

# NUCOV

## Northern Utah's Choices Out of Violence

### Needs Assessment Plan

8/13/09



Services for People  
with Disabilities

*Baer Management*



**UtahStateUniversity**  
CENTER FOR PERSONS WITH DISABILITIES

Northern Utah's Choices Out of Violence, Prevention of Violence and Improved Services to Women with Disabilities in Utah (OVW Cooperative Agreement #2007-FW-AX-K003). Funded under the U. S. Department of Justice, Office on Violence Against Women's Education, Training and Enhanced Services to End Violence Against and Abuse of Women with Disabilities program (CFDA #16.529).

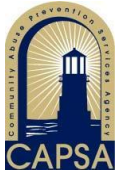
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## Introduction

Northern Utah's Choices Out of Violence (NUCOV) is a collaboration of four partners focused on improving services to people with disabilities and Deaf people who are victims of violence. The four partners are:



### **Community Abuse Prevention Services Agency (CAPSA)**

CAPSA is a private non-profit domestic violence shelter and rape crisis center that serves northern Utah. CAPSA has been providing shelter, advocacy, education and resources for more than 30 years. *CAPSA is where abuse ends and hope begins.*



### **Utah State University – Center for Persons with Disabilities (CPD)**

CPD at Utah State University joins the expertise of researchers and faculty with community partners to address the most difficult challenges facing persons with disabilities and their families.



### **OPTIONS for Independence (OPTIONS)**

OPTIONS is a nonresidential, consumer driven Center for Independent Living where people with disabilities can learn skills to gain more control and independence over their lives.



### **Utah Division of Services for People with Disabilities – Northern Region (DSPD)**

DSPD promotes opportunities and provides support for persons with disabilities to lead self-determined lives. It oversees home and community-based services for more than 4,000 people who have disabilities. Support includes community living, day services, supported employment services, and support for people with disabilities and their families.

NUCOV's vision is:

NUCOV envisions a future where a lasting collaboration of public and private entities work together to ensure people with disabilities and Deaf people who experience violence are aware of and have access to comprehensive services. It believes that as a result of this collaboration people will have access to services no matter where they enter the system and the option to live free of fear and violence.

NUCOV's mission is:

To ensure people with disabilities and Deaf people living in Cache and Rich counties of Utah who are victims of violence are aware of and have access to appropriate services, it is the mission of NUCOV to:

- Enhance the capacity of victim and disability service agencies to reach out and provide the protections and services needed, and
- Improve the coordination of supports and services between victim and disability service agencies

In October 2007, the four partner organizations were awarded a three year cooperative agreement with the U. S. Department of Justice, Office on Violence Against Women (OVW). Technical assistance for the project is provided by Vera Institute of Justice. The cooperative agreement includes planning and implementation phases. This needs assessment document describes the third step in the planning phase.

The purpose of the needs assessment is to collect data from individuals served by the collaborating organizations, their staffs, administrations and boards. These data will provide a basis for developing a strategic plan to implement comprehensive services for people with disabilities and those who are Deaf who are victims of violence in the project service area.

## **Project Goals**

In order to provide a basis for improving services for people with disabilities and Deaf people who have experienced violence, NUCOV has established the following needs assessment goals that address the strengths and challenges of each organization as well as the interactive connections among the agencies.

1. Identify the existing strengths within each of the NUCOV organizations that can collectively be utilized to comprehensively serve people with disabilities and those who are Deaf who are victims of violence.
2. Identify existing barriers and challenges within each of the NUCOV organizations that limit their ability to comprehensively serve people with disabilities and those who are Deaf who are victims of violence.
3. Identify the existing working relationships among the collaborating organizations and conceptualize the ideal working relationships necessary to comprehensively serve people with disabilities and those who are Deaf who are victims of violence.

## **Information Sources**

### **New Sources**

This needs assessment will provide NUCOV with new information to guide strategic planning and future efforts. Focus groups and interviews will be conducted with people served by NUCOV organizations, their staffs, their administrations and their boards to collect data relevant to the project goals stated above. Details on how the focus groups and interviews will be conducted are presented in the Overview of Methods section.

## **Overview of Methods**

NUCOV partners will conduct focus groups and interviews with people served by member organizations, their staffs, their administrations and their boards. The focus will be on collecting data that will identify member organization strengths, barriers and challenges, and relationships that can be employed to provide comprehensive services for people with disabilities and those who are Deaf in the project service area. The data will provide the basis for developing a strategic plan.

### **Focus Groups**

Focus groups will be conducted at the respective collaboration member offices in order to provide a familiar and comfortable setting for participants. Staff for focus groups will consist of one facilitator, at least one note-taker, and any other personnel needed to provide accommodations. Focus groups will be no more than two hours long and light meals or snacks will be served.

Participants will be greeted by the facilitator who will review an informed consent form and ask that it be signed. Survivors/clients/consumers will then be given a \$20 gift card stipend. At the beginning of the focus group, the facilitator will explain that the focus group responses will be audio recorded and ask if there are any objections. If there are any objections, the meeting will not be recorded. The facilitator will orient the participants to the facility including explaining that safe rooms are available for anyone who needs one. At the end of the focus group, the facilitator will thank the participants and ask if there are any questions.

### **Interviews**

Interviews will be conducted at the respective collaboration member offices in order to provide a familiar and comfortable setting for participants. The one exception to this rule is that a number of CPD Advisory Committee members will be interviewed over the phone. Staff for interviews will consist of one interviewer and one note-taker. Interviews will be no more than one and one half hours long.

Participants will be greeted by the interviewer who will review an informed consent form and ask that it be signed. DSPD consumers being interviewed will then be given a \$20 gift card stipend. At the beginning of the interview, the interviewer will explain that the interview will be audio recorded and ask if there are any objections. If there are any objections, the interview will not be recorded. At the end of the interview, the interviewer will thank the participant(s) and ask if there are any questions.

## Audiences and Numbers

Each NUCOV collaboration partner has years of experience working with the populations served by their respective organizations as well as their staffs, administrations and boards. In light of this, each partner was asked to define what audiences and methodologies would be best suited to obtaining the data necessary to meet the needs assessment project goals. Audiences and numbers recommended to participate in the needs assessment, along with associated methodologies, are as follows:

### **CAPSA**

CAPSA collaboration partners, Jill Anderson (CAPSA Executive Director) and Kathryn Monson (CAPSA Program Director), determined that focus groups would be the most effective way to collect information from survivors regarding their experiences with CAPSA and other agencies in the community. They also determined that focus groups would be the most effective way to collect information from volunteers, staff, and board members. Finally, they determined that an interview would be the most effective way to collect information from administrators.

As CAPSA serves a diverse population, separate survivor focus groups will be held for English and Spanish speakers. Staff and volunteer focus groups were determined by duties and responsibilities (see Table 1). The board of directors will be invited to participate in a separate focus group. An interview will be conducted with the two administrators (Jill Anderson and Kathryn Monson).

The CAPSA staff have been divided into four separate focus groups based on the individual responsibilities of their positions. The purpose is to gather information specific to their job duties and determine more clearly what is helpful as well as what needs and challenges they may face in their daily work. The following are the four groups with explanations of their particular roles in working with survivors:

- **Caseworkers:** The CAPSA caseworkers have long-term interaction with survivors. They assist the survivors in various settings, such as at the office, in court, etc. The caseworkers also help the survivors in creating personal action plans in addition to advocating and coordinating services for the survivors with other agencies in the community.
- **Support Staff:** The support staff have limited but crucial interaction with survivors. They answer the crisis phones and help to connect survivors with caseworkers. They also help survivors as they enter and exit the services facility and while waiting to meet with their caseworkers.



- **Shelter Staff:** Shelter staff rotate frequently over 24-hour periods to provide the needed coverage and support for shelter residents. Their primary roles involve interacting with the shelter residents to help them feel comfortable during their stay as well as checking them in and out of the shelter. They also help provide for any physical needs the residents may have while in shelter.
- **Volunteer Advocates:** Volunteer advocates are available 24 hours a day. They meet with survivors at the request of law enforcement, medical services or when a survivor requests assistance outside normal business hours. These advocates meet with survivors who are in crisis and are looking for immediate resources such as shelter. They assist in coordinating transportation for the survivors to the shelter.

CAPSA has two administrators, Jill Anderson, Executive Director, and Kathryn Monson, Program Director. Ms. Anderson is responsible for the overall operation of the organization including interfacing with the board, funding, personnel, policies and procedures, and public relations. Ms. Monson is responsible for all direct client services including supervision of shelter staff and caseworkers. She also represents the organization on a variety of state and local boards and coalitions.

The CAPSA board is a governing board whose main responsibilities include supervision of the executive director, fund raising, and approval of policy. They are also involved in community awareness and public relations for the organization.

**Table 1  
CAPSA Needs Assessment Activities**

<b>Group</b>	<b>Method</b>	<b>Participants</b>
English Speaking Survivors	Focus Group	6-8 Survivors
Spanish Speaking Survivors	Focus Group	6-8 Survivors
Shelter Staff	Focus Group	4-6 Staff
Caseworkers	Focus Group	6 Caseworkers
Support Staff	Focus Group	6-8 Staff
Mobile Crisis Team Volunteers	Focus Group	6-8 Volunteers
Administrators	Interview	2 Administrators
Board of Directors	Focus Group	6-8 Board Members

## CPD

The CPD collaboration partner, Gordon Richins (Consumer Liaison), determined that focus groups would be the most effective means to collect needs assessment data from clients. A focus group was selected for key CPD staff. CPD key staff solicit input from a consumer advisory committee. This group is required by the Administration on Developmental Disabilities which provides core funding for the Center. It has an elected chair and is comprised of clients with disabilities and family members as well as representatives from the Utah Developmental Disabilities Council, the Disability Law Center, and the Utah Parent Center. A focus group was selected as the best means for collecting needs assessment data from the advisory committee. However, because the members are spread out across the state, members who are not able to attend the focus group will be interviewed over the phone.

**Table 2**  
**CPD Needs Assessment Activities**

<b>Group</b>	<b>Method</b>	<b>Participants</b>
CPD Clients	Focus Group	6-8 Clients
Key Staff - CPD Director, Medical Director, Family Nurse Practitioner, Services Director, and Clinical Services Coordinator	Focus Group	5 Staff
Advisory Committee	Focus Group (Interview)	5-9 Committee Members

## OPTIONS

The OPTIONS collaboration partner, Cheryl Atwood (OPTIONS Executive Director), determined that focus groups would be the most effective way to collect needs assessment data from consumers, staff, administrators, and board members.

In light of the fact that OPTIONS provides services to people with all types of disabilities, and needs and experiences may vary by disability type, separate focus groups will be held based on disability type (see Table 3). Staff focus groups will be determined by duties and responsibilities. Two administrators will be interviewed (Cheryl Atwood and Judy Biggs, Center Manager). The Board of Directors will be invited to participate in a separate focus group.

OPTIONS' staff includes two main groups:

- **Support Staff:** Support staff typically provide information and referral services over the phone or for consumers who come to the Center. They also work within the community promoting the Center.
- **Direct Service Staff:** Direct Service staff provide services on a one-on-one basis to consumers. Services are provided in the setting most comfortable for the consumers, generally their homes. They help consumers set and reach goals and have contact on a regular basis to monitor progress and provide support.

OPTIONS has two administrators, Cheryl Atwood, Executive Director, and Judy Biggs, Center Manager. Ms. Atwood is responsible for the overall operations of the organization including interacting with the board, funding, personnel, policies and procedures, and supervision of the staff. Ms. Biggs is responsible for the day-to-day operation of the Center with limited decision making authority in Ms. Atwood's absence.

OPTIONS' board is a governing board whose main responsibilities include supervision of the executive director, limited fund raising, and approval of policy. They are also involved in community awareness and public relations for the organization.

**Table 3**  
**OPTIONS Needs Assessment Activities**

<b>Group</b>	<b>Method</b>	<b>Participants</b>
Consumers with Sensory Disabilities	Focus Group	6-8 Consumers
Consumers with Physical Disabilities	Focus Group	6-8 Consumers
Consumers with Cognitive Disabilities	Focus Group	6-8 Consumers
Support Staff	Focus Group	3 Staff
Direct Service Staff	Focus Group	10 Staff
Administrators	Interview	2 Administrators
Board of Directors	Focus Group	5 Board Members

## **DSPD**

Consumers served by DSPD have a wide range of cognitive functioning. The DSPD collaboration partner, Deborah O'Dell (Program Manager), knows each consumer and determined that a focus group would be the most effective way to collect needs assessment data from consumers who have a higher level of functioning but that an interview would be more appropriate for consumers who have a lower level of functioning. Level of functioning was determined by

Deborah O'Dell's observations of consumers' language ability and their ability to function in a group.

Deborah O'Dell also determined that a focus group would be the most effective data collection method with support coordinator staff. These staff provide case management services for DSPD consumers. Two support staff will be interviewed. Two program managers, including Deborah O'Dell, supervise the staff. Finally, the interview method was selected for administrators because, given their wide spread locations and busy schedules, it would be difficult to find a time when they could meet as a group.

DSPD staff includes three groups:

- **Support Coordinators:** Support Coordinators work directly with consumers. They provide interface with DSPD, advocating on behalf of consumers for appropriate funding and services. They act as a source of information and referral for consumers and families. They write program plans and monitor budgets and quality of services.
- **Support Staff:** DSPD has one support staff. She serves as a receptionist, greeting consumers and the public. Additionally, she acts as office manager and a source of information and referral for consumers and their families. She processes provider billings submitted by organizations subcontracted with DSPD.
- **Program Managers:** Program Managers are responsible for oversight of support coordinators and support staff. They also interface with families, providers, the DSPD State Office, Utah Department of Health, and other relevant agencies. Further, they are responsible for quality assurance of consumer programs. They provide contract monitoring, policy interpretation and implementation, and associated documentation.

Administrators are responsible for oversight of division operations and staff. They are responsible for developing and interpreting policy, state level decision making, training and supporting staff, and budget development. They also interface with the larger social service system and state legislature, advocating for appropriate funding and programs for people with disabilities.

**Table 4**  
**DSPD Needs Assessment Activities**

<b>Group</b>	<b>Method</b>	<b>Participants</b>
Consumers	Focus Group	6-8 Consumers
Consumers	Interview	2-4 Consumers
Support Coordinators	Focus Group	16 Staff
Support Staff	Interview	1 Support Staff
Program Managers	Interview	2 Program Managers
Administrators	Interview	3 Administrators

## Recruitment Strategies

### **Survivors/Clients/Consumers**

Administrators from CAPSA, OPTIONS, and DSPD are representatives to the collaboration. They will invite or assign staff to invite survivors/clients/consumers to participate in focus groups or interviews. The guiding principle will be that the staff person closest to the participant will extend the invitation. All invitations will be targeted, made on a personal one-on-one basis, and will explain that the focus groups will center on gathering information about (1) program service strengths, (2) barriers and challenges to providing ideal services, and (3) ideal coordination among service providers within the collaboration. Detailed instructions to those extending invitations are contained in the tools appended to this document. Interested participants will be informed of the time and location of focus groups or interviews and offered necessary accommodations.

CAPSA administrator, Kathryn Monson, will ask each of six caseworkers to select three or four survivors from their current case load who are appropriate for focus group participation. Those selected will be combined into a master list. From the master list, Ms. Monson and the caseworkers will select six to eight English-speaking and six to eight Spanish-speaking survivors to invite.

Gordon Richins, CPD's Consumer Liaison, will approach CPD's Medical Director and Clinical Services Coordinator to invite or assign staff to invite clients to participate in a focus group. As with the other collaboration organizations, the guiding principle will be that the staff person closest to the participant will extend the invitation. All invitations will be targeted, made on a personal one-on-one basis, and will explain that the focus groups will center on gathering information about service strengths, barriers and challenges, and coordination. Interested clients will be informed of the time and location of the focus group and offered necessary accommodations.

OPTIONS administrator, Cheryl Atwood, will ask each of five independent living coordinators to select five or six consumers from their current case load who are appropriate for focus group participation. Those selected will be combined into three master lists separated by disability type: sensory, physical, and cognitive. From the master lists, Ms. Atwood and the independent living coordinators will select six to eight consumers for each of the three focus groups to invite.

DSPD administrator, Deborah O'Dell, is familiar with the consumers served by her area office. Based on her knowledge she will select six to eight consumers to participate in a focus group and two to four consumers to participate in interviews.

## **Staffs**

CAPSA, OPTIONS, and DSPD administrators will direct their staffs to participate in focus groups that will center on gathering information about service strengths, barriers and challenges, and coordination. CPD's Consumer Liaison will invite the CPD's Director, Medical Director, Family Nurse Practitioner, and Clinical Services Coordinator to be interviewed regarding service strengths, barriers and challenges, and coordination.

## **Administrators and Board Members**

CAPSA and OPTIONS administrative staff and board members will be invited to participate in interviews or focus groups by their respective directors, Jill Anderson and Cheryl Atwood.

CPD administration, including Gordon Richins, the consumer liaison representative to the collaboration, seeks input from a consumer advisory committee. The Consumer Liaison will work with the advisory committee chair to solicit participation of advisory committee members in a focus group or interview.

Deborah O'Dell, DSPD Program Manager, administrator representative to the collaboration, reports to a regional director as well as state level administrators. She will solicit their participation in needs assessment interviews. She will also invite the other Program Manager to participate in being interviewed.

## **Recruitment Accommodations**

Invitations to Deaf individuals will be extended in writing or through American Sign Language interpreters. Resources for obtaining American Sign Language interpreters are given in the Access Considerations section below. Invitations to individuals with severe cognitive disabilities will be extended in language they can understand. As noted, invitations will be extended on a targeted, one-on-one basis by the person closest to the survivor/client/consumer. These individuals are used to communicating with individual survivors/clients/consumers in writing, through interpreters, or in appropriate language.

## **Safety Considerations for Recruitment**

Participant safety is a priority to NUCOV. In order to enhance safety, staff members closest to the survivor/client/consumer will make individual, face-to-face invitations to participate in focus groups. The staff member extending the invitation will discuss the safety of participation with the survivor/client/consumer. Specifically, they will inform potential participants that: (1) a focus group member could break confidentiality even though they have promised not to, and (2) that some of the questions or responses could be of a sensitive nature.

Personal care services needed during focus groups will be arranged by NUCOV personnel. Participants are welcome to have their own personal care attendants on-site; however, they will not be allowed to be present in the room when the focus group or interview is taking place.

## **Stipends**

Survivors/clients/consumers in focus groups or interviews will be offered \$20 gift card stipends to Wal-Mart. Light meals or snacks will also be served to focus group survivors/clients/consumers.



## Consent Process

As part of the invitation, it will be explained to focus group and interview survivors/clients/consumers that participation is completely voluntary, that they are free to drop out at any time, and that there will be no adverse consequences to choosing not to participate. Further, it will be explained that the risks of participation are minimal and likely limited to (1) the questions possibly generating uncomfortable feelings, and (2) other participants possibly disclosing confidential information even though they have pledged not to do so. An informed consent document describing the conditions of the focus group or interview will be reviewed and participants will be invited to ask questions. These conditions will be reiterated at the beginning of each focus group or interview and all those who choose to participate will be asked to sign the consent form.

At the beginning of each focus group, it will also be explained that personal information revealed within the group is confidential and not to be shared outside the group. A statement to this effect is included in the informed consent document that participants will be asked to sign. Anyone not agreeing to keep personal information confidential will not be allowed to participate. Informed consent documents will be kept under lock and key by the respective organizations extending the invitations.

## Safety Considerations

### **Survivors/Clients/Consumers**

At invitation and the beginning of each focus group or interview, it will be explained that personal information will be kept confidential. It will also be explained that Utah law places some limits on confidentiality in that all citizens are required to report child abuse and abuse of vulnerable or elder adults.

Survivors/clients/consumers will only be asked to address questions related to service strengths, barriers and challenges, and coordination. The specific issue of abuse of individuals with disabilities or who are Deaf will not be raised. However, as required by Utah law, should a participant disclose abuse, NUCOV will support them in making the appropriate report if they choose. If they choose not to report, NUCOV will make the report to the appropriate authorities. Safe rooms and counseling will be available. Interviewers will have the necessary resources to respond. If necessary, emergency shelter and appropriate accommodations will be provided through the collaboration organizations. Also, if necessary, the collaboration organizations will staff the individual needing services in order to see that he/she is referred to the best services the community has to offer.

Survivors/clients/consumers will be informed that whether or not they take part in the needs assessment is completely voluntary and their decision will not affect any current or future services they receive. In addition, they will be informed they may discontinue their participation at any time without penalty.

Survivors/clients/consumers will be informed that notes as well as audio recordings will be made of the focus groups and interviews. If anyone objects to the audio recordings, the focus group/interview will not be recorded. These original data will be kept under lock and key at the project offices and will be summarized without personal identifiers. The data will be accessed only by collaboration partners to generate a needs assessment report. This report will be shared with Vera and OVW. Feedback from these groups will be used to draft a final needs assessment report and a strategic plan. Once the needs assessment report and strategic plan are approved by OVW, the original data will be shredded or deleted.

As noted in the recruitment section, personal care services needed during focus groups will be arranged by NUCOV personnel. Participants are welcome to have their own personal care attendants on-site; however, they will not be allowed to be present in the room when the focus group or interview is taking place.

## **Staffs/Administrators/Board Members**

Participants in these groups will be asked to address systems change questions specific to their role in their organizations including questions related to service strengths, barriers and challenges, and coordination. In addition, the specific issue of abuse of individuals with disabilities or who are Deaf will be raised with these groups. Protections for individuals within these groups will be the same as those described above for survivors/clients/consumers.

## Access Considerations

During the recruitment process, as individuals are invited to participate they will be informed that accommodations are available upon request. NUCOV will provide accommodations including, but not limited to, physically accessible facilities, personal care attendants, a Spanish-speaking focus group facilitator, American Sign Language interpreters, large print and Braille documents, and accessible transportation.

Physical accessibility includes handicapped parking, ramps, wide doorways, and accessible bathrooms. All collaboration partner facilities are physically accessible.

Personal care attendants will be recruited through collaboration partners. Several of the collaboration partners have a list of personal care attendants that may be recruited.

Latinos are the largest minority in the service area. In order to accommodate their participation, a focus group will be held in Spanish. A fluent Spanish-speaking facilitator will be recruited through collaboration partners.

Two Utah organizations, Inter-West Interpreting and Signing Resources, offer American Sign Language interpreters. As necessary, interpreters will be secured through these organizations.

Each of the collaboration organizations has the capability of producing large print documents. As needed, Braille documents will be obtained through Utah State University, Utah Division of Services for the Blind and Visually Impaired, or a private provider, Leslie Hatch.

Both OPTIONS and CPD have lift-equipped vehicles that will be used to transport individuals using wheelchairs.

As noted in the Overview of Methods section, in order to provide the most comfortable and familiar setting for participants, focus groups/interviews will be held at the respective collaboration organizations. On-site child care facilities are available at CAPSA and this accommodation will be offered to their participants. The disability collaboration partners do not have adequate facilities to provide safe child care and cannot offer this accommodation. No OVW cooperative agreement funds will be used for child care.

## Confidentiality Statement

NUCOV is committed to confidentiality. However, it is important to know that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse. If focus group/interview participants wish to share such personal information they will be redirected to instead discuss their experiences with the service delivery system. If they do disclose abuse, NUCOV will support them in making the appropriate report if they choose. If they choose not to report, NUCOV will make the report to the appropriate authorities as required by Utah law.

NUCOV will make every effort to keep any personal information participants provide confidential. Focus group participants will be instructed that it is expected they will keep confidential the identity of and any personal information provided by other focus group participants.

Notes as well as audio recordings will be made of the focus groups and interviews. Audio recordings will not be made if anyone objects. These original data will be kept under lock and key at project offices. They will be accessed only by collaboration partners to generate a summary of findings that will serve as the basis for developing a needs assessment report. The report will be shared with Vera, OVW, and the collaboration partner organizations. Feedback from these groups will be used to draft a final needs assessment report and develop a strategic plan. Once these are approved by OVW, the original data will be shredded or deleted.

Specific language related to how confidentiality will be explained to various needs assessment participants is contained in the consent forms and tools appended to this plan.

## **Work Plan**

The needs assessment will be completed by accomplishing the following major activities listed below. A 2009 start date is assumed.

1. Identify collaborators and associates to recruit individuals to participate in focus groups and interviews. ( \_\_/\_\_/09)
2. Recruit individuals to participate in focus groups and interviews and determine necessary accommodations. ( \_\_/\_\_/09)
3. Arrange for facilities, stipends, and accommodations. ( \_\_/\_\_/09)
4. Conduct focus groups and interviews. ( \_\_/\_\_/09)
5. Analyze/summarize data and draft report. ( \_\_/\_\_/09)
6. Submit draft report to Vera and OVW and solicit feedback. ( \_\_/\_\_/09)
7. Revise report. ( \_\_/\_\_/09)
8. Destroy original needs assessment data. ( \_\_/\_\_/09)

## **Consent Forms and Tools**

### **Organization**

Consent forms and tools to be employed in the needs assessment are contained in two appendices to this plan. Appendix A contains consent forms and tools to be employed with disability clients/consumers, staffs, administrators, and board members. Appendix B contains consent forms and tools to be employed with survivors, survivor staffs, administrators, and board members.

### **Appendix A - Disabilities**

Consent forms and tools contained in Appendix A are as follows:

- Instructions for Staff Extending Invitations
- Client/Consumer Focus Group/Interview Invitation Script
- Client/Consumer Focus Group Consent Form
- Client/Consumer Interview Consent Form
- Client/Consumer Accommodations Request
- Client/Consumer Focus Group/Interview Introduction Script
- Client/Consumer Questions
- Instructions for Administrators Extending Invitations to Staff Participating in Focus Groups
- Staff Focus Group Invitation Script
- Staff Focus Group Consent Form
- Staff Focus Group Introduction Script
- Direct Staff Focus Group Questions
- Support Staff Focus Group Questions
- Administrator Interview Invitation Script
- Administrator Interview Consent Form
- Administrator Interview Introduction Script
- Administrator Interview Questions
- Instructions for Administrators Extending Invitations to Board Members Participating in Focus Groups/Interviews
- Board Member Focus Group/Interview Invitation Script
- Board Member Focus Group/Interview Consent Form
- Board Member Focus Group/Interview Introduction Script
- Board Member Focus Group/Interview Questions

Out of concern for safety, disability client/consumer consent forms and tools do not mention violence, CAPSA, or OVW. The focus is strictly on gathering information on what makes for good disabilities services. This approach is taken to avoid the possibility that perpetrators might learn that clients/consumers are participating in discussions regarding violence and do them harm.

Utah law makes all citizens mandatory reporters with regard to abuse of children, vulnerable adults and elder adults. This is another reason that violence, mandatory reporting, CAPSA and OVW are not mentioned to clients/consumers with disabilities and that the focus is kept on what makes for excellent services. The intent is to avoid client/consumer disclosures necessitating mandatory reporting. Although disclosure is not anticipated, if it does occur, Utah law will be followed. Project staff will provide appropriate follow up services with anyone disclosing victimization.

### Appendix B - Survivors

Consent forms and tools contained in Appendix B are as follows:

- Instructions for Staff Extending Invitations to Survivors Participating in Focus Groups
- Focus Group Invitation Script
- Focus Group Consent Form
- Accommodations Request
- Focus Group Introduction Script
- Focus Group Questions
- Instructions for Administrators Extending Invitations to Staff Participating in Focus Groups
- Staff Focus Group Invitation Script
- Staff Focus Group Consent Form
- Staff Focus Group Introduction Script
- Caseworker Focus Group Questions
- Support Staff Focus Group Questions
- Shelter Staff Focus Group Questions
- Volunteer Advocate Focus Group Questions
- Administrator Interview Invitation Script
- Administrator Interview Consent Form
- Administrator Interview Introduction Script
- Administrator Interview Questions
- Instructions for Administrators Extending Invitations to Board Members Participating in Focus Groups
- Board Member Focus Group Invitation Script
- Board Member Focus Group Consent Form
- Board Member Focus Group Introduction Script
- Board Member Focus Group Questions

### **Notes**

1. Where the term violence is used it refers to abuse, neglect, exploitation, and stalking.



2. Documents presented in Appendices A and B are designed to be complete sets of tools to be used with the disability and the survivor audiences described in Tables 1 through 4 (see pages 9-13).
3. The consent forms and tools presented in Appendices A and B will be tailored to individual audiences as indicated in each tool. For example, in the disability documents the term “client” or “consumer” will be included as appropriate. Other relevant information will be inserted as indicated in both sets.
4. NUCOV will provide training to focus group facilitators and interviewers that will include a complete review of procedures to be followed and tools to be used in conjunction with the needs assessment.

## Appendix A – Disability Tools

**Disability: Instructions for Staff Extending Invitations  
to (Clients/Consumers) \_\_\_\_\_ Participating in  
Focus Groups/Interviews**

**Note: Due to Utah’s mandatory reporting laws regarding people with disabilities who are victims of abuse, do not mention the other members of the collaboration, the Office on Violence Against Women, or the issue of violence against people with disabilities or people who are Deaf.**

Name: \_\_\_\_\_

A group of community organizations is conducting focus groups/interviews with individuals they serve. The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. The information gained will be used to help improve the service delivery system and provide better services for people with disabilities and Deaf people.

You have been chosen to extend invitations because you are deemed to be the staff member closest to the individuals you serve. Attached is a list of clients/consumers from your case load. Please invite each to participate in the focus group/interview.

Please:

- Arrange to meet with the individuals on the list one-on-one to extend the invitation.
- Cover the points on the attached Focus Group/Interview Invitation Script with each individual. You may read the script or modify the language if necessary. The important thing is that the individuals you are inviting understand the information.
- Review the attached Focus Group or Interview Consent Form. Allow them time to ask any questions they may have. Explain that they will be asked to sign the consent form at the beginning of the focus group or interview.
- If an individual needs any accommodations help him/her to complete the attached Accommodations Request. Turn the completed forms in to (name) \_\_\_\_\_ by (date) \_\_\_\_\_.

If you have any questions contact (name) \_\_\_\_\_.

Thank you.

## Disability: Client/Consumer Focus Group/Interview Invitation Script

**Note: Bolded text below pertains only to focus groups.**

- A group of community organizations is conducting focus groups or interviews with individuals they serve.
- The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration.
- The information gained will be used to improve the service delivery system and provide better services for people with disabilities and Deaf people.
- Participation is completely voluntary. The services you receive, either now or in the future, do not depend on your participation and you are free to leave at any time.
- Any personally identifying information you provide will be kept confidential. Your responses to the **focus group**/interview questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan.
- Notes and audio recordings will be made of the **focus groups**/interviews and will be kept under lock and key in the project offices. However, if anyone objects to audio recording, it will not be made. The notes and recordings will be destroyed after plans for improving services are developed.
- **We ask that you keep confidential any personal information provided by other focus group participants.**
- The information shared may be of a sensitive nature. It is possible that you may find some of the questions uncomfortable. **It is also possible that another focus group participant may reveal confidential information even after pledging not to.**
- If you are willing to participate in this **focus group**/interview, you will receive a \$20 gift certificate from Wal-Mart. Are you interested?
- If yes, the **focus group**/interview will be held on (date/time) \_\_\_\_\_ at (location) \_\_\_\_\_.
- Transportation is available upon request for those who have no other means. Do you need transportation?

- We have an array of accommodations. These can include such things as documents in large print, assistive listening devices, or American Sign Language interpreters. Please let us know what you need and we will do our best to provide those accommodations.
- Do you have any questions?
- Thank you for your participation.

## Disability: Client/Consumer Focus Group Consent Form

A collaboration of community organizations is conducting focus groups with individuals they serve. The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. The information gained will be used to help improve the service delivery system and provide better services for people with disabilities and Deaf people.

Please read this consent form and ask any questions before agreeing to participate in the focus group.

I \_\_\_\_\_, agree to participate in the focus group with (agency name) \_\_\_\_\_. By signing below I understand the following:

### **Participation is Completely Voluntary**

I understand that:

- I have chosen to participate in the focus group.
- No one has forced me to participate in the focus group.
- The services I receive, either now or in the future, do not depend on participation in the focus group.
- If I don't feel like commenting during the focus group I don't have to.
- I am free to leave at any time without consequence.
- The focus group will be no longer than two hours.

### **Participant Stipends**

I understand that:

- I will receive a \$20 Wal-Mart gift card at the focus group.
- I will receive the gift card even if I decide not to complete the focus group for any reason.

### **Use of the Information Gathered**

I understand that:

- The information I share will be very valuable to the collaboration.
- The information will be used so that the collaboration can provide improved services.
- The information will be used to enhance the service delivery system to people with disabilities and Deaf people.
- The collaboration will keep those things I identify as service strengths.
- The collaboration will look to improve those things I identify as service barriers and challenges.
- The information will be used to improve service coordination within the collaboration organizations.

**Sensitive Nature of Information**

I understand that:

- Some of the information may be sensitive.
- I may find some of the questions uncomfortable.

**Mandatory Reporting**

I understand that:

- Utah has a mandatory reporting law requiring all citizens to report abuse of children, and vulnerable or elder adults.

**Confidentiality**

I understand that:

- I am expected to keep information shared in the focus group confidential.
- Another focus group participant may reveal confidential information even after pledging not to.
- NUCOV will keep any personal information I provide confidential. However, Utah law limits confidentiality. All citizens are required to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Notes will be made of the focus group.
- Audio recordings will be made of the focus group. However, if anyone objects, audio recordings will not be made.
- Focus group notes and audio recordings will be kept under lock and key in the project offices.
- Only involved collaboration partners will have access to the focus group information.
- The collaboration will use the focus group information to develop both a needs assessment report and a strategic plan for improving services.
- The collaboration will destroy the notes and audio recordings upon completion of the strategic plan.

**Administrative Contact:**

If you have questions you would like to discuss with someone other than the person extending the invitation or the focus group leader, you may contact one of the following:

Utah State University Institutional Review Board (435-797-1821)  
 Cheryl Atwood, OPTIONS for Independence (435-753-5353)  
 Deborah O'Dell, Division of Services for People with Disabilities (435-787-3450)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Disability: Client/Consumer Interview Consent Form

A collaboration of community organizations is conducting interviews with individuals they serve. The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. The information gained will be used to help improve the service delivery system and provide better services for people with disabilities and Deaf people.

Please read this consent form and ask any questions before agreeing to participate in the interview.

I \_\_\_\_\_, agree to participate in the interview with (agency name) \_\_\_\_\_. By signing this I understand the following:

### **Participation is Completely Voluntary**

I understand that:

- I have chosen to participate in the interview.
- No one has forced me to participate in the interview.
- The services I receive, either now or in the future, do not depend on participation in the interview.
- I am free to leave at any time without consequence.
- The interview will be no longer than one hour.

### **Participant Stipends**

I understand that:

- I will receive a \$20 Wal-Mart gift card at the interview.
- I will receive the gift card even if I decide not to complete the interview for any reason.

### **Use of the Information Gathered**

I understand that:

- The information I share will be very valuable to the collaboration.
- The information will be used so that the collaboration can provide improved services.
- The information will be used to enhance the service delivery system to people with disabilities and Deaf people.
- The collaboration will keep those things I identify as service strengths.
- The collaboration will look to improve those things I identify as service barriers and challenges.
- The information will be used to improve service coordination within the collaboration organizations.



**Sensitive Nature of Information**

I understand that:

- Some of the information may be sensitive.
- I may find some of the questions uncomfortable.

**Mandatory Reporting**

I understand that:

- Utah has a mandatory reporting law requiring all citizens to report abuse of children, and vulnerable or elder adults.

**Confidentiality**

I understand that:

- NUCOV will keep any personal information I provide confidential. However, Utah law limits confidentiality. All citizens are required to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Notes will be made of the interview.
- An audio recording will be made of the interview. However, if you object, an audio recording will not be made.
- Interview notes and the audio recording will be kept under lock and key in project offices.
- Only involved collaboration partners will have access to the interview information.
- The collaboration will use the interview information to develop both a needs assessment report and a strategic plan for improving services.
- The collaboration will destroy the notes and audio recording upon completion of the strategic plan.

**Administrative Contact:**

If you have questions you would like to discuss with someone other than the person extending the invitation or the interviewer, you may contact one of the following:

Utah State University Institutional Review Board (435-797-1821)  
 Cheryl Atwood, OPTIONS for Independence (435-753-5353)  
 Deborah O'Dell, Division of Services for People with Disabilities (435-787-3450)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Disability: Client/Consumer Accommodations Request

Name: \_\_\_\_\_

Focus Group/Interview Date: \_\_\_\_\_ Time: \_\_\_\_\_

Accommodation(s) needed:

- Large print
- Braille/Audio
- American Sign Language interpreters
- Spanish interpreter
- Assistive listening device
- Orientation to the facility
- Personal care attendant
- Other: \_\_\_\_\_

- Transportation
- Lift-equipped transportation

How do we safely contact you to arrange transportation?

\_\_\_\_\_

- Dietary requirements: \_\_\_\_\_

## Disability: Client/Consumer Focus Group/Interview Introduction Script

**Note: Please review the following at the beginning of the focus group. Bolded text below pertains only to focus group introductions.**

- Today (agency name) \_\_\_\_\_ is conducting a(n) **focus group**/interview. The information you share will be very valuable to us and will be used so that we can improve our service delivery system and provide better services for people with disabilities and people who are Deaf.
- You were invited so that you could share experiences you have had with both good and less than perfect services. When thinking about your responses, think of the services you have received from (agency name) \_\_\_\_\_ as well as other service organizations.
- The emphasis is on understanding what makes great services from your point of view. We also want to find out what barriers and challenges there are to receiving good services. And finally what are the strengths and barriers encountered when receiving services from more than one organization.

As explained when you were invited and contained in the consent form:

- Participation is completely voluntary. The services you receive, either now or in the future, do not depend on participation in the **focus group**/interview. **If you don't feel like commenting you don't have to.** You may leave at any time without consequence.
- All the collaboration partners are committed to confidentiality. It is important to be aware that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Any personally identifying information you provide will be kept confidential. Your responses to the **focus group** questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan. **We ask that you keep confidential any information provided by other focus group participants.**
- Notes as well as agreed to audio recordings will be made of the **focus group**/interview and will be kept under lock and key in the project offices. However, if anyone objects to audio recording, it will not be made. The notes and recordings will be destroyed after plans for improving services are developed.

- The information shared may be of a sensitive nature. It is possible that you may find some of the questions uncomfortable. **It is also possible that another focus group participant may reveal confidential information even after pledging not to.**
- We have attempted to provide the accommodations you have requested. If you need additional accommodations throughout the meeting, please let (name) \_\_\_\_\_ know.
- **If you are feeling uncomfortable at any point during the meeting, there is a quiet room you can go to and someone you can talk to if needed. It is (location) \_\_\_\_\_.**
- Restrooms are located \_\_\_\_\_. Feel free to come and go as needed.
- Do you have any questions?
- Thank you for your time and participation.

## Disability: Client/Consumer Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with questions like those designated with a letter or Roman numeral if people did not address the issue spontaneously. If needed, additional ideas are included in brackets. In order to help maintain participants' comfort level, question #5 should not be asked of participants with intellectual disabilities.**

1. Think about a time you felt welcome at a community service agency. What about the agency made you feel welcome?
  - a. What was comfortable about the environment?
    - i. Was it accessible? What made it accessible?  
[Ease of getting into the building; parking; transportation/bus/location of bus stop; etc.]
  - b. Did the way the staff treat you make a difference?
    - i. How so? What did they do to make you feel comfortable? What did they say that made you feel welcome?
    - ii. What about the language they used made you feel welcome and comfortable?  
[Did they use language that was easy to understand? Did they answer your questions? Did they look directly at you when they were speaking to you? Did they talk to you directly using "people first" language? Etc.]
    - iii. How could you tell they were listening to your concerns and responding to you as a person?
  - c. What else about the way the staff worked with you made you feel comfortable and welcome?  
[Did they help you think through problems? Did they help you come up with any new ideas? Etc.]

2. Think about times when you felt like the services were not so welcoming. What about the agency made you feel unwelcome?
  - a. What was uncomfortable about the environment?
    - i. Was it not accessible? What made it not accessible?  
[Ease of getting into the building; parking; transportation/bus/location of bus stop; etc.]
  - b. Did the way the staff treat you make a difference?
    - i. How so? What did they do to make you feel unwelcome? What did they say that made you feel unwelcome?  
[Did you have to wait long for an appointment? Etc.]
    - ii. What about the language they used made you feel unwelcome and uncomfortable?  
[Were they hard to understand? Were your questions answered? Did they look directly at you when they were speaking to you? If you were with someone did they speak to that person instead of you? Were they disrespectful? If they were not listening to you, how could you tell? Etc.]
3. Think about times when you needed services from more than one agency. For example, you might need services from this agency and other agencies, (e.g. Cache Valley Transit District, housing, etc.). How well did the agencies work together to help you?
  - a. Did you get the help you needed?
  - b. Did the person you were working with at one agency get in touch with the other agency to help you with the services you needed?
  - c. What made the process hard? What got in the way?
  - d. Did you feel like your personal information was kept private?
  - e. How did you find out about the agencies where you needed services?
4. Think about when you felt an agency was helpful to you. What made you feel that they were helpful?
  - a. Did they have what you really needed?
  - b. If not, did they tell you where to get it?
  - c. Were they willing to be flexible to accommodate your disability?  
[Did they explain their rules, procedures, and practices? Were they flexible with their rules, procedures, and practices? Etc.]

5. There are times when things occur that are out of our control. These may include natural disasters, personal disasters like a fire or flood or a major life change like losing your job. Imagine that you had to access emergency housing or shelter for any reason. What would need to happen on the service provider's end to meet your needs?
  - a. What accommodations would you need to access it successfully?
  - b. What could they do specifically around your disability to make it successful?
  - c. What accommodations would you need for transportation?
  - d. What accommodations would you need for personal care or medical care?
  - e. What accommodations would you need for effective communication?
  
6. What else do we need to know to make services better and more accessible for people with disabilities?

## **Disability: Instructions for Administrators Extending Invitations to Staff Participating in Focus Groups**

CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD) and OPTIONS for Independence (OPTIONS) are conducting focus groups with their staff. The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. The information gained will be used to help improve the service delivery system and provide better services for people with disabilities and Deaf people.

Please:

- During your regularly scheduled staff meeting, inform staff of the upcoming focus groups' dates, times, and locations, and expectation of their attendance.
- Cover the points on the attached Focus Group Invitation Script.
- Give each individual a copy of the attached Focus Group Consent Form. Give them time to read it over and allow them time to ask any questions they may have.

Thank you.



## Disability: Staff Focus Group Invitation Script

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD), and OPTIONS for Independence (OPTIONS) are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women (OVW) to improve services for people with disabilities or who are Deaf who are victims of violence. In conjunction with this grant, we are seeking input from program staff, administrators, and boards, as well as survivors/clients/consumers.
- We will not be exploring for personal experiences of violence, but rather for your experience providing services. The purpose is to learn about service strengths, barriers and challenges, and coordination with the other service agencies in our collaboration.
- The information you provide will be used to help improve the service delivery system so that people with disabilities and people who are Deaf who are victims of violence receive better services. We will keep those things you identify as strengths and look to improve those things you identify as barriers and challenges. We will also look to improve service coordination within the collaboration organizations.
- All the collaboration partners are committed to confidentiality. It is important to be aware that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Any personally identifying information you provide will be kept confidential. Your responses to the focus group questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan. We ask that you keep confidential any information provided by other focus group participants. Your employment will not be impacted by any information you provide.
- Notes as well as audio recordings will be made of the focus group and will be kept under lock and key in the project offices. However, if anyone objects to audio recording, it will not be made. The notes and recordings will be destroyed after strategic plans for improving services are developed.
- Do you have any questions?
- Thank you for your participation.

## Disability: Staff Focus Group Consent Form

Operating under a grant from the U. S. Department of Justice, Office on Violence Against Women (OVW), Northern Utah's Choices Out of Violence (NUCOV) is a collaboration of four partners focused on improving services to people with disabilities and people who are Deaf who are victims of violence. The four partners are Community Abuse Prevention Services Agency (CAPSA), Utah State University – Center for Persons with Disabilities (CPD), OPTIONS for Independence (OPTIONS), and Utah Division of Services for People with Disabilities – Northern Region (DSPD).

To ensure people with disabilities and people who are Deaf living in Cache and Rich counties of Utah who are victims of violence are aware of and have access to appropriate services, it is the mission of NUCOV to:

- Enhance the capacity of victim and disability service agencies to reach out and provide the protections and services needed, and
- Improve the coordination of supports and services between victim and disability service agencies

The purpose of the needs assessment is to collect data that will provide a basis for developing a strategic plan for comprehensive services for people with disabilities and people who are Deaf who are victims of violence in the project service area. The focus will be on systems change both within and among the four collaborating organizations. Information will be solicited from individuals served by the collaborating organizations, their staffs, administrations, and boards.

I \_\_\_\_\_, agree to participate in the focus group with (agency name) \_\_\_\_\_. By signing below I understand the following:

### Use of the Information Gathered

I understand that:

- The information I share will be very valuable to NUCOV.
- The information will be used by NUCOV partners to provide improved services to people with disabilities and people who are Deaf who are victims of violence.
- NUCOV will keep those things I identify as service strengths.
- NUCOV will look to improve those things I identify as service barriers and challenges.
- The information will be used to improve service coordination within the collaboration organizations.
- The information I provide will not adversely impact my employment.

### **Mandatory Reporting**

I understand that:

- Utah has a mandatory reporting law requiring all citizens to report abuse of children, and vulnerable or elder adults.

### **Confidentiality**

I understand that:

- I am expected to keep information shared in the focus group confidential.
- NUCOV will keep any personal information I provide confidential. However, Utah law limits confidentiality. All citizens are required to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Notes will be made of the focus group.
- Audio recordings will be made of the focus group. However, if anyone objects audio recordings will not be made.
- Focus group notes and audio recordings will be kept under lock and key in the project offices.
- Only collaboration staff will have access to the focus group information.
- NUCOV will use the focus group information to develop both a needs assessment report and a strategic plan for improving services.
- NUCOV will destroy the notes and audio recordings upon completion of the strategic plan.

### **Administrative Contact**

If you have questions you would like to discuss with someone other than the person extending the invitation or the focus group leader, you may contact one of the following:

Gordon Richins, CPD (435-797-2832)  
Jill Anderson, CAPSA (435-753-2500)  
Cheryl Atwood, OPTIONS (435-753-5353)  
Deborah O'Dell, DSPD (435-787-3450)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **Disability: Staff Focus Group Introduction Script**

**Note: Please review the following at the beginning of the focus group.**

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD), and OPTIONS for Independence (OPTIONS) are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities and people who are Deaf who are victims of abuse. In conjunction with this grant, we are conducting focus groups with program staff.
- The focus will be on learning about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. There will be particular interest in how to better serve people with disabilities and people who are Deaf. This information will be valuable for helping to improve our services.
- The information gained will be used to help improve the service delivery system among the collaboration partners so that people with disabilities and people who are Deaf who are victims of violence receive better services. We will keep those things identified as strengths and look to improve those things identified as barriers and challenges.
- Collaboration partners are committed to confidentiality. It is important to know that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.

As explained when you were invited and contained in the consent form:

- Any personally identifying information you provide will be kept confidential. Your responses to the focus group questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan.
- We ask that you keep confidential any information provided by other focus group participants. Your employment will not be impacted by any information you provide.
- Notes as well as an audio recording will be made of the focus group and will be kept under lock and key in the project offices. However, if anyone objects to an audio recording, it will not be made. The notes and recording will be destroyed upon completion of the strategic plan.

- Do you have any questions?
- Thank you for your time and participation.

## Disability: Direct Staff Focus Group Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with the questions designated with a letter if people did not address the issue spontaneously.**

1. Are you providing services for clients/consumers who have experienced abuse, neglect or exploitation? How do you as staff know if a client/consumer is a victim of abuse, neglect, or exploitation?
  - a. How did you first find out about the abuse, neglect, or exploitation?
  - b. Were there screening processes in place?
  - c. What was your response when you learned that they were a victim of abuse, neglect, or exploitation?
  
2. Think about a time when a client/consumer first approached you regarding abuse, neglect and/or exploitation. What things were in place to help you?
  - a. What policies and procedures were in place to guide you?
  - b. What informal supports were in place to help you?
  - c. Where did you go to get the information you needed?
  - d. What helped you feel comfortable working with the client/consumer?
  - e. How did the mandated reporting laws impact the way you provided services?
  
3. Think about a time when things went well when you were providing on-going services to a consumer/client who was experiencing abuse, neglect or exploitation. Were there things in place to help you support them?
  - a. What type of formal resources, training or policies and practices helped you?
  - b. Were there informal procedures, practices or attitudes that helped?
  - c. What made you feel comfortable working with the client/consumer?
  
4. Think about a time when things did not go well when you were providing on-going services to a consumer/client who disclosed abuse, neglect or exploitation. Were there things that should have been in place to help you support them?
  - a. What type of formal resources, training or policies and practices would have helped you?
  - b. Are there things you can suggest that might have been done to improve the situation?
  - c. How did the mandated reporting laws impact the way you provided services?
  - d. Did you feel uncomfortable? If yes, what made you feel that way?

5. When working with a client/consumer who has experienced abuse, have you coordinated services with OPTIONS, CPD, CAPSA, or DSPD? If yes, what happened?
  - a. What made working with the agencies easier?
  - b. What made it harder?
  - c. What could have been done to make it easier?
  
6. What concerns do you have for your safety when working with clients/consumers who are or have experienced abuse, neglect, and/or exploitation?
  - a. Have you ever felt unsafe when working with a client/consumer? Why?
  - b. How does the location (your office, client/consumer home, community) impact your safety?
  - c. What specific policies and procedures do you have regarding safety? What policies and procedures are needed?
  - d. What practices are used when there is no written policy to guide you?
  
7. What concerns do you have for the safety of clients/consumers who have experienced abuse, neglect, and/or exploitation?
  - a. How does the location (your office, client/consumer home, community) impact their safety?
  - b. What specific policies and procedures do you have regarding client/consumer safety? What policies and procedures are needed?
  - c. What practices are used when there is no written policy to guide you?
  
8. What about your organization needs to change or improve to be better equipped to provide services to clients/consumers that experience abuse, neglect and/or exploitation?
  - a. What will enhance your ability to provide services to clients/consumers that report violence or abuse?
  - b. What makes the intake process easier or harder for clients/consumers?
  - c. What information related to abuse, neglect and/or exploitation do you need?
  - d. Do you have the needed resources?
  - e. What other policies and procedures need to be written?
  
9. What else should we know about improving services for clients/consumers who have experienced abuse, neglect and/or exploitation?
  - a. Specifically, what would be important for CAPSA to know?
  - b. What would be important for us to know?

## Disability: Support Staff Focus Group Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with the questions designated with a letter if people did not address the issue spontaneously.**

1. Think about a time when a client/consumer first approached you regarding abuse, neglect and/or exploitation. What things were in place to help you?
  - a. What policies and procedures were in place to guide you?
  - b. What informal supports were in place to help you?
  - c. Where did you go to get the information you needed?
  - d. What helped you feel comfortable working with the client/consumer?
  - e. How did the mandated reporting laws impact your response?
  
2. Think about a time when things did not go well when a consumer/client disclosed abuse, neglect or exploitation. Were there things that should have been in place to help you support them?
  - a. What type of formal resources, training or policies and practices would have helped you?
  - b. Are there things you can suggest that might have been done to improve the situation?
  - c. How did the mandated reporting laws impact your response?
  - d. Did you feel uncomfortable? If yes, what made you feel that way?
  
3. Do you receive support for creating a welcoming environment for clients/consumers?
  - a. What is helpful about the support you receive?
  - b. What support would be more helpful for you?
  
4. What concerns do you have for your safety when working with clients/consumers who are or have experienced abuse, neglect, and/or exploitation?
  - a. Have you ever felt unsafe when working with a client/consumer? Why?
  - b. How does the office setting impact your safety?
  - c. What specific policies and procedures do you have regarding safety? What policies and procedures are needed?
  - d. What practices are used when there is no written policy to guide you?



5. What concerns do you have for the safety of clients/consumers who have experienced abuse, neglect, and/or exploitation?
  - a. How does the office setting impact their safety?
  - b. What specific policies and procedures do you have regarding client/consumer safety? What policies and procedures are needed?
  - c. What practices are used when there is no written policy to guide you?
  
6. What else should we know about serving clients/consumers who have experienced abuse, neglect and/or exploitation?
  - a. What would be important for CAPSA to know?
  - b. What would be important for us to know?

## Disability: Administrator Interview Invitation Script

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD), and OPTIONS for Independence (OPTIONS), are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities and people who are Deaf who are victims of violence. In conjunction with this grant we are seeking input from program staff, administrators, and board members, as well as survivors/clients/consumers.
- We will not be exploring for personal experiences of violence, but rather for your experience providing services. The purpose is to learn about service strengths, barriers and challenges, and coordination with the other service agencies in our collaboration.
- The information you provide will be used to help improve the service delivery system so that people with disabilities and people who are Deaf who are victims of violence receive better services. We will keep those things you identify as strengths and look to improve those things you identify as barriers and challenges. We will also look to improve service coordination within the collaboration organizations.
- All the collaborative partners are committed to confidentiality. It is important to be aware that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Any personally identifying information you provide will be kept confidential. Your responses to the interview questions will be incorporated anonymously into a needs assessment report and strategic plan. Your employment will not be impacted by any information you provide.
- Notes as well as an audio recording will be made of the interview and will be kept under lock and key in the project offices. However, if anyone objects to an audio recording, it will not be made. The notes and recording will be destroyed upon completion of the strategic plan.
- Do you have any questions?
- Thank you for your participation.

## Disability: Administrator Interview Consent Form

Operating under a grant from the U. S. Department of Justice, Office on Violence Against Women (OVW), Northern Utah's Choices Out of Violence (NUCOV) is a collaboration of four partners focused on improving services to people with disabilities and people who are Deaf who are victims of violence. The four partners are Community Abuse Prevention Services Agency (CAPSA), Utah State University – Center for Persons with Disabilities (CPD), OPTIONS for Independence (OPTIONS), and Utah Division of Services for People with Disabilities – Northern Region (DSPD).

To ensure people with disabilities and people who are Deaf living in Cache and Rich counties of Utah who are victims of violence are aware of and have access to appropriate services, it is the mission of NUCOV to:

- Enhance the capacity of victim and disability service agencies to reach out and provide the protections and services needed, and
- Improve the coordination of supports and services between victim and disability service agencies

The purpose of the needs assessment is to collect data that will provide a basis for developing a strategic plan for comprehensive services for people with disabilities and people who are Deaf who are victims of violence in the project service area. The focus will be on systems change both within and among the four collaborating organizations. Information will be solicited from individuals served by the collaborating organizations, their staffs, administrations, and boards.

I \_\_\_\_\_, agree to participate in the interview with (agency name) \_\_\_\_\_. By signing below, I understand the following:

### Use of the Information Gathered

I understand that:

- The information I share will be very valuable to NUCOV.
- The information will be used by NUCOV partners to provide improved services to people with disabilities and people who are Deaf who are victims of violence.
- NUCOV will keep those things I identify as service strengths.
- NUCOV will look to improve those things I identify as service barriers and challenges.
- The information will be used to improve service coordination within the collaboration organizations.

### **Mandatory Reporting**

I understand that:

- Utah has a mandatory reporting law requiring all citizens to report abuse of children, and vulnerable or elder adults.

### **Confidentiality**

I understand that:

- NUCOV will keep any personal information I provide confidential. However, Utah law limits confidentiality. All citizens are required to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Notes will be made of the interview.
- An audio recording will be made of the interview. However, if you object the recording will not be made.
- Interview notes and the audio recording will be kept under lock and key in the project offices.
- Only collaboration staff will have access to the interview information.
- NUCOV will use the interview information to develop both a needs assessment report and a strategic plan for improving services.
- NUCOV will destroy the notes and audio recording upon completion of the strategic plan.

### **Administrative Contact**

If you have questions you would like to discuss with someone other than the person extending the invitation or the focus group leader, you may contact one of the following:

Gordon Richins, CPD (435-797-2832)  
Jill Anderson, CAPSA (435-753-2500)  
Cheryl Atwood, OPTIONS (435-753-5353)  
Deborah O'Dell, DSPD (435-787-3450)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **Disability: Administrator Interview Introduction Script**

**Note: Please review the following at the beginning of the interview.**

- CAPSA, CPD, DSPD, and OPTIONS are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities and people who are Deaf who are victims of violence. In conjunction with this grant, we are conducting interviews with program administrators.
- The focus will be on learning about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. There will be particular interest in how to better serve people with disabilities and people who are Deaf. This information will be valuable for helping to improve our services.
- The information gained will be used to help improve the service delivery system among the collaboration partners so that people with disabilities and people who are Deaf who are victims of violence receive better services. We will keep those things identified as strengths and look to improve those things identified as barriers and challenges.
- Collaboration partners are committed to confidentiality. It is important to know that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.

As explained when you were invited and contained in the consent form:

- Any personally identifying information you provide will be kept confidential. Your responses to the interview questions will be incorporated anonymously into a needs assessment report and strategic plan.
- Notes as well as an audio recording will be made of the interview and will be kept under lock and key in the project offices. However, if you object to an audio recording, it will not be made. The notes and recording will be destroyed upon completion of the strategic plan.
- Do you have any questions?
- Thank you for your time and participation.

## Disability: Administrator Interview Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with the questions designated with a letter if people did not address the issue spontaneously.**

1. What are your agency's strengths and weaknesses in serving people with disabilities who have experienced violence?
  - a. Where does providing services to people who have experienced violence fit into your organization's priorities?
2. How does change happen at (agency name) \_\_\_\_\_?
  - a. What is the decision making process?
  - b. How are policies and procedures created or changed?
  - c. How is resource allocation made?
  - d. How do services surrounding domestic violence/sexual assault fit in with the mission of the organization?
3. What is your role as an administrator in supporting your staff to serve people with disabilities who have experienced violence?
  - a. Are you made aware of people served in your agency who experience violence? If not, why not?
  - b. How do you as an administrator follow-up in such cases?
4. What are (agency name) \_\_\_\_\_ written policies and procedures that guide staff who are working with consumers who have experienced abuse?
  - a. What are the daily practices in comparison to written policy?
  - b. What are the strengths of the policies and practices?
  - c. What are the barriers or challenges to the policies and practices?
  - d. How do you create sustainable policies and procedures?
5. In a time of limited resources, how does (agency name) \_\_\_\_\_ make the needs of consumers with disabilities who experience abuse a priority?
  - a. Is there funding?
  - b. Are there other resources?
6. What relationships do you have with \_\_\_\_\_ (CAPSA, OPTIONS, CPD, DSPD)?
  - a. What possibilities can you see for improving those relationships to better serve victims with disabilities?
  - b. What resources would be helpful?
  - c. How do you share resources with other organizations?

7. What challenges, if any, are there when attempting to make changes in your organization?
  - a. Are there particular areas in your organization that are easier/harder to change than others? If so, what are they and why?
8. What else is important to know in order to make changes?

## **Disability: Instructions for Administrators Extending Invitations to Board Members Participating in Focus Groups/Interviews**

**Note: Bolded text below pertains only to focus groups.**

CAPSA, Center for Persons with Disabilities (CPD), and OPTIONS for Independence (OPTIONS) are conducting **focus groups**/interviews with their board members. The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. The information gained will be used to help improve the service delivery system and provide better services for people with disabilities and Deaf people.

Please:

- Inform board members of the upcoming **focus group**/interview dates, times, and locations, and request their attendance.
- Cover the points on the attached **Focus Group**/Interview Invitation Script.
- Give each individual a copy of the attached **Focus Group**/Interview Consent Form. Give them time to read it over and allow them time to ask any questions they may have.

Thank you.



## Disability: Board Member Focus Group/Interview Invitation Script

**Note: Bolded text below pertains only to focus groups.**

- CAPSA, CPD, DSPD, and OPTIONS, are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities and people who are Deaf who are victims of violence. In conjunction with this grant we are seeking input from program staff, administrators, and boards, as well as survivors/clients/consumers.
- We will not be exploring for personal experiences of violence, but rather for your experience in your role as a board member. The purpose is to learn about service strengths, barriers and challenges, and coordination with the other service agencies in our collaboration.
- The information you provide will be used to help improve the service delivery system so that people with disabilities and people who are Deaf who are victims of violence receive better services. We will keep those things you identify as strengths and look to improve those things you identify as barriers and challenges. We will also look to improve service coordination within the collaboration organizations.
- All the collaboration partners are committed to confidentiality. It is important to be aware that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Any personally identifying information you provide will be kept confidential. Your responses to the **focus group**/interview questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan. **We ask that you keep confidential any information provided by other focus group participants.**
- Notes as well as an audio recording will be made of the **focus group**/interview and will be kept under lock and key in the project offices. However, if **anyone**/you object(s) to an audio recording, it will not be made. The notes and recording will be destroyed upon completion of the strategic plan.
- Do you have any questions?
- Thank you for your participation.

## Disability: Board Member Focus Group/Interview Consent Form

**Note: Bolded text below pertains only to focus groups.**

Operating under a grant from the U. S. Department of Justice, Office on Violence Against Women (OVW), Northern Utah's Choices Out of Violence (NUCOV) is a collaboration of four partners focused on improving services to people with disabilities and Deaf people who are victims of violence. The four partners are Community Abuse Prevention Services Agency (CAPSA), Utah State University – Center for Persons with Disabilities (CPD), OPTIONS for Independence (OPTIONS), and Utah Division of Services for People with Disabilities – Northern Region (DSPD).

To ensure people with disabilities and people who are Deaf living in Cache and Rich counties of Utah who are victims of violence are aware of and have access to appropriate services, it is the mission of NUCOV to:

- Enhance the capacity of victim and disability service agencies to reach out and provide the protections and services needed, and
- Improve the coordination of supports and services between victim and disability service agencies

The purpose of the needs assessment is to collect data that will provide a basis for developing a strategic plan for comprehensive services for people with disabilities and people who are Deaf who are victims of violence in the project service area. The focus will be on internal systems change both within and among the four collaborating organizations. Information will be solicited from individuals served by the collaborating organizations, their staffs, administrations, and boards.

I \_\_\_\_\_, agree to participate in the **focus group**/interview with (agency name) \_\_\_\_\_. By signing below I understand the following:

### **Use of the Information Gathered**

I understand that:

- The information I share will be very valuable to NUCOV.
- The information will be used by NUCOV partners to provide improved services to people with disabilities and those who are Deaf who are victims of violence.
- NUCOV will keep those things I identify as service strengths.
- NUCOV will look to improve those things I identify as service barriers and challenges.
- The information will be used to improve service coordination within the collaboration organizations.

### **Mandatory Reporting**

I understand that:

- Utah has a mandatory reporting law requiring all citizens to report abuse of children, and vulnerable or elder adults.

### **Confidentiality**

I understand that:

- **I am expected to keep information shared in the focus group confidential.**
- NUCOV will keep any personal information I provide confidential. However, Utah law limits confidentiality. All citizens are required to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Notes will be made of the **focus group**/interview.
- An audio recording will be made of the **focus group**/interview. However, if you object to the audio recording it will not be made.
- **Focus group**/interview notes and the audio recording will be kept under lock and key in the project offices.
- Only collaboration staff will have access to the **focus group**/interview information.
- NUCOV will use the **focus group**/interview information to develop both a needs assessment report and a strategic plan for improving services.
- NUCOV will destroy the notes and audio recording upon completion of the strategic plan.

### **Administrative Contact**

If you have questions you would like to discuss with someone other than the person extending the invitation or the focus group leader, you may contact one of the following:

Gordon Richins, CPD (435-797-2832)  
Jill Anderson, CAPSA (435-753-2500)  
Cheryl Atwood, OPTIONS (435-753-5353)  
Deborah O'Dell, DSPD (435-787-3450)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Disability: Board Member Focus Group/Interview Introduction Script

**Note: Please review the following at the beginning of the focus group. Bolded text below pertains only to focus group introductions.**

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD), and OPTIONS for Independence (OPTIONS) are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities and people who are Deaf who are victims of violence. In conjunction with this grant, we are conducting **focus groups**/interviews with board members.
- The focus will be on learning about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. There will be particular interest in how to better serve people with disabilities and those who are Deaf who are victims of violence. This information will be valuable for helping to improve our services.
- The information gained will be used to help improve the service delivery system among the collaboration partners so that people with disabilities and people who are Deaf who are victims of violence receive better services. We will keep those things identified as strengths and look to improve those things identified as barriers and challenges.
- Collaboration partners are committed to confidentiality. It is important to know that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.

As explained when you were invited and contained in the consent form:

- Any personally identifying information you provide will be kept confidential. Your responses to the **focus group**/interview questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan.
- **We ask that you keep confidential any information provided by other focus group participants.**
- Notes as well as an audio recording will be made of the **focus group**/interview and will be kept under lock and key in the project offices. However, if **anyone**/you object(s) to audio recording, it will not be made. The notes and recording will be destroyed upon completion of the strategic plan.

- Do you have any questions?
- Thank you for your time and participation.

## Disability: Board Member Focus Group/Interview Questions

1. What is your role as a board member in determining priorities for (agency name) \_\_\_\_\_?
  - a. What information do you need to make systems change for people with disabilities and people who are Deaf who experience violence a priority?
  - b. What resources are available to make this a priority?
    - i. Is it a matter of shifting resources?
    - ii. Do new resources need to be developed to build capacity?
2. Think about how policies and procedures are created or changed at (agency name) \_\_\_\_\_. What is your role in this change process?
  - a. Are there workplace violence policies in place? Are they adequate to protect the safety of the staff?
  - b. Are other policies in place regarding the issue of violence against people with disabilities and people who are Deaf?
3. In a time of limited resources, what will enhance your ability to provide services to consumers and people who are Deaf that report violence, and to support staff that provide those services? (The Independent Living Board should consider how the four core services relate to this question.)
  - a. Resources – funding?
  - b. Training?
4. What else needs to be considered if changes are going to be made?

## **Appendix B – Survivor Tools**

## **Survivor: Instructions for Staff Extending Invitations to Survivors Participating in Focus Groups**

Name: \_\_\_\_\_

A group of community organizations is conducting focus groups with individuals they serve. The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. The information gained will be used to help improve the service delivery system and provide better services for people with disabilities and Deaf people who are victims of violence.

You have been chosen to extend invitations because you are deemed to be the staff member closest to the individuals you serve. Attached is a list of survivors from your case load. Please invite each to participate in the focus group.

Please:

- Arrange to meet with the individuals one-on-one to extend the invitation.
- Cover the points on the attached Focus Group Invitation Script with each individual. You may read the script or modify the language if necessary. The important thing is that the individuals you are inviting understand the information.
- Review the attached Focus Group Consent Form. Allow them time to ask any questions they may have. Explain that they will be asked to sign the consent form at the beginning of the focus group.
- If an individual needs any accommodations help him/her to complete the attached Accommodations Request. Turn the completed forms in to (name) \_\_\_\_\_ by (date) \_\_\_\_\_.

If you have any questions contact Kathryn Monson or Jill Anderson.

Thank you.



## Survivor: Focus Group Invitation Script

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD) and OPTIONS for Independence (OPTIONS) are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities or people who are Deaf who are victims of abuse. In conjunction, they are conducting focus groups with individuals they serve.
- We will not be exploring for personal experiences of violence, but rather for your experience regarding services received. The purpose is to learn about service strengths, barriers and challenges, and coordination with the other service agencies in our collaboration.
- The information gained will be used to help improve the service delivery system and provide better services for people who are victims of domestic and sexual violence.
- Participation is completely voluntary. The services you receive, either now or in the future, do not depend on your participation and you are free to leave at any time without consequence.
- Any personally identifying information you provide will be kept confidential. Your responses to the focus group questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan.
- We ask that you keep confidential any personal information provided by other focus group participants.
- Notes as well as audio recordings will be made of the focus group and will be kept under lock and key in the project offices. However, if anyone objects to audio recording, it will not be made. The notes and recordings will be destroyed after plans for improving services are developed.
- The information shared may be of a sensitive nature. It is possible that you may find some of the questions uncomfortable. It is also possible that another focus group participant may reveal confidential information even after pledging not to.
- If you are willing to participate in this focus group, you will receive a \$20 gift certificate from Wal-Mart. Are you interested?
- If yes, the focus group will be held on (date/time) \_\_\_\_\_ at (location) \_\_\_\_\_.

- Transportation is available upon request for those who have no other means. Do you need transportation?
- Child care is available upon request for those who have no other means. Do you need child care?
- We have an array of accommodations for those who may have a disability. These can include such things as documents in large print, assistive listening devices or American Sign Language interpreters. Please let us know what you need and we will do our best to provide those accommodations.
- Do you have any questions?
- Thank you for your participation.

## Survivor: Focus Group Consent Form

Northern Utah's Choices Out of Violence (NUCOV) is a collaboration of four partners, CAPSA, CPD, DSPD and OPTIONS. NUCOV is conducting focus groups with individuals they serve. The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. The information gained will be used to help improve the service delivery system and provide better services for people with disabilities and people who are Deaf who are victims of abuse.

We ask that you read this consent form and ask any questions before agreeing to participate in the focus group.

I \_\_\_\_\_, agree to participate in the focus group with CAPSA. By signing below I understand the following:

### **Participation is Completely Voluntary**

I understand that:

- I have chosen to participate in the focus group.
- No one has forced me to participate in the focus group.
- The services I receive, either now or in the future, do not depend on participation in the focus group.
- If I don't feel like commenting during the focus group I don't have to.
- I am free to leave at any time without consequence.
- The focus group will be no longer than two hours.

### **Participant Stipends**

I understand that:

- I will receive a \$20 Wal-Mart gift card at the focus group.
- I will receive the gift card even if I decide not to complete the focus group for any reason.

### **Use of the Information Gathered**

I understand that:

- The information I share will be very valuable to NUCOV.
- The information will be used so that NUCOV can provide improved services.
- The information will be used to enhance the service delivery system to people with disabilities and people who are Deaf.
- NUCOV will keep those things I identify as service strengths.
- NUCOV will look to improve those things I identify as service barriers and challenges.
- The information will be used to improve service coordination within the collaboration organizations.

**Sensitive Nature of Information**

I understand that:

- Some of the information may be sensitive.
- I may find some of the questions uncomfortable.

**Mandatory Reporting**

I understand that:

- Utah has a mandatory reporting law requiring all citizens to report abuse of children, and vulnerable or elder adults.

**Confidentiality**

I understand that:

- I am expected to keep information shared in the focus group confidential.
- Another focus group participant may reveal confidential information even after pledging not to.
- NUCOV will keep any personal information I provide confidential. However, Utah law limits confidentiality. All citizens are required to report suspected incidences of child, vulnerable adult, or elder adult abuse.
- Notes will be made of the focus group.
- Audio recordings will be made of the focus group. However, if anyone objects, audio recordings will not be made.
- Focus group notes and audio recordings will be kept under lock and key in the project offices.
- Only involved collaboration partners will have access to the focus group information.
- NUCOV will use the focus group information to develop both a needs assessment report and a strategic plan for improving services.
- NUCOV will destroy the notes and audio recordings upon completion of the strategic plan.

**Administrative Contact:**

If you have questions you would like to discuss with someone other than the person extending the invitation, you can contact Kathryn Monson or Jill Anderson (435-753-2500).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Survivor: Accommodations Request

Name: \_\_\_\_\_

Focus Group Date: \_\_\_\_\_ Time: \_\_\_\_\_

Accommodation(s) needed:

- Large print
- Braille/Audio
- American Sign Language interpreters
- Spanish interpreter
- Assistive listening device
- Orientation to the facility
- Personal care attendant
- Other: \_\_\_\_\_

- Transportation
- Lift-equipped transportation

How do we safely contact you to arrange transportation?

\_\_\_\_\_

- Dietary requirements: \_\_\_\_\_

- Child care:  
Number \_\_\_\_\_  
Ages \_\_\_\_\_

## Survivor: Focus Group Introduction Script

**Note to facilitator: Please review the following at the beginning of the focus group.**

- Today CAPSA is conducting a focus group. The information gained will be used to help improve the service delivery system and provide better services for people who are victims of domestic and sexual violence.
- You were invited so that you could share experiences you have had with both good and less than perfect services. We will not be exploring for personal experiences of violence, but rather for your experience with the services received from CAPSA and other NUCOV organizations.
- The emphasis is on understanding what makes great services from your point of view. We also want to find out what barriers and challenges there are to receiving good services. And finally what are the strengths and barriers encountered when receiving services from more than one organization.

As explained when you were invited and contained in the consent form:

- Participation is completely voluntary. The services you receive, either now or in the future, do not depend on participation in the focus group. If you don't feel like commenting you don't have to. You may leave at any time without consequence.
- All the collaboration partners are committed to confidentiality. It is important to be aware that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Any personally identifying information you provide will be kept confidential. Your responses to the focus group questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan. We ask that you keep confidential any information provided by other focus group participants.
- Notes as well as agreed to audio recordings will be made of the focus group and will be kept under lock and key in the project offices. However, if anyone objects to the audio recording, it will not be made. The notes and recordings will be destroyed after plans for improving services are developed.

- The information shared may be of a sensitive nature. It is possible that you may find some of the questions uncomfortable. It is also possible that another focus group participant may reveal confidential information even after pledging not to.
- We have attempted to provide the accommodations you have requested. If you need additional accommodations throughout the meeting, please let (name) \_\_\_\_\_ know.
- If you are feeling uncomfortable at any point during the meeting, there is a quiet room you can go to and someone you can talk to if needed. It is (location) \_\_\_\_\_.
- Restrooms are located \_\_\_\_\_. Feel free to come and go as needed.
- Do you have any questions?
- Thank you for your time and participation.

## Survivor: Focus Group Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with questions like those designated with a letter or Roman numeral if people did not address the issue spontaneously.**

1. Think about a time when you felt safe and supported at a community services organization. What made it feel safe and supportive?
  - a. What was important about the environment to help you feel safe and supported?
  - b. What was important about the interactions with the staff?
    - i. What did they say that was helpful?
    - ii. What did they do that was helpful?
  - c. What else makes you feel safe and supported when meeting with any organization?
2. Now think about a time you were disappointed with the services you received. What made you feel that way?
  - a. Were there things that were disappointing about the interactions with the staff?
  - b. Were there attitudinal, cultural or other barriers that made it difficult to access services?
  - c. What are some specific things that would have prevented you from feeling disappointed?
3. Think about times when you felt an organization was really helpful. What made you feel that they were helpful?
  - a. Do you feel they responded to you as an individual?
    - i. Were they flexible with their rules and policies?
    - ii. Was the staff culturally sensitive?
  - b. Are there other things that good services would be dependent upon?
4. Think about times when you needed more than one agency to work together in your behalf. What happened?
  - a. How did you find out about the agencies where you needed services?
  - b. What did the agencies do to help coordinate your service needs?
  - c. Did you have any confidentiality concerns?
  - d. Were there things in place that helped you get what you needed to work smoothly from agency to agency?
  - e. Did your advocate help you to work your way through this system?
  - f. What made the process hard? What got in the way?



5. When you think about your experiences with CAPSA, what made you feel safe and supported?
  - a. Was there anything about the environment that helped you feel safe and supported?
  - b. Did you feel comfortable that your confidentiality needs were met?
  - c. Were there any particular practices that were especially helpful to you in receiving assistance?
  - d. Were there any particular practices that hindered your ability to receive assistance?
  - e. Was there anything you needed that would have helped you to function better within the agency?
  
6. What else do we need to know to provide the very best services for women who have experienced abuse or violence?
  - a. What would you want CAPSA and other organizations to know?

## **Survivor: Instructions for Administrators Extending Invitations to Staff Participating in Focus Groups**

CAPSA, Center for Persons with Disabilities (CPD), Division for Services for People with Disabilities (DSPD), OPTIONS for Independence (OPTIONS) are conducting focus groups with their staff. The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. The information gained will be used to help improve the service delivery system and provide better services for people with disabilities and Deaf people.

Please:

- During your regularly scheduled staff meeting, inform staff of the upcoming focus groups' dates, times, and locations, and expectation of their attendance.
- Cover the points on the attached Focus Group Invitation Script.
- Give each individual a copy of the attached Focus Group Consent Form. Give them time to read it over and allow them time to ask any questions they may have.

Thank you.

## Survivor: Staff Focus Group Invitation Script

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD), and OPTIONS for Independence (OPTIONS) are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women (OVW) to improve services for people with disabilities and people who are Deaf who are victims of violence. In conjunction with this grant we are seeking input from program staff, administrators, and boards, as well as survivors/clients/consumers.
- We will not be exploring for personal experiences of violence, but rather for your experience providing services. The purpose is to learn about service strengths, barriers and challenges, and coordination with the other service agencies in our collaboration.
- The information gained will be used to help improve the service delivery system and provide better services for people who are victims of domestic and sexual violence. We will keep those things you identify as strengths and look to improve those things you identify as barriers and challenges. We will also look to improve service coordination within the collaboration organizations.
- All the collaboration partners are committed to confidentiality. It is important to be aware that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Any personally identifying information you provide will be kept confidential. Your responses to the focus group questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan. We ask that you keep confidential any information provided by other focus group participants. Your employment will not be impacted by any information you provide.
- Notes as well as audio recordings will be made of the focus group and will be kept under lock and key in the project offices. However, if anyone objects to audio recording, it will not be made. The notes and recordings will be destroyed after strategic plans for improving services are developed.
- Do you have any questions?
- Thank you for your participation.

## Survivor: Staff Focus Group Consent Form

Operating under a grant from the U. S. Department of Justice, Office on Violence Against Women (OVW), Northern Utah's Choices Out of Violence (NUCOV) is a collaboration of four partners focused on improving services to people with disabilities and people who are Deaf who are victims of violence. The four partners are Community Abuse Prevention Services Agency (CAPSA), Utah State University – Center for Persons with Disabilities (CPD), OPTIONS for Independence (OPTIONS), and Utah Division of Services for People with Disabilities – Northern Region (DSPD).

To ensure people with disabilities and people who are Deaf living in Cache and Rich counties of Utah who are victims of violence are aware of and have access to appropriate services, it is the mission of NUCOV to:

- Enhance the capacity of victim and disability service agencies to reach out and provide the protections and services needed, and
- Improve the coordination of supports and services between victim and disability service agencies

The purpose of the needs assessment is to collect data that will provide a basis for developing a strategic plan for comprehensive services for people with disabilities and those who are Deaf who are victims of violence in the project service area. The focus will be on systems change both within and among the four collaborating organizations. Information will be solicited from individuals served by the collaborating organizations as well as their staffs, administrators, and board members.

I \_\_\_\_\_, agree to participate in the focus group with CAPSA. By signing below, I understand the following:

### Use of the Information Gathered

I understand that:

- The information I share will be very valuable to NUCOV.
- The information will be used by NUCOV partners to provide improved services to people with disabilities and people who are Deaf who are victims of violence.
- NUCOV will keep those things I identify as service strengths.
- NUCOV will look to improve those things I identify as service barriers and challenges.
- The information will be used to improve service coordination within the collaboration organizations.
- The information I provide will not adversely impact my employment.

### **Mandatory Reporting**

I understand that:

- Utah has a mandatory reporting law requiring all citizens to report abuse of children, and vulnerable or elder adults.

### **Confidentiality**

I understand that:

- I am expected to keep information shared in the focus group confidential.
- NUCOV will keep any personal information I provide confidential. However, Utah law limits confidentiality. All citizens are required to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Notes will be made of the focus group.
- Audio recordings will be made of the focus group. However, if anyone objects audio recordings will not be made.
- Focus group notes and audio recordings will be kept under lock and key in the project offices.
- Only collaboration staff will have access to the focus group information.
- NUCOV will use the focus group information to develop both a needs assessment report and a strategic plan for improving services.
- NUCOV will destroy the notes and audio recordings upon completion of the strategic plan.

### **Administrative Contact**

If you have questions you would like to discuss with someone other than the person extending the invitation or the focus group leader, you may contact one of the following:

Gordon Richins, CPD (435-797-2832)  
Jill Anderson, CAPSA (435-753-2500)  
Cheryl Atwood, OPTIONS (435-753-5353)  
Deborah O'Dell, DSPD (435-787-3450)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Survivor: Staff Focus Group Introduction Script

**Note: Please review the following at the beginning of the focus group.**

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD) and OPTIONS for Independence (OPTIONS) are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities and people who are Deaf who are victims of violence. In conjunction with this grant, we are conducting focus groups with program staff.
- The focus will be on learning about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. There will be particular interest in how to better serve people with disabilities and those who are Deaf. This information will be valuable for helping to improve our services.
- The information gained will be used to help improve the service delivery system and provide better services for people who are victims of domestic and sexual violence. We will keep those things identified as strengths and look to improve those things identified as barriers and challenges.
- Collaboration partners are committed to confidentiality. It is important to know that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.

As explained when you were invited and contained in the consent form:

- Any personally identifying information you provide will be kept confidential. Your responses to the focus group questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan.
- We ask that you keep confidential any information provided by other focus group participants. Your employment will not be impacted by any information you provide.
- Notes as well as an audio recording will be made of the focus group and will be kept under lock and key in the project offices. However, if anyone objects to an audio recording, it will not be made. The notes and recording will be destroyed upon completion of the strategic plan.
- Do you have any questions?

- Thank you for your time and participation.

## Survivor: Caseworker Focus Group Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with the questions designated with a letter if people did not address the issue spontaneously. As you ask the questions below, be sure to prompt the focus group members to consider cognitive, physical, and sensory disabilities. Please share the following definitions at the beginning of the focus group.**

### Definitions:

1. **Cognitive Disability – mental retardation, learning disability, traumatic brain injury, etc.**
  2. **Physical Disability – spinal cord injury, cerebral palsy, etc.**
  3. **Sensory Disability – visual impairment/blind, deaf/hard of hearing, etc.**
- 
1. Think about a time when things went well when you were helping a survivor that had a disability or who was Deaf. Consider cognitive, physical and sensory disabilities. What things were in place with CAPSA to help you?
    - a. What types of formal resources, training or policies and practices helped you?
    - b. Were there informal procedures, practices or attitudes that helped?
    - c. How were you able to identify that the survivor had a disability or was Deaf?
    - d. What made you feel comfortable working with the survivor?
  
  2. Can you tell me about a time when things did not go as well for you in providing services to a survivor that had a disability or who was Deaf?
    - a. What type of formal resources, training or policies and practices would have helped you?
    - b. Are there things you can suggest that may have been done to improve the situation?
    - c. How did the type of disability impact your ability to deliver services?
    - d. How did it impact your service delivery if a survivor's caregiver was the perpetrator?
    - e. Is there anything that made you feel uncomfortable working with a survivor with a disability or who was Deaf?



3. Think about times you have worked with a survivor with a disability or who was Deaf that needed help from disability organizations. What relationships exist with disability agencies in the community that can provide assistance in working with survivors with disabilities or who are Deaf?
  - a. Have you coordinated services with OPTIONS for Independence (OPTIONS)? With Division of Services for People with Disabilities (DSPD)? With Center for Persons with Disabilities (CPD)?
  - b. What was positive about your interaction with OPTIONS? With DSPD? With CPD?
  - c. What would have been helpful in improving your interaction with OPTIONS? With DSPD? With CPD?
  
4. What are some ideas about how we can create an opportunity for a person with a disability or who is Deaf to get the accommodations they may need in order to receive services from CAPSA?
  - a. What policies and procedures do you have that guide you in meeting the needs of a survivor with a disability or who is Deaf?
  - b. How did you come to know this person had a disability or was Deaf? Is your screening process adequate?
  - c. What processes does CAPSA have to create an opportunities for a persons with disabilities or who are Deaf to request accommodations?
  - d. What are some of the factors that may make it more difficult for a person with a disability or who is Deaf to request an accommodation at CAPSA?
  
5. What will enhance your ability to provide services to survivors with disabilities or who are Deaf?
  - a. Do you have the needed resources?
  - b. What information regarding disabilities would be helpful?
  - c. Do existing policies and procedures provide you the latitude to exercise professional discretion?
  - d. What other policies and procedures need to be written?
  
6. What else should we know about improving service for survivors of violence and abuse who have disabilities or who are Deaf?
  - a. What would be important for disability organizations to know?
  - b. What would be important for CAPSA to know?

## Survivor: Support Staff Focus Group Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with the questions designated with a letter if people did not address the issue spontaneously. As you ask the questions below, be sure to prompt the focus group members to consider cognitive, physical, and sensory disabilities.**

1. Think about a time when things went well when a survivor that had a disability or who was Deaf first came or called in to the CAPSA office. Consider cognitive, physical and sensory disabilities. What things were in place with CAPSA to help you?
  - a. How were you able to identify that the survivor had a disability?
  - b. Did you have the ability to assist the survivor with his/her accommodation needs?
  - c. How were the accommodations met?
  - d. What helped you feel comfortable working with the survivor?
2. Do you receive support for creating a safe, accessible, and supportive environment for survivors with disabilities and survivors who are Deaf?
  - a. What kind of support do you receive?
  - b. What is helpful about the support you receive?
  - c. What support would be more helpful for you?
3. Can you tell me about a time when things did not go as well for you in providing services to a survivor that had a disability or that was Deaf when he or she first came to the CAPSA office?
  - a. Were there challenges in providing a needed accommodation?
  - b. Were there any physical barriers that made it difficult for the survivor to enter the building, get to an office, or utilize the CAPSA facility in any way?
  - c. Was there anything that made you feel uncomfortable in serving these survivors?
4. How do you respond when someone with a disability or someone who is Deaf calls with a question regarding violence?
  - a. Are there policies, procedures, or practices that guide you in responding to questions?
  - b. Do you know where to refer people?

5. What will enhance your ability to provide services to survivors with disabilities or who are Deaf?
  - a. Do you have the needed resources?
  - b. Do you receive the needed information about policies and procedures, relationships with other organizations, etc.?
  - c. What are the opportunities you have for training or other knowledge building? Are they sufficient?
  - d. Anything else?
  
6. What else should we know about improving services for survivors of violence and abuse who have disabilities or who are Deaf in order for them to feel safe and supported when they first call or come to the CAPSA office?
  - a. What would be important for disability organizations to know?
  - b. What would be important for CAPSA to know?

## Survivor: Shelter Staff Focus Group Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with the questions designated with a letter if people did not address the issue spontaneously. As you ask the questions below, be sure to prompt the focus group members to consider cognitive, physical, and sensory disabilities.**

1. Think about a time when things went well when a survivor that had a disability or who was deaf first came to the shelter. Consider cognitive, physical and sensory disabilities. What things were in place with CAPSA to help you?
  - a. How were you able to identify that the survivor had a disability or was Deaf?
  - b. Did you have the ability to assist the survivor with his/her accommodation needs?
  - c. How were the accommodations met?
  - d. What made you feel comfortable working with the survivor?
2. Do you receive support from CAPSA policies and procedures for creating a safe and supportive environment for survivors with disabilities or who are Deaf?
  - a. What is helpful about the support you receive?
  - b. What support would be more helpful for you?
3. Can you tell me about a time when things did not go as well for you in providing services to a survivor that had a disability or who was Deaf who was staying in the CAPSA shelter?
  - a. Were there challenges in providing a needed accommodation?
  - b. Were there any physical barriers that made it difficult for the survivor to enter the building, get to his/her room, or utilize the CAPSA shelter in any way?
  - c. Was there anything that made you feel uncomfortable in serving these persons?
4. What practices are in place to guide you when someone with a disability or who is Deaf comes into shelter?
  - a. Do current practices work so that you are able to find appropriate accommodations on a 24- hour basis?
  - b. Do you know where to call to get help with needed accommodations? For example, would you know who to call if a survivor with a disability needed accessible transportation to the shelter outside of business hours?
  - c. What could CAPSA do to make it easier for you to provide needed accommodations?

5. What will enhance your ability to provide services to survivors with disabilities or who are Deaf while they reside in the shelter
  - a. Do you have the needed resources?
  - b. Do you receive the needed information about policies and procedures, relationships with other organizations, etc.?
  - c. What are the opportunities you have for training or other knowledge building? Are they sufficient?
  - d. Anything else?
  
6. What else should we know about improving services for survivors of violence and abuse who have disabilities or who are Deaf in order for them to feel safe and supported when they are staying at the CAPSA shelter?

## Survivor: Volunteer Advocate Focus Group Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with the questions designated with a letter if people did not address the issue spontaneously. As you ask the questions below, be sure to prompt the focus group members to consider cognitive, physical, and sensory disabilities.**

1. Think about a time when things went well when you were helping a survivor that had a disability or who was Deaf on an advocate call. Consider cognitive, physical and sensory disabilities. What things were in place with CAPSA to help you?
  - a. How were you able to identify that the survivor had a disability or was Deaf?
  - b. Did you have the ability to assist the survivor with his/her accommodation or transportation needs?
  - c. How were the accommodations or transportation needs met?
  - d. What made you feel comfortable working with the survivor?
  
2. Can you tell me about a time when things did not go as well for you in providing services to a survivor that had a disability or was Deaf while on an advocate call?
  - a. Were there challenges in providing a needed accommodation or transportation?
  - b. Was there anything that made you feel uncomfortable in serving this person?
  
3. What practices are in place to guide you when assisting someone with a disability or who is Deaf when on an advocate call?
  - a. Do current practices work so that you are able to find appropriate accommodations on a 24-hour basis?
  - b. Do you know where to call to get help with needed accommodations? For example, would you know who to call if a survivor with a disability needed accessible transportation to the shelter outside of business hours?
  - c. What could CAPSA do to make it easier for you to provide needed accommodations?
  
4. What will enhance your ability to provide services to survivors with disabilities or who are Deaf?
  - a. Do you have the needed resources?
  - b. Do you receive the needed information about policies and procedures, relationships with other organizations, etc.?
  - c. What are the opportunities you have for training or other knowledge building? Are they sufficient?
  - d. Anything else?

5. What else should we know about improving services for survivors of violence and abuse who have disabilities or who are Deaf in order for them to feel safe and supported when they are meeting with an advocate?

## Survivor: Administrator Interview Invitation Script

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD), and OPTIONS for Independence (OPTIONS) are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities or who are Deaf who are victims of violence. In conjunction with this grant we are seeking input from program staff, administrators, and boards, as well as survivors/clients/consumers.
- We will not be exploring for personal experiences of violence, but rather for your experience providing services. The purpose is to learn about service strengths, barriers and challenges, and coordination with the other service agencies in our collaboration.
- The information gained will be used to help improve the service delivery system and provide better services for people who are victims of domestic and sexual violence. We will keep those things you identify as strengths and look to improve those things you identify as barriers and challenges. We will also look to improve service coordination within the collaboration organizations.
- All the collaborative partners are committed to confidentiality. It is important to be aware that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Any personally identifying information you provide will be kept confidential. Your responses to the interview questions will be incorporated anonymously into a needs assessment report and strategic plan. Your employment will not be impacted by any information you provide.
- Notes as well as an audio recording will be made of the interview and will be kept under lock and key in the project offices. However, if anyone objects to an audio recording, it will not be made. The notes and recording will be destroyed upon completion of the strategic plan.
- Do you have any questions?
- Thank you for your participation.



## Survivor: Administrator Interview Consent Form

Operating under a grant from the U. S. Department of Justice, Office on Violence Against Women (OVW), Northern Utah's Choices Out of Violence (NUCOV) is a collaboration of four partners focused on improving services to people with disabilities and Deaf people who are victims of violence. The four partners are Community Abuse Prevention Services Agency (CAPSA), Utah State University – Center for Persons with Disabilities (CPD), OPTIONS for Independence (OPTIONS), and Utah Division of Services for People with Disabilities – Northern Region (DSPD).

To ensure people with disabilities and people who are Deaf living in Cache and Rich counties of Utah who are victims of violence are aware of and have access to appropriate services, it is the mission of NUCOV to:

- Enhance the capacity of victim and disability service agencies to reach out and provide the protections and services needed, and
- Improve the coordination of supports and services between victim and disability service agencies

The purpose of the needs assessment is to collect data that will provide a basis for developing a strategic plan for comprehensive services for people with disabilities and people who are Deaf who are victims of violence in the project service area. The focus will be on systems change both within and among the four collaborating organizations. Information will be solicited from individuals served by the collaborating organizations, their staffs, administrations, and boards.

I \_\_\_\_\_, agree to participate in the interview with CAPSA. By signing below I understand the following:

### Use of the Information Gathered

I understand that:

- The information I share will be very valuable to NUCOV.
- The information will be used by NUCOV partners to provide improved services to people with disabilities and people who are Deaf who are victims of violence.
- NUCOV will keep those things I identify as service strengths.
- NUCOV will look to improve those things I identify as service barriers and challenges.
- The information will be used to improve service coordination within the collaboration organizations.

**Mandatory Reporting**

I understand that:

- Utah has a mandatory reporting law requiring all citizens to report abuse of children, and vulnerable or elder adults.

**Confidentiality**

I understand that:

- NUCOV will keep any personal information I provide confidential. However, Utah law limits confidentiality. All citizens are required to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Notes will be made of the interview.
- An audio recording will be made of the interview. However, if you object the recording will not be made.
- Interview notes and audio recording will be kept under lock and key in the project offices.
- Only collaboration staff will have access to the interview information.
- NUCOV will use the interview information to develop both a needs assessment report and a strategic plan for improving services.
- NUCOV will destroy the notes and audio recording upon completion of the strategic plan.

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Signature

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Date

## Survivor: Administrator Interview Introduction Script

**Note: Please review the following at the beginning of the interview.**

- CAPSA, CPD, DSPD, and OPTIONS are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities and people who are Deaf who are victims of violence. In conjunction with this grant, we are conducting interviews with program administrators.
- The focus will be on learning about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. There will be particular interest in how to better serve people with disabilities and people who are Deaf. This information will be valuable for helping to improve our services.
- The information gained will be used to help improve the service delivery system and provide better services for people who are victims of domestic and sexual violence. We will keep those things identified as strengths and look to improve those things identified as barriers and challenges. We will also look to improve service coordination within the collaboration organizations.
- Collaboration partners are committed to confidentiality. It is important to know that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.

As explained when you were invited and contained in the consent form:

- Any personally identifying information you provide will be kept confidential. Your responses to the interview questions will be incorporated anonymously into a needs assessment report and strategic plan.
- Notes as well as an audio recording will be made of the interview and will be kept under lock and key in the project offices. However, if you object to an audio recording, it will not be made. The notes and recording will be destroyed upon completion of the strategic plan.
- Do you have any questions?
- Thank you for your time and participation.

## Survivor: Administrator Interview Questions

**Note: Present the general questions designated with a number first and let people respond. Probe with the questions designated with a letter if people did not address the issue spontaneously. As you ask the questions below, be sure to prompt the interview members to consider cognitive, physical, and sensory disabilities.**

1. What are your agency's strengths and weaknesses in serving people with disabilities and people who are Deaf?
  - a. Where does providing services to people with disabilities or who are deaf who have experienced violence fit into your organizations priorities?
2. How do CAPSA's written policies and procedures guide staff who are working with survivors with disabilities and or who are Deaf?
  - a. What are the daily practices in comparison to written policies and procedures?
  - b. What are the strengths of the policies, procedures and practices?
  - c. What are the barriers or challenges to the policies, procedures and practices?
  - d. How do you create sustainable policies, procedures and practices?
  - e. How do policies and procedures lead to good practices?
  - f. How do policies and procedures support the staff?
3. How does change happen at CAPSA?
  - a. What is the decision making process?
  - b. How are policies and procedures created or changed?
  - c. How is resource allocation made?
  - d. How does meeting the needs of people with disabilities and those who are deaf fit in with the mission of the organization?
4. What is your role as an administrator in supporting your staff to serve people with disabilities and who are Deaf?
5. In a time of limited resources, how does CAPSA make the needs of survivors with disabilities and who are Deaf who experience violence a priority?
  - a. Is there funding?
  - b. Is there a line item for accommodations?
  - c. Are there other resources?

6. What working relationships do you have with OPTIONS, CPD, DSPD?
  - a. What possibilities do you see for improving those relationships to better serve victims with disabilities?
  - b. What resources would be helpful?
  - c. How do we share resources with other organizations?
  
7. What challenges, if any, are there when attempting to make changes in your organization?
  - a. Are there particular areas in your organizations that are easier/harder to change than others? If so, what are they and why?
  
8. What else does CAPSA need to know if it is going to make changes to its policies, procedures and practices regarding how it serves survivors with disabilities?

## **Survivor: Instructions for Administrators Extending Invitations to Board Members Participating in Focus Groups**

CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD) and OPTIONS for Independence (OPTIONS) are conducting focus groups with their board members. The purpose is to learn about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. The information gained will be used to help improve the service delivery system and provide better services for people with disabilities and Deaf people.

Please:

- Inform board members of the upcoming focus group date, time, and location, and request their attendance.
- Cover the points on the attached Focus Group Invitation Script.
- Give each individual a copy of the attached Focus Group Consent Form. Give them time to read it over and allow them time to ask any questions they may have.

Thank you.

## Survivor: Board Member Focus Group Invitation Script

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD), and OPTIONS for Independence (OPTIONS) are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities and people who are Deaf who are victims of violence. In conjunction with this grant we are seeking input from program staff, administrators, and boards, as well as survivors/clients/consumers.
- We will not be exploring for personal experiences of violence, but rather for your experience in your role as a board member. The purpose is to learn about service strengths, barriers and challenges, and coordination with the other service agencies in our collaboration.
- The information gained will be used to help improve the service delivery system and provide better services for people who are victims of domestic and sexual violence. We will keep those things you identify as strengths and look to improve those things you identify as barriers and challenges. We will also look to improve service coordination within the collaboration organizations.
- All the collaboration partners are committed to confidentiality. It is important to be aware that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Any personally identifying information you provide will be kept confidential. Your responses to the focus group questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan. We ask that you keep confidential any information provided by other focus group participants.
- Notes as well as an audio recording will be made of the focus group and will be kept under lock and key in the project offices. However, if anyone objects to an audio recording, it will not be made. The notes and recordings will be destroyed upon completion of the strategic plan.
- Do you have any questions?
- Thank you for your participation.

## Survivor: Board Member Focus Group Consent Form

Operating under a grant from the U. S. Department of Justice, Office on Violence Against Women (OVW), Northern Utah's Choices Out of Violence (NUCOV) is a collaboration of four partners focused on improving services to people with disabilities and people who are Deaf who are victims of violence. The four partners are Community Abuse Prevention Services Agency (CAPSA), Utah State University – Center for Persons with Disabilities (CPD), OPTIONS for Independence (OPTIONS), and Utah Division of Services for People with Disabilities – Northern Region (DSPD).

To ensure people with disabilities and people who are Deaf living in Cache and Rich counties of Utah who are victims of violence are aware of and have access to appropriate services, it is the mission of NUCOV to:

- Enhance the capacity of victim and disability service agencies to reach out and provide the protections and services needed, and
- Improve the coordination of supports and services between victim and disability service agencies

The purpose of the needs assessment is to collect data that will provide a basis for developing a strategic plan for comprehensive services for people with disabilities and people who are Deaf who are victims of violence in the project service area. The focus will be on systems change both within and among the four collaborating organizations. Information will be solicited from individuals served by the collaborating organizations, their staffs, administrations and boards.

I \_\_\_\_\_, agree to participate in the focus group with CAPSA. By signing below I understand the following:

### Use of the Information Gathered

I understand that:

- The information I share will be very valuable to NUCOV.
- The information will be used by NUCOV partners to provide improved services to people with disabilities and people who are Deaf who are victims of violence.
- NUCOV will keep those things I identify as service strengths.
- NUCOV will look to improve those things I identify as service barriers and challenges.
- The information will be used to improve service coordination within the collaboration organizations.



### **Mandatory Reporting**

I understand that:

- Utah has a mandatory reporting law requiring all citizens to report abuse of children, and vulnerable or elder adults.

### **Confidentiality**

I understand that:

- I am expected to keep information shared in the focus group confidential.
- NUCOV will keep any personal information I provide confidential. However, Utah law limits confidentiality. All citizens are required to report suspected incidences of child, vulnerable adult, and elder adult abuse.
- Notes will be made of the focus group.
- An audio recording will be made of the focus group. However, if you object the audio recording will not be made.
- Focus group notes and the audio recording will be kept under lock and key in the project offices.
- Only collaboration staff will have access to the focus group information.
- NUCOV will use the focus group information to develop both a needs assessment report and a strategic plan for improving services.
- NUCOV will destroy the notes and audio recording upon completion of the strategic plan.

### **Administrative Contact**

If you have questions you would like to discuss with someone other than the person extending the invitation or the focus group leader, you may contact one of the following:

Gordon Richins, CPD (435-797-2832)  
Jill Anderson, CAPSA (435-753-2500)  
Cheryl Atwood, OPTIONS (435-753-5353)  
Deborah O'Dell, DSPD (435-787-3450)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **Survivor: Board Member Focus Group Introduction Script**

**Note: Please review the following at the beginning of the focus group.**

- CAPSA, Center for Persons with Disabilities (CPD), Division of Services for People with Disabilities (DSPD), and OPTIONS for Independence (OPTIONS) are collaborating under a grant from the U. S. Department of Justice, Office on Violence Against Women to improve services for people with disabilities and people who are Deaf who are victims of abuse. In conjunction with this grant, we are conducting focus groups with board members.
- The focus will be on learning about service strengths, barriers and challenges, and coordination with other service agencies in our collaboration. There will be particular interest in how to better serve people with disabilities and people who are Deaf who are victims of abuse. This information will be valuable for helping to improve our services.
- The information gained will be used to help improve the service delivery system and provide better services for people who are victims of domestic and sexual violence. We will keep those things identified as strengths and look to improve those things identified as barriers and challenges. We will also look to improve service coordination within the collaboration organizations.
- Collaboration partners are committed to confidentiality. It is important to know that Utah law limits confidentiality. Utah law requires all citizens to report suspected incidences of child, vulnerable adult, and elder adult abuse.

As explained when you were invited and contained in the consent form:

- Any personally identifying information you provide will be kept confidential. Your responses to the focus group questions, along with other participants', will be incorporated anonymously into a needs assessment report and strategic plan.
- We ask that you keep confidential any information provided by other focus group participants.
- Notes as well as an audio recording will be made of the focus group and will be kept under lock and key in the project offices. However, if anyone objects to the audio recording, it will not be made. The notes and recording will be destroyed upon completion of the strategic plan.

- Do you have any questions?
- Thank you for your time and participation.

## Survivor: Board Member Focus Group Questions

1. What is your role as a board member in setting priorities?
  - a. Funding?
  - b. Policy?
2. Think of a recent time when CAPSA made a policy change. How does change happen at CAPSA?
  - a. What is the decision making process?
  - b. How are policies and practices created/changed?
  - c. How are decisions made regarding hiring of personnel?
  - d. How are resource allocations made?
3. In a time of limited resources, how do we make serving survivors with disabilities and who are Deaf a priority?
  - a. What information would be useful in making these decisions?
  - b. Resources/Funding?
  - c. Training?
4. What else needs to be considered if changes are going to be made in the way CAPSA provides services?