of domestic violence or sexual assault that you or someone you know has been through. If you would like to participate, but do not want to participate as part of a group, you have the option to request a one-on-one interview.

B. For Persons with Disabilities:

I would like to invite you to be part of a focus group with other people with disabilities for the Needs Assessment. There will be about 6 to 10 people in the group and we will be asking about your thoughts for improving services for persons with disabilities. We will only ask about your experiences, as a person with a disability with obtaining services. Although you or someone you know may have experienced domestic violence or sexual assault we will not be asking you to share these experiences. If you would like to participate, but do not want to participate as part of a group, you have the option to request a one-on-one interview.

(Do not ask whether the invitee has experienced domestic violence or sexual assault, but if the invitee discloses, ask if they are interested in resources/support.)

Depending on the circumstances, e.g. someone who has already received support and is currently safe, you may let them know there is an option to participate in an interview to provide their perspective.

C. Information About Groups:

Focus Groups: Will last 1½ hours. It is possible that you may know someone in the group.

Participating is completely up to you. There are no consequences to any services you receive whether you choose to participate or not.

You can change your mind at any time and decide not participate. Even if you go to the [focus group/interview] you can choose to leave at any time. You do not have to complete the [interview/focus group].

You can choose which questions you want to answer and which ones you do not want to answer.

You do not have to sign anything to participate. If you go to the [focus group/interview] and respond to the questions, we will assume that you are freely choosing to participate.

We will not connect anything you say to your name or to anything that would identify you. In our notes and in the report we would say something like “A victim/survivor or a person with a disability says...not using any names.

Focus Group: We will be digital/audio recording the focus group. The only reason we are digital/audio-recording is to make sure that we understand what everyone says accurately. The only people who will hear the recording will be people who are directly involved with putting together the report. This includes the Project Director, the person facilitating the focus group. The recording will be destroyed afterwards.

If you would prefer not to be digital/ audio-recorded, you can participate in a one-on one interview.

Interview: We will be digital/audio recording the interviews. The only reason we are digital/audio recording is to make sure that we get what everyone says accurately. The only people who will hear the recording will be people who are directly involved with putting together the report. This includes the Project Director, the person facilitating the focus group, possibly a professional transcriber, and possibly representatives from each of the organizations. The recording will be destroyed afterwards. If you would prefer not to be digital/audio recorded you can let me know.

All notes will be stored in a private, secure place and will be destroyed after we finish our strategic plan.

As I mentioned earlier, the Needs Assessment report will be seen by all our partner agencies, our technical assistance provider and our funder.

Staff at the focus groups and interviews may be mandated reporters. This means they may need to make a report to the Department of Children and Families protective service agency if you tell them that someone under 18 is being abused, abandoned or neglected or a vulnerable adult is being abused, neglected or exploited.

If you tell them that you are suicidal or have a plan to harm someone else, they may need to call 911.

Staff at the focus group/interview will not ask you any questions about personal experiences with violence and you are encouraged not to share these experiences in the focus group/interview. Our focus is on your experience with services, not on any incident itself.

There will be a counselor at the focus group/interview. Whether or not you have personal experience with domestic violence/sexual assault we know that the discussion may bring up feelings for you. You can speak to

the counselor any time during or right after the focus group/interview. The counselor will keep what you say confidential except for the exceptions that I just explained. A list of resources will also be available to all participants.

D. Confidentiality in Focus Groups:

We will ask all participants to not share anything that was shared by others in the group, but unfortunately cannot guarantee that everyone will keep what is said confidential.

If you have your own personal care assistant (PCA), they can bring you to the focus group, but they can't be in the room with you during the group. They can wait for you outside of the group and can be available for you at any time if you need help outside of the group. If you need a PCA during the group, we will provide an alternate PCA.

E. Safety:

If you would like written information about this project and Needs Assessment we can provide you with this information; however if you are uncomfortable, unsafe or have any concerns about people who live with you or who come to your home seeing the information, we suggest that you review the information here instead of taking it with you. (If the invitee expresses interest, give the FAQ Sheet to them.)

If you feel that being in the focus group will make you feel unsafe or uncomfortable, we suggest that you don't participate.

F. Gift Card:

To thank participants, we will be giving each participant a \$25 gift card.

G. Do you have any questions?

3. Confirming Interest to Participate

After hearing this information, would you be interested in participating?

If the invitee would like to think about it, let them know they can contact you if they decide they are interested.

If the invitee has questions that you cannot answer, let them know you can get the answer from the Project Director or have the Project Director contact them. Obtain information about the safest way to reach them.

4. RSVP

If the invitee is interested in participating, review the RSVP form with them. The invitee could fill out the form or you can fill out the form. If the invitee is not interested in participating, you do not need to fill out an RSVP form.

Key notes for RSVP form:

The invitee only needs to fill out their initials. This will help to protect the invitee's privacy.

The invitee should check-off either a focus group or an interview.

If the invitee answers yes to needing an accommodation then fill out the accommodation request form.

5. Conclusion

Would you like a reminder card with the date and time of your focus group/interview?

Thanks so much for your interest in participating. Remember, that participation is completely optional. You can change your mind at any time. If you do change

your mind, please contact _____ (insert name of recruiter) and let them know.

Recruitment Speech-Persons with Disabilities ID/DD

[Insert agency name] is part of a group working together to make our services more accessible, safe and welcoming.

The groups are Disability Independence Group Inc. a nonprofit that works with persons with disabilities, CVAC, MUJER and Legal Aid, all groups that help people who have experienced domestic violence or sexual assault by giving services, protection, safe shelter, counseling and advocacy. We are asking many people to contribute to our learning for this project.

Can I tell you a little more about it to see if you are interested in participating? [If yes, continue]

1. Project Overview

The name of our group is the Miami Inclusion Alliance or MIA. We came together because of a three-year federal grant from the Office on Violence Against Women. The grant provides a chance for our groups to develop a strong team that will work together to improve our services.

We want to learn from you what it is like for a person with a disability to get services in the community. Our goal is to make services welcoming, safe and accessible. Your answers and ideas will really help us do that. We will ask you what you think helps you when you get services.

We will write a report based on the information that we gather that will be shared with all of the agencies in our group as well as Vera, our technical assistance provider, and the Office on Violence Against Women, who provides our funding. We will use the report to develop a plan for how our organizations can work together to improve our response and services.

2. Invitation:

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I would like to invite you to be part of a focus group with other people with disabilities. A focus group is when people come together and answer questions. There will be about 6 to 10 people in the group and we want to learn what makes services you receive welcoming, safe and accessible. We want to learn from you what it is like for a person with a developmental disability to get services in our community.

We will only ask about your experiences, as a person with a disability with getting services. Although you or someone you know may have experienced domestic violence or sexual assault we will not be asking you to share these experiences. If you would like to participate, but do not want to participate as part of a group, you can have a one-on-one interview.

(Do not ask whether the invitee has experienced domestic violence or sexual assault, but if the invitee discloses, ask if they are interested in resources/support. Depending on the circumstances –e.g. someone who has already received support and is currently safe you may let them know there is an option to participate in an interview to provide their perspective.)

3. Information About Groups:

Focus Groups: Will last 1½ hours. It is possible that you may know someone in the group.

Being in the focus group is completely up to you. None of the services you receive now or will receive in the future will change because of your choice. Participating is completely up to you.

You can change your mind at any time and decide not participate. Even if you go to the [focus group/interview] you can choose to leave at any time. You do not have to finish the [interview/focus group].

You can choose which questions you want to answer and which ones you do not want to answer.

You do not have to sign anything to be in the group. If you come to the focus group/interview you are telling us that you agree to participate in the focus group/interview.

4. Confidentiality:

There will be someone taking notes on a computer and recording the meeting, but no one will record your name. Your name will not be connected to anything you say. Only the project staff will see the notes or listen to the recordings. After the project is finished, we will throw away all of the recordings and tear up all the notes. We will make it very clear to everyone in the focus group that it is important to respect people's privacy.

All notes will be stored in a private, safe place and will be torn up after we finish our strategic plan.

As I said earlier, the needs assessment report will only be seen by partners, our technical assistance provider and our funder.

Staff at the focus groups and interviews may be mandated reporters. This means they may need to make a report to the Department of Children and Families protective service agency if you tell them that someone under 18 is being abused, abandoned or neglected or a vulnerable adult is being abused, neglected or exploited.

If you tell them that you are thinking of hurting yourself or someone else, they may need to call 911.

Staff at the focus group/interview will not ask you any questions about your own experiences with violence and you are encouraged not to share these experiences in the focus group/interview. Our focus is on your experience with trying to get help and services in the community.

If you want to talk to someone for support or for any reason during or after the group, there will be a counselor whom you can talk to in a private area.

If you have your own personal care assistant (PCA), they can bring you to the focus group, but they can't be in the room with you during the group. They can wait for you outside of the group and can be available for you at any time if you need help outside of the group. If you need a personal care assistant during the group, we will provide another PCA.

5. Safety:

If you would like written information about this project and needs assessment we can give you with this information; however if you are uncomfortable, unsafe or have any concerns about people who live with you or who come to your home seeing the information, we suggest that you look at the information here instead of taking it with you. (If the invitee expresses interest, give the FAQ's Sheet to them.)

If you feel that being in the focus group will make you feel unsafe or uncomfortable, we suggest that you don't participate.

6. Gift Cards:

To thank you, we will be giving each participant a \$25 gift card.

7. Do you have any questions?

8. Confirming Interest to Participate

After hearing this information, would you be interested in participating?

(If the invitee would like to think about it, let them know they can contact you if they decide they are interested.)

(If the invitee has questions that you cannot answer, let them know you can get the answer from the Project Director or have the Project Director contact them. Obtain information about the safest way to reach them.)

9. RSVP

If the invitee is interested in participating review the RSVP form with them. The invitee could fill out the form or you can fill out the form. If the invitee is not interested in participating, you do not need to fill out an RSVP form.

Key notes for RSVP form:

The invitee only needs to fill out their initials. This will help to protect the invitee's privacy.

The invitee should check-off either a focus group or an interview.

If the invitee answers yes to needing an accommodation then fill out the accommodation request form.

10. Conclusion

Would you like a reminder card with the date and time of your focus group/interview?

Thanks so much for your interest in being in the group. Remember, that participation is completely up to you. You can change your mind at any time. If you do change your mind, please contact_____ (insert name of recruiter) and let them know.

Frequently Asked Questions

Q: Why did the Miami Inclusion Alliance decide to do this work?

A: People with disabilities experience abuse more often than people who don't have a disability. The four agencies, DIG, MUJER, CVAC and Legal Aid, believe there are better ways we can help people with disabilities who are victims/survivors of abuse. We decided to work together to make a plan to support victims/survivors with disabilities.

Q: How will my comments change anything?

A: Miami Inclusion Alliance knows that you are the expert of your life and your experiences and you can provide us with what we need to know about your experience as a person with a disability or a victim/survivor of abuse. No one would ask a doctor how to change a car engine, right? Of course not, you would ask an expert in that field. You are the expert with the information we need. You can tell us what works and what doesn't work for you, where you feel comfortable and safe and where you feel listened to and heard.

Q: Will what I say be shared with others?

A: Your thoughts and suggestions will be shared in a report, but no one will know who shared them. We will keep your answers as confidential as possible. We will only use your initials and not your name. We will not tell anyone that you participated in the groups. Once we are finished all the notes and recordings will be destroyed.

Q: Will anyone find out what I talked about in the group?

A: NO, the information you provide will not contain your name. The only information we will ask you for is your initials. Your comments will be used and valued, but they will never be connected with your name. We ask everyone who participates to not talk about what is discussed in the group.

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Q: What is a mandated reporter?

A: You will not be asked to share stories about your own experience of violence or abuse or stories about someone you know who may have been abused. There will be people in the room that may have to report abuse if you tell a story about abuse that is happening to you. This is called mandatory reporting. In Florida, all Collaboration Partners are mandated reporters of abuse, neglect and exploitation of vulnerable adults and abuse, abandonment and neglect of children. A mandated reporter of child abuse is any person who knows, or has reasonable cause to suspect, that a child is abused abandoned or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare. A mandated reporter of abuse of a vulnerable adult is any person who knows, or has reasonable cause to suspect, that a vulnerable adult has been or is being abused, neglected or exploited. A vulnerable adult is defined as a person over 18 years of age whose ability to perform the normal activities of daily living or to provide for his or her own care or protection is impaired due to mental, emotional, sensory, long term physical, or developmental disability or dysfunction, or brain damage or the infirmities of aging. If a person believes a child or vulnerable adult is being abused, abandoned or neglected or exploited they must report that abuse to the Department of Children and Families. All the agencies in the Miami Inclusion Alliance and their staff are mandated reporters. What this means is, if someone tells us that they are currently being abused or hurt, we must report it right away.

Q: Do I need to sign a consent form to participate?

A: NO. We do not want to create any paperwork which would require your name. Therefore, we will consider your being in in the group as your consent.

Q: Do I need to answer every question that is asked?

A: NO. You do not need to answer any question that you are not comfortable answering.

Q: Why is the Focus Group being Electronically Recorded?

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A: The session is being electronically recorded so that we can make sure that we are writing everything down correctly. The recording will only be used to make sure we wrote the answers down correctly and then it will be destroyed.

RSVP Form

Please complete this form and return it to the person who recruited you. All information you provide is confidential.

Initials: _____

Please check one of the following:

☐ I wish to participate in a focus group

DATE _____ TIME _____

☐ I wish to participate in a one-on-one interview

Date _____ Time _____

☐ I do not wish to participate

Meeting reminder options:

☐ I would like a meeting reminder card.

☐ I would like a meeting reminder from the person who recruited me.

Best way to contact me (phone/email): _____

It is safe to leave a message: ☐ YES ☐ NO

Do you need any accommodations? ☐ YES* ☐ NO

*If yes, please fill out the accommodations request form

Accommodations Request Form

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

Check all that apply for you.

Accommodations:

- ☐ American Sign Language (ASL) Interpreter
- ☐ Assistive listening device
- ☐ Large print
- ☐ Braille
- ☐ PCA (If you need a PCA in the room during the focus group, the Collaboration will provide you with one at no charge)
- ☐ Other
Please explain: _____
- ☐ Other considerations or information that would be helpful for focus group facilitator

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Reminder Cards

<p>Meeting Reminder</p> <p>Date: _____</p> <p>Time: _____</p>	<p>Meeting Reminder</p> <p>Date: _____</p> <p>Time: _____</p>
<p>Meeting Reminder</p> <p>Date: _____</p> <p>Time: _____</p>	<p>Meeting Reminder</p> <p>Date: _____</p> <p>Time: _____</p>

Checklist for Focus Groups

____ Opening Remarks

____ Questions

____ Community Resources List

____ FAQ sheets

____ Gift Card Tracker Form

____ Gift Card Disbursement Log

____ Digital Recorder

____ Copies of questions for Notetaker

Gift Card Tracker Form

Date ____/____/____

Time _____AM/PM

Location _____

Facilitator _____

Number of Cards to Start	Number of Participants	Number of Cards at End

Participants who did not want to take their card:

Initials	Instructions for retention of card

Facilitator Signature _____

Date ____/____/____

Project Director Signature _____

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Gift Card Disbursement Log

Date Card Dispersed	Card Face Amount	Recipient's Initials	Gift Card Certificate Number

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Facilitator Script for Victims/Survivors of DV/SA and Persons with Disabilities Focus Group

1. Introduction:

Welcome the group and thank them for participating in this focus group for [insert group]

Introduce self and role facilitating conversation.

Facilitator covers basic housekeeping (e.g. location of bathrooms, temperature of room etc.).

2. Overview:

I'd like to start by reviewing who we are and why we're here today. Disability Independence Group Inc., CVAC, MUJER and Legal Aid are working together to improve how we respond to and serve victims/survivors of domestic violence and sexual assault who are persons with disabilities.

In order to know how to do this we are talking to victims/survivors of domestic violence/sexual assault and persons with disabilities. Your input will help us make our services safer, more welcoming and more accessible to victim/survivors with disabilities.

- For Victims/Survivors: The focus of our conversation will be to learn from you the best ways for us to respond to disclosures of domestic violence/sexual assault and how to make services more comfortable and safe for victims/ survivors.

We will be talking to you about what has been helpful and what can be improved in these areas.

We will not be discussing your or anyone else's experience with domestic violence/sexual assault or any other form of violence/abuse during the focus group. Please do not share yours or anyone else's experiences with domestic violence/sexual assault during the focus group. If you need to

discuss your personal experiences, you will be able to access an onsite counselor/advocate.

- For Persons with Disabilities: The focus of our conversation will be to learn from you how to make services accessible and welcoming to persons with disabilities. We will be talking to you about what has been helpful and what can be improved in these areas.

Given the statistics of domestic violence/sexual assault in the US we know that there may be people here who have experienced domestic violence/sexual assault or know someone who has. We will not be discussing your or anyone else's experience with domestic violence/sexual assault or any other form of violence/abuse during the focus group.

We will not be discussing your or anyone else's experience with domestic violence/sexual assault or any other form of violence/abuse during the focus group. Please do not share yours or anyone else's experiences with domestic violence/sexual assault during the focus group. If you need to discuss your personal experiences, you will be able to access an onsite counselor/advocate.

3. Introduction of Other Staff in Focus Group:

Note Taker

This is [insert name]. [Insert name] will be taking notes and recording what is said during the group discussion.

[Insert name] will not write down any names or identifying information in the notes.

The notes from all the groups will be used to write a report that will be used to help our organizations develop a plan for improving services. This report will be seen by people within our organizations, our technical assistance provider who will assist us with writing the report, and our funder.

Again, your names will not be mentioned in the report or any other written material. Instead, we might write something like "[Victim/Survivor/Person

with disabilities] said ...” Even if we quote something you say, we will not include your name or any other details that would enable the reader to identify you.

We will also be digital/audio recording the discussion. This will ensure that we write down what you say accurately. Only people directly involved in writing the report will hear the audio recording. If you have something specific to say that you do not want recorded please let us know and we can turn the audio recorder off for that moment.

Counselor

This is [insert name]. They are a counselor. Even though we are not talking about any incidents of domestic violence or sexual violence, talking about how responsive or unresponsive services are can bring up feelings. The counselor is here for any of you who would like to talk during or after the group today. [Insert name] will be sitting in [insert location].

Please feel free to leave the discussion to speak with her or take a break to take care of yourself if you need it. We will also have a list of local resources available for you.

Floater

This is [insert name]. They will be helping out in different ways during our discussion. Don’t hesitate to ask [insert name] if you need any assistance like adjusting the temperature in the room, showing you where the counselor is etc.

4. Confidentiality

We will not talk about the names of the people who are here or connect anything you say to your name.

We also ask that all of you keep the identity of every one present and everything that is said here confidential. We want everyone to feel free to share their ideas and comments. We acknowledge that although we are asking all of you to keep everything confidential, that we are not able to enforce this, so please keep this in mind when sharing.

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If you talk to the counselor she will not tell anyone else, including [name of note taker] and myself what you talked about.

There are a couple of exceptions though. In order to keep you and others safe, we may have to break confidentiality and tell someone else if you tell us that you are being abused, neglected or exploited. We may also have to break confidentiality if we learn that someone under 18 is being abused, abandoned or neglected. We will talk to you first before talking to others.

5. Consent

If at any time you don't wish to continue, you may leave the discussion. There are no consequences to choosing not to participate. You will be able to keep your gift card regardless of whether you finish the discussion. We will assume that if you are staying that you are freely agreeing to participate.

6. Questions

I'll be asking you some questions which will help guide the conversation. Again, there are no right or wrong answers.

I won't be calling on people, and you may choose to answer or not answer any particular question. I'll be sure to pause in between each question to make sure that anyone who wants to speak has a chance. I ask that you respect what each person has to say even though you might not agree with it. I also ask that you allow a person to finish speaking before you speak and take turns, keeping in mind the amount of time you speak, so that everyone who would like to speak gets the opportunity.

Does anyone have any questions before we begin?

7. Concluding Statement

Thank you so much for your time today and for answering these questions. Your responses will help us improve response and services to victims/survivors with disabilities. If you would like any additional information, please ask one of us before you leave today and we will be glad to help.

Facilitator Script for Persons with Disabilities ID/DD Focus Group

Although we won't be hosting a focus group specifically for people with ID/DD, we have developed these questions for the Facilitator in case a person with ID/DD is participating in the group of Persons with Disabilities and seems to be having a difficult time comprehending the questions.

1. Introduction:

Welcome the group and thank them for participating in this focus group for [insert group]

Introduce self and role facilitating conversation.

Facilitator covers basic housekeeping (e.g. location of bathrooms, temperature of room etc.).

2. Overview:

I'd like to start by telling you who we are why we are here today. Disability Independence Group Inc., CVAC, MUJER and Legal Aid are working together to help persons with disabilities who are victims/survivors of domestic violence or sexual assault. In order to know how to do this we are talking to victims/survivors of domestic violence/sexual assault and persons with disabilities, and the leadership and staff of Legal Aid. Your input will help us make our services safer, more welcoming and more accessible to victim/survivors with disabilities.

We are here today to find out from you what you think about services you have gotten in your community. We want to know what is helpful and not helpful for you when you seek services. We are asking you these questions so we can learn what we can do better to help the people we serve. We will use the information you give us to create a plan for how to make our services better.

We know that there may be people here who have experienced domestic violence/sexual assault or know someone who has. We will not be discussing

your or anyone else's experience with domestic violence/sexual assault or any other form of violence/abuse during the focus group.

Please do not share yours or anyone else's experiences or stories with violence/abuse during the focus group.

If you need to discuss your personal experiences, you will be able to access an onsite counselor/advocate.

3. Introduction of Other Staff in Focus Group:

Note Taker

This is [insert name]. [Insert name] will be taking notes and recording what is said during the group discussion.

[Insert name] will not write down any names in the notes.

The notes from all the groups will be used to write a report that will be used to help our groups develop a plan for better services. This report will be seen by people within our organizations, our technical assistance provider who will assist us with writing the report, and our funder.

Again, your names will not be mentioned in the report.

We will also be digital/audio recording the discussion. This will help write down what you say accurately. Only people directly involved in writing the report will hear the audio recording. If you have something to say that you do not want recorded please let us know and we can turn the digital/ audio recorder off for that moment.

Counselor

This is [insert name]. [Insert name] is a counselor. Even though we are not talking about anything that happened to you that was an incident of domestic violence or sexual violence, talking about how easy or hard it is to get services are can bring up feelings. The counselor is here for any of you who would like to talk during or after the group today. [Insert name] will be sitting in [insert location].

Please feel free to leave the group to speak with her or take a break to take care of yourself if you need it. We will also have a list of local places that can help you available.

Floater

This is [insert name]. [Insert name] will be helping out in different ways during our discussion. Don't hesitate to ask [insert name] if you need any assistance like adjusting the temperature in the room, showing you where the counselor is etc.

4. Confidentiality

I want to go over some important information about confidentiality. If you have any questions please ask me. We will not talk about the names of the people who are here or connect anything you say to your name.

We also ask that all of you to not share the names of anyone here or what they say. We want everyone to feel free to share their ideas and comments. We will do our best to keep everything said here confidential. We need to respect each other's privacy. You must not talk about anything that other people said in this group after you leave.

We will be preparing a final report of all the groups we are doing. This report will have no names in it and will be sent to our funders and the groups that are here. The services you receive will not change because of anything said in the group.

If you talk to the counselor she will not tell anyone else, including [name of note taker] and myself what you talked about.

There are a couple of reasons we might have to tell someone. In order to keep you and others safe, we may have to break confidentiality and tell someone else if you tell us that you are being abused, neglected or exploited. We may also have to break confidentiality if we learn that someone under 18 is being abused, abandoned or neglected. We will talk to you first before talking to others.

5. Consent

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Remember, you can leave at any time if you change your mind or for any other reasons. There are no consequences if you choose to leave. You will be able to keep your gift card regardless of whether you finish the group. We will assume that if you are staying that you are freely agreeing to participate.

6. Questions

I'll be asking you some questions. Again, there are no right or wrong answers.

I won't be calling on people, and you may choose to answer or not answer any question. I'll be sure to pause in between each question to make sure that anyone who wants to speak has a chance. I ask that you respect what each person has to say even though you might not agree with it. Please do not interrupt other people before they finish talking. Take turns and let everybody talk who wants to talk.

If, you agree with these things, please tell me or show me you understand by either nodding your head, giving me a thumbs up, or telling me some other way that you agree to this.

Does anyone have any questions before we start?

7. Concluding Statement

Thank you so much for helping us. Thank you for answering our questions and sharing your opinions and ideas. If you would like any additional information, please ask one of us before you leave today and we will be glad to help.

Focus Group Questions for Persons with Disabilities

Hello and welcome. My name is _____, and I will be running the group and asking you a few questions today. The purpose of our group today is to find out from you what you think is helpful or not helpful when you are trying to get services in our community. There are no right or wrong answers. You can answer questions about any service you have received in the community and not just services from DIG. I am not going to call on people. You can choose to answer or not answer any question. I will wait after each question to make sure that anyone who wants to speak has a turn.

I'd now like to ask you to think about a place in your community where you feel comfortable, and that you can trust the staff that works there. For example: things staff does that make it easy for you to share what you need, to help with accommodations you need, help with any problems you may face, is easy for you to go there and easy for you to share personal information. I'm going to ask you some questions to find out what organizations and their staff can do to help you feel comfortable, and trust the organization, and I want you think about this place when answering these questions.

1. First, please think about the people who work there. What do they do to make you feel comfortable?
 - Do they know what they are doing? If so, how do you know?
 - Now think about the building. What about the building do you like?
 - Is it easy to get around? If yes, what makes it easy to get around?
 - Is it easy to find what you are looking for? If yes, what makes it easy?
 - Is there anything else that makes you feel comfortable about that place?

Now, I'd like to ask you to think about a place in your community that makes you feel uncomfortable, and that you cannot trust the staff that works there. For example: things that staff do that make it difficult for you to share your unique needs, accommodation requests, any challenges you may face, the physical space, or personal information.

2. First, please think about the people who work there. Do the people that work there do something that makes you uncomfortable, and that you cannot trust them?

- What do they do to make you feel uncomfortable?
- Now think about the building. Is there something about the building or place that you don't like?
 - Is it hard to get around? If yes, what makes it hard to get around?
 - Is it hard to find what you are looking for? If yes, what makes it hard?
 - Is there anything else that makes you feel uncomfortable, or that you cannot trust about this place?

I now would like to ask you some questions about getting help. We all need help sometimes, but it can be hard to ask for help from others. For these questions, please think about the last time you needed help from someone such as: someone, such as help calling someone or reading papers or getting somewhere?

3. What made it easy for you to ask for the help you needed?

- Did that person ask if you needed help?
- Do you like it when people ask if you need help?

- Is there anything else that these people do that makes it easy to ask for help if you want it?
4. When you go somewhere in the community for services and people don't understand you and your disability, what is that like?
- What happens?
 - How do you know they do not understand you?
 - How do you know they don't understand your disability?
 - What didn't you like about what the person did to help?
5. What would you like people in the community to know about how to best support you?
- What would be the most important thing you would teach them?
6. How you find out about services you might need in our community such as how did you find your doctor?
- Where are some places that you think it would be good to share information with people with disabilities on services that are available to them? (Prompts: Church Bulletin? Library? Stores? Internet?)
 - Who, if anyone, helps you find this information (Prompts: staff, friend, family, co-worker, counselor, case manager, or someone else)?

Sometimes, agencies do things that make it difficult for people to get the information they need about services that are available to them.

7. What kinds of things do agencies do that make it difficult for you to get information?

- What about accommodations? Accessibility? Materials in different formats?
- What would help you get the information that you need?

Focus Group Questions for Sexual Assault

We are going to be asking you some questions today, to help gain your insights as survivors of sexual violence. We kindly ask, that when answering these questions, please think about these questions through the lens of being a survivor of sexual violence. You can answer in terms of any service you have received in our community as a victim/survivor of sexual assault and don't have to limit your responses to your experience with the agency that recruited you to come today. We recognize and appreciate that you all have varied and dynamic experiences , but as much as possible during our limited time together today, please try and focus on the unique lens of being a survivor of sexual violence only.

1. I'd like to begin by asking you to think about what agencies or service providers do, to help make your experience positive when accessing services?
 - What about the physical space/location was positive?
 - What about the staff behavior, competency, and knowledge were positive?
 - What about confidentiality?
 - What about privacy?
 - What about the overall atmosphere, comfort level, and approachability was positive?
 - What about materials/resources?
2. On the other hand, what has an agency or service provider done that contributed to making any part of your experience with them a negative one?

- What about the physical space/location was negative?
- What about the staff behavior, competency, and knowledge were negative?
- What about confidentiality?
- What about privacy?
- What about the overall atmosphere, comfort level, and approachability were negative?
- What about materials/resources?

We'd now like to spend some time, gathering your insights on the concept of safety and comfort, as they are often important considerations for survivors of sexual violence when accessing services, and disclosing their experiences of sexual violence. We want to explore with you what organizations and service providers do, or don't do to help you to feel safe and comfortable disclosing your experiences of sexual violence, or contrarily, unsafe or inhibited in disclosing your experiences of sexual violence.

3. What have organizations, or service providers done that have helped you to feel comfortable disclosing or talking about your experience of sexual violence?
 - What made you feel as if you could trust the organization or service providers enough to disclose?
 - What made you feel comfortable in sharing your experience of sexual violence within the organization?
4. What have organizations, or service providers done that have made you feel unsafe?

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- What did they do that prevented you from trusting them or having confidence in them?
- What made you feel uncomfortable, and that you could not share your experience of sexual violence with the organization?

For the next series of questions, I'd like to focus on gaining your insights on the concept of confidentiality, for survivors of sexual violence when accessing services, and disclosing their experiences of sexual violence. We want to explore what confidentiality means to you, and how organizations can consider their practices of confidentiality when serving survivors of sexual violence.

5. To begin, what does confidentiality mean to you?

- How important is confidentiality when you're seeking or receiving services?
- In what instances would it be okay to share identifying information and the details of your experience of sexual violence with other organizations?
 - After signing a one-time release of information as part of an intake process, allowing the organization to release your information to anyone they deem necessary.
 - Or do you prefer to be asked prior to each time your information is going to be released, providing you with a choice as to whom you want the information released to?
 - Or, are you fine with an organization sharing your information any time?

6. Next I would like to ask how you learned about services available to survivors of sexual violence.

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- Where are good places to distribute or provide information about the services available? (For example: Yellow pages online or hard copy, church/temple bulletins, library, retail stores, Internet search?)
- In your opinion, which of these ways would be the best choice when reaching out to survivors of sexual violence to let them know of services available to them?

Focus Group Questions for Domestic Violence

We are going to be asking you some questions today, to help gain your insights as survivors of domestic violence. We kindly ask, that when answering these questions, please think about these questions through the lens of being a survivor of domestic violence. You can answer the questions in terms of any service you have received in our community as a victim/survivor of domestic violence, and don't have to limit your responses to your experience with the agency that recruited you to be here today. We recognize and appreciate that you all have varied and dynamic experiences, but as much as possible during our limited time together today, please try and focus on the unique lens of being a survivor of domestic violence only.

1. I'd like to ask you to think about what agencies or service provides do, to help make your experience positive when accessing services?
 - What about the physical space/location was positive?
 - What about the staff behavior, competency, and knowledge were positive?
 - What about safety?
 - What about confidentiality?
 - What about privacy?
 - What about the overall atmosphere, comfort level, and approachability was positive?
 - What about materials/resources?

2. On the other hand, what has an agency or service provider done that contributed to making any part of your experience with them a negative one?

- What about the physical space/location was negative?
- What about the staff behavior, competency, and knowledge were negative?
- What about safety?
- What about confidentiality?
- What about privacy?
- What about the overall atmosphere, comfort level, and approachability were negative?
- What about materials/resources?

We'd now like to spend some time, gathering your insights on the concept of safety and comfort, as they are often important considerations for survivors of domestic violence when accessing services, and disclosing their experiences of domestic violence. We want to explore with you what organizations and service providers do, or don't do to help you to feel safe and comfortable disclosing your experiences of domestic violence, or contrarily, unsafe or inhibited in disclosing your experiences of domestic violence.

3. What have organizations, or service providers done that have helped you to feel comfortable disclosing or talking about your experience of domestic violence?

- What made you feel as if you could trust the organization or service providers enough to disclose?

- What made you feel comfortable in sharing your experience of domestic violence within the organization?
4. What have organizations, or service providers done that have made you feel unsafe?
- What did they do that prevented you from trusting them or having confidence in them?
 - What made you feel as if you could not share your experience of domestic violence with the organization?

For the next series of questions, I'd like to focus on gaining your insights on the concept of confidentiality, for survivors of domestic violence when accessing services, and disclosing their experiences of domestic violence. We want to explore what confidentiality means to you, and how organizations can consider their practices of confidentiality when serving survivors of domestic violence.

5. To begin, what does confidentiality mean to you?
- How important is confidentiality when you're seeking or receiving services?
 - In what instances would it be okay to share identifying information and the details of your experience of domestic violence with other organizations?
 - After signing a one-time release of information as part of an intake process, allowing the organization to release your information to anyone they deem necessary?
 - Or do you prefer to be asked prior to each time your information is going to be released, providing you with a choice as to whom you want the information released to?

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- Or, are you fine with an organization sharing your information any time?

6. I'd like to also you about how you learned about services available to survivors of domestic violence?

- Where are good places to distribute or provide information about the services available? (For example: Yellow pages online or hard copy, church/temple bulletins, library, retail stores, Internet search?)
- In your opinion, which of these ways would be the best choice when reaching out to survivors to let them know of services available to them?

Interview Questions for Executive Director

Good morning / Good afternoon. Thanks for being a part of this interview. Your feedback and opinions are very important to our collaboration.

I'm _____ and I'm here with Miami Inclusion Alliance (MIA) to facilitate our interview today.

I'd like to give you a brief overview of Miami Inclusion Alliance or MIA and put this interview into context.

MIA is a collaborative group comprised of four community based organizations: DIG, MUJER, CVAC and Legal Aid.

The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to community members who are victims/survivors of domestic violence and sexual assault who are persons with disabilities.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for persons with disabilities who have experienced domestic violence/sexual assault.

We are currently in our planning and development stage of the project and are working on our Needs Assessment Plan. This Needs Assessment Plan will engage survivors of domestic violence/sexual assault and persons with disabilities through focus groups and Legal Aid management and staff through interviews like this one so we can better understand our organizations and improve service delivery.

Do you have any questions about and our purpose here today?

[Allow time for questions and answers]

Before we get started, we have a few important points to make about confidentiality:

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- Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others organizations.
- We kindly ask that when responding to these questions, please think about your own role and responsibility within your organization. Speak to any experience where your programs or staff may have worked with someone with a disability. Additionally, please think about any hypothetical situations where you, your programs, or staff may work with an individual with a disability.
- The MIA project is working across the spectrum of disabilities. This means that we are looking at people with different types of disabilities, such as people with sensory disabilities like vision and hearing, people with cognitive or intellectual disabilities like down syndrome or autism spectrum disorders, people with physical disabilities like people that use wheelchairs, or people with mental health issues or PTSD.
- I now have some questions I would like to ask you about Legal Aid and the services you provide, as they relate to serving persons with disabilities.

Before we get started with our discussion, I'd like to review some guidelines.

- Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual you serve, please do not say that person's name when describing it.
- While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.
- Are there any guidelines that you would like to add or any questions you might have?

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[Allow time for participant to provide input]

I'd like to start, by asking you about what challenges your organization faces in serving persons with disabilities.

1. Are there any policies and procedures that impact your organization's ability to serve this population?

- Are there any formal mechanisms in place for staff to determine if someone needs an accommodation?
- Is there anything regarding your organization's culture that creates challenges to serving people at the intersection, such as stigma or assumptions?
 - What are some changes that you think should be made to meet any of the challenges you've listed so far to give your organization more support in responding and providing services to persons with disabilities.
 - What barriers do you foresee to making those changes?

2. How does change happen at your organization?

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

3. In a time of limited resources, in what ways do you think your organization is able to support systems change to better serve persons with disabilities?

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- Funding or other resources?
 - Policies and procedures?
 - Organizational structure?
 - Accommodations?
4. To what degree do you think this collaboration aligns with Legal Aid’s vision and strategic goals?
5. How familiar is Legal Aid with the issue of domestic violence/sexual assault with persons with disabilities.
- How well do the organization’s policies address this issue?
 - How well is domestic violence/sexual assault of persons with disabilities prioritized within the organization?
- Is there anything about the organization’s culture that could create a barrier to persons with disabilities who are also victims?
6. Do you have any additional comments and/or feedback?

Interview Questions for Management

Good morning / Good afternoon. Thanks for being a part of this group. Your feedback and opinions are very important to our collaboration.

I'm ____ and I'm here with the Miami Inclusion Alliance (MIA) to facilitate our group today.

I'd like to give you a brief overview of the Miami Inclusion Alliance or MIA and put this focus group into context.

MIA is a collaborative group comprised of four community based organizations: DIG, MUJER, CVAC, and Legal Aid.

The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to community members who are persons with disabilities and are victims/survivors of domestic violence /sexual assault.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for persons with disabilities that have experienced domestic violence /sexual assault.

We are currently in the planning and development stage of the project and are working on our Needs Assessment Plan. This Needs Assessment Plan will engage survivors of domestic violence/sexual assault, and persons with disabilities in focus groups and executive and direct services staff at Legal Aid through interviews so we can better understand our organizations and improve service delivery.

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

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Does anyone have any questions about MIA and our purpose here today?

Before we get started, we have a few important points to make about confidentiality:

- Your participation in this focus group will not affect your status as an employee.
- Although your personal identity will be kept confidential, the opinions and perspectives you share may be used in a Needs Assessment Report that will be reviewed by MIA.
- It is highly encouraged that you all respect each other's confidentiality, but MIA is not responsible for the actions of others, either inside or outside of the focus group process.
- Based on MIA not being able to fully guarantee confidentiality, we encourage you not to reveal personal information you wish not to have shared with others.

Before we get started with our discussion, I'd like to review our group guidelines.

- Regarding confidentiality, we would like everyone to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.
- We ask that what is said in this interview session stays in this group. Please do not speak about anyone's involvement in the group as that would break their confidentiality.

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- When one person is talking, I would like for us all to refrain from interrupting or speaking over others. This will allow for an easy flow of conversation and enables everyone the opportunity to share their ideas and thoughts.
- No one will be pressured to comment on every question but your participation is greatly encouraged and appreciated.
- We are eager to hear from everyone and full participation is our hope.
- We will be together for about an hour. If you need to take a break, go ahead and do so.
- We ask that you refrain from using your cell phone during this time so as not to distract yourself or others. Please take a moment now to set your phone settings appropriately.

Are there any group guidelines that you would like to add or any questions you might have?

[Allow time for participants to provide input].

I now have a question I would like to ask you about your organization and the services you provide, as they relate to serving persons with disabilities.

1. What currently exists?

- What policies and procedures are in place? A few examples might be, mandatory reporting or working with a person with a guardian.
- What about your intake process?
- What about a process for clients to request accommodations?
- What about staff training?

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The next question is about how a person with a disability can receive services from your organization. MIA has adopted the EEOC definition of disability that is a physical or mental impairment that substantially limits one or more major life activities of an individual, or a record of such impairment, or being regarded as having such an impairment. Someone is regarded as having a disability if others perceive that he or she lives with a physical or mental impairment that would otherwise qualify as a disability. An impairment is considered a disability if its duration is longer than 6 months.

2. What does your organization currently do that ensures services are accessible to people with disabilities?

- What processes does your organization have that creates an opportunity for a person with a disability to request an accommodation?
- What do you think your organization could do to improve its accessibility to better serve people with disabilities?
- Do you feel staff have what they need to meet accommodation requests?
- Were you able to make adjustments or accommodations to your services to serve the individual better?
- What made that possible (for instance, personal experience, training, policies and procedures?)

For the next question, I'd like to ask you about any challenges your organization faces in serving persons with disabilities.

3. Are there any challenges within the culture of your organization that impacts serving persons with disabilities? Some examples: stigma, attitudes, and assumptions regarding people with disabilities?

- Does guardianship challenge your ability to serve this population? If so, how?

- Does the type of disability impact your ability to provide services? If so, how?
 - Is there anything you wish your organization had to better support persons with disabilities? Some examples might be: training, resources, or community relationships.
 - Is this an area you feel your organization should further invest in?
4. What additional comments or feedback do you have for our collaboration?

Interview Questions for Staff

Good morning / Good afternoon. Thanks for being a part of this group. Your feedback and opinions are very important to our collaboration.

I'm ____ and I'm here with the Miami Inclusion Alliance to facilitate our group today.

I'd like to give you a brief overview of the Miami Inclusion Alliance or MIA and put this focus group into context.

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

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Does anyone have any questions about MIA and our purpose here today?

Before we get started, we have a few important points to make about confidentiality:

- Your participation in this focus group will not affect your status as an employee.
- Although your personal identity will be kept confidential, the opinions and perspectives you share may be used in a Needs Assessment Report that will be available to the staff of the four organizations.
- It is highly encouraged that you all respect each other's confidentiality, but MIA is not responsible for the actions of others, either inside or outside of the focus group process.
- Based on MIA not being able to fully guarantee confidentiality, we encourage you not to reveal personal information you wish not to have shared with others.

Before we get started with our discussion, I'd like to review our group guidelines.

- Regarding confidentiality, we would like everyone to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.
- We ask that what is said in this interview session stays in this group. Please do not speak about anyone's involvement in the group as that would break their confidentiality.

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- When one person is talking, I would like for us all to refrain from interrupting or speaking over others. This will allow for an easy flow of conversation and enables everyone the opportunity to share their ideas and thoughts.
- No one will be pressured to comment on every question but your participation is greatly encouraged and appreciated.
- We are eager to hear from everyone and full participation is our hope.
- We will be together for about an hour. If you need to take a break, go ahead and do so.
- We ask that you refrain from using your cell phone during this time so as not to distract yourself or others. Please take a moment now to set your phone settings appropriately.

Are there any group guidelines that you would like to add or any questions you might have?

[Allow time for participants to provide input]

I now have some questions I would like to ask you about your organization and the services you provide, as they relate to serving persons with disabilities.

1. What exists within your organization, to help you to identify that you are working with a person with a disability?
 - What about policies and procedures?
 - What about the intake process?
 - What about the process for clients to request accommodations?
 - What about staff training?

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2. What exists within your organization to help you in responding to and meeting the needs of persons with disabilities?

- What about staff training?
- What resources were available at your organization?
- What about your supervisor support?
- What about other community relationships?
- What about accessibility of services your organization provides?
- What about the ability to meet the client's accommodation requests?

For the next set of questions, I would like you to think about a time in this organization when you responded to, or served an individual you feel may have had a disability and things did not go well for you. Once again, we will not be asking you to share the details of the case itself, but rather to think about it in relation to what types of things within your organization had an impact on the situation. Some examples are: policies and procedures, intake, case review, training, knowledge, resources, attitudes and stigma.

3. What types of things within your organization, impacted your ability to best respond to and meet the needs of a person with a disability?

- Lack of or inadequate training?
- Lack of knowledge of resources?
- Lack of accessibility of services?
- Lack of knowledge of community partnerships?
- Lack of the ability to meet the client's accommodation requests?

- Did the type of disability impact your ability to deliver services? If so, how?
- (If relevant) Was there a dynamic of also working with a guardian in that situation? If so, what were those dynamics like and how did they create barriers to serving the person?
- Did the relationship between the person if a victim and the perpetrator impact your service delivery? If so, how?
- Anything else?

For the next set of questions, I'd like to ask you about any challenges your organization faces in serving persons with disabilities.

4. What are some changes that you think should be made to any of the challenges you've listed so far to give your organization more support in responding and providing services to persons with disabilities.
 - What barriers do you foresee to making those changes?
5. What do you want disability service providers to know about how to best serve victim/survivors of domestic violence/sexual assault?
 - If you were going to train (disability agency) staff, what would you put in the training curriculum to ensure they had the basics for responding to and serving victims/survivors?
6. What additional comments or feedback do you have for our collaboration?

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8. Common observations:

9. Memorable Quotes:

10. What are strengths in services?

11. What are gaps in services?

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