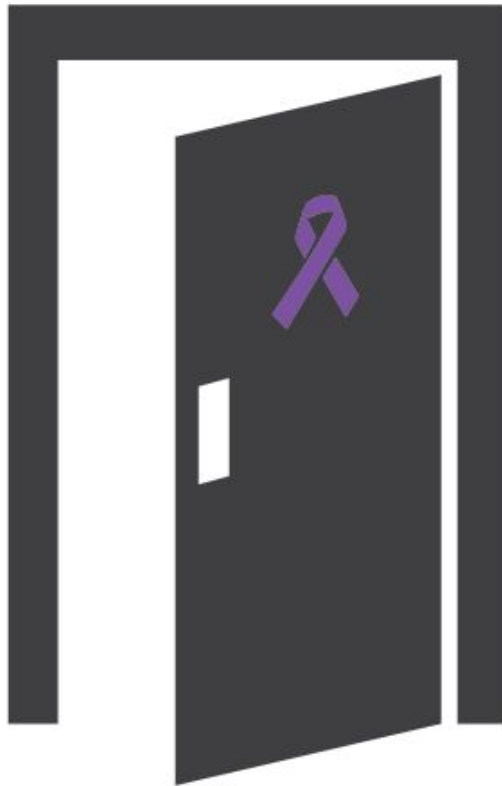


# McNeff's Open Doors

FOR SURVIVORS WITH DISABILITIES



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## Needs Assessment Plan

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## Introduction

McNeff's Open Doors for Survivors with Disabilities ("Open Doors") reflects the commitment of five organizations who have come together to identify and address system gaps present for women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County. While our agencies have relevant expertise and a rich history of working together, no previous efforts have included the development of such a comprehensive team focused exclusively on women with physical disabilities who experience domestic violence, sexual assault, and/or stalking.

## Partner Agencies

*Multnomah County - Department of County Human Services (DCHS)* is the grantee organization for this project. DCHS houses three project partners: Adult Protective Services, Veteran's Services, and the Domestic and Sexual Violence Coordination Office.



*Adult Protective Services* - Adult Protective Services (APS) will bring their expertise investigating abuse against people with disabilities. APS is responsible for improving the quality of life of the county's 220,000 older adults and people with disabilities by protecting them from abuse, financial exploitation, neglect and self-neglect. APS conducts abuse investigations, provides risk management, and educates the community about abuse. APS strives to prevent further harm by linking victims of abuse to critical health, legal and human services.

*Domestic and Sexual Violence Coordination Office* - The Domestic and Sexual Violence Coordination Office (DSVCO) will bring their expertise with systems-level coordination of domestic violence services. Established in 1994, DSVCO provides leadership, consultation and technical assistance on domestic and sexual violence intervention and prevention for Multnomah County and the City of Portland. DSVCO manages county, state and federal funds for victim services including other Office on Violence Against Women grants; leads and facilitates multi-disciplinary and collaborative projects; assesses needs and gaps in local interventions; and provides extensive training and capacity-building throughout the County.

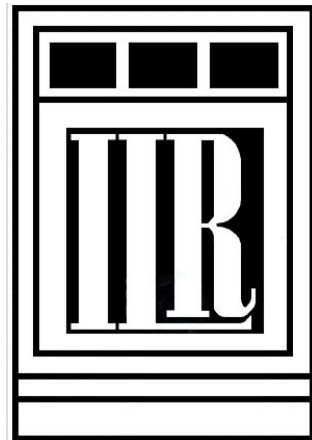
*Veteran's Services Office* - The Veteran's Services Office (VSO) will bring expertise working with veterans and their families. The VSO assists veterans and their families in accessing all state and federal benefits available to them. Because Oregon has no active-duty military base, VSO plays a crucial role in serving veterans directly and through collaboration with other programs such as the Oregon Department of Veterans Affairs, the US Department of Veterans Affairs and its local Center for Women Veterans' Health. Recently VSO has increased its staffing as well as its focus on the needs of women veterans, including training and outreach on trauma, military sexual trauma and domestic violence issues.



*Disability Awareness Resource Team* - The Disability Awareness Resource Team (DART) will bring their expertise working with people with disabilities who have been victims of crime. DART, a program

under HASL Center for Independent Living, provides disability-specific domestic violence services to crime survivors with disabilities in Multnomah county. Formed in 2005 by a group of women with disabilities, DART is a grassroots, consumer-led effort focused on ending violence against women with disabilities by promoting women with disabilities to assume leadership positions. All of DART'S services are peer-based, best practice/evidence-based and in alignment with the philosophical tenets of the independent living movement: supporting peer mentoring, advocacy/co-advocacy, self-determination, sufficiency, empowerment, stewardship, and person-centered supports as means to end violence against women with disabilities.

*Independent Living Resources* - Independent Living Resources (ILR) will bring their expertise working with people with disabilities to the project. ILR is a non-profit organization dedicated to assisting people with diverse disabilities in Multnomah County. Established locally in 1957, the agency provides services using both staff and volunteers. ILR serves as the county's Center for Independent Living, dedicated to assisting individuals with disabilities to maintain independent living and to maintain control over decisions and choices in their own lives. ILR's approach emphasizes consumer control, peer support, self-help, self-determination, equal access, and individual and



systems advocacy. ILR serves more than 3,000 people annually with its core services of advocacy, information and referral, peer counseling, and skills training.



*Native American Youth and Family Services* - Native American Youth and Family Services (NAYA) will bring their expertise working with survivors of domestic violence in a culturally specific context. For forty years, the Native American Youth and Family Center in Portland, Oregon, has worked to enrich the lives of Native youth and families through education, community involvement, and culturally specific programming. With a mission to enhance the diverse strengths of Native youth and families in partnership with the community through cultural identity and

education, NAYA Family Center offers a holistic set of wraparound services designed to create stability in the lives of Native youth and families. Within its suite of services, NAYA offers the Healing Circle, a culturally specific domestic violence and sexual assault victim services program.

*Raphael House of Portland* - Raphael House of Portland (RH) will bring their expertise working with survivors of domestic violence, as well as those with co-occurring mental health conditions, to the project. Raphael House is a multi-faceted domestic violence agency serving Multnomah

County dedicated to fighting the causes and effects of intimate partner violence in a variety of ways. The mission of Raphael House of Portland is to engage the entire community in non-violent living through advocacy, education, and



community outreach, and by providing a safe haven from domestic violence. Raphael House of Portland has been offering survivors the tools they need to build violence-free lives since 1977.

## Populations Served

Open Doors focuses primarily on female survivors age 18 to 64 years old with physical disabilities, including women with physical disabilities and co-occurring mental health conditions. We include gender-based violence of all types and all survivors with physical disabilities within Multnomah County. We are as interested in those who don't access our services as those who do, because our preliminary research found this population significantly underrepresented in those currently receiving services through our system.

## Vision

*A sustained collaboration entrusted with improving the system's capacity and response, existing to ensure the safety and self-empowerment of people with disabilities who have experienced domestic violence, sexual violence, and/or stalking, and insisting that all survivors deserve accessible services and resources.*

## Mission

*To develop strategies to increase service equity based on identifying systemic gaps. Working collaboratively, we will address these disparities through a person-centered approach, focusing on increasing accessibility, provider education, utilization of survivor input, and the creation of ample opportunities for all to be respectfully and compassionately served, through any service door they enter.*

## Needs Assessment

When embarking on this Needs Assessment planning process, our collaboration identified two keys areas in which we may differ from other grantees: First, we are almost all mandatory reporters and will inevitably have mandatory reporters in the room for listening sessions and interviews, and second, we have three government agencies at the table who are not utilizing Performance Indicator (PI) tools to evaluate their agencies every six months. We recognize the Needs Assessment as the sole opportunity to gather important feedback about Multnomah County agencies; we also recognize the inherent challenges in assessing organizations that may be unique partners of this grant program: Veteran's Services, Adult Protective Services, and the Domestic and Sexual Violence Coordination Office.

## Grant Progress

In our work thus far, we have completed our collaborative Charter, outlining the guidelines of our future work together. We have also completed our Statement of Focus, describing the population we expect to be focusing our work on. We are currently working on our Needs Assessment, a process which will be used to create a Needs Assessment Summary Report. This report will be used to guide our strategic planning process, which will inform our Implementation Plan. The Implementation Plan will outline the goals of our collaborative work together for the life of the grant and the ways in which Open Doors will fulfill its vision and mission.

## Needs Assessment Purpose

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

- Provide practical information on services for survivors with disabilities and Deaf survivors, and how to improve them
- Inform your selection of implementation activities
- Increase buy-in and support for your collaboration's work.

It is worth noting again that the Needs Assessment process is the only place the three county agencies participating in our collaborative will assess and evaluate their services and effectiveness, and receive feedback from staff, leadership, and consumers. We have also chosen to conduct listening sessions with staff from our four non-profit collaboration partners despite their bi-annual use of the Performance Indicator tools. We hope this additional step will offer us valuable insight and feedback into each partner agency that isn't captured utilizing the PI tool alone.

## Needs Assessment Goals

- Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.

- Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.
- Identify current systemic structures, barriers, gaps, and strengths that affect organizational and systemic culture, accessibility, effectiveness and service delivery.

## Methods and Information Sources

### Existing Data:

Disabilities In Oregon: 2014 Annual Report on the Health of Oregonians With Disabilities. Portland, OR: Institute on Development & Disability, Oregon Health & Science University.

The Institute on Development and Disability (IDD) at Oregon Health & Science University works with patients, families, clinicians, researchers, and many other professionals to meet the goal of improving the lives of people with disabilities. The IDD performs research and care to support every patient, from premature babies to older adults, facing changes in life due to the onset of disabling conditions. With more than 100 years of practice, we understand how to best meet the needs of our patients and their families in Oregon and beyond. We embrace the right of people with disabilities to determine the course of their lives and to live as fully integrated, contributing members of their communities. In 2014 the Oregon Office on Disability & Health reports that 27.3% of Multnomah County's adult population experiences a disability, higher than the national average (22.2%). The same data show that women are slightly more likely than men to have a disability, 28.4% versus 23.2% respectively. These findings inform our belief that we have higher rates of disability in Multnomah County and that women with physical disabilities are not seeking services near the rate of their presence in the population.

To date Open Doors has administered the Performance Indicator tools within our four community-based organizations on two separate occasions: April and October of 2016. The scores of each agency are as follows:



<b>DART</b>		
<b>COMPONENT A: COMMITMENT: Agency demonstrates willingness and determination to address domestic and sexual violence within the community it serves.</b>		
<b>THEME 1: Responsibility—Agency recognizes its duty to address domestic and sexual violence in the lives of the people it serves.</b>		
Indicator Name	Percent Achieved	
	April	October
1.1 Recognizes Violence Against People with Disabilities as a Priority	50.00%	75.00%
1.2 Assesses for Safety and Responsiveness	0.00%	0.00%
1.3 Raises Funds	75.00%	75.00%
1.4 Includes in Budget	50.00%	50.00%
1.5 Collects Data	75.00%	75.00%
1.6 Uses Data	75.00%	75.00%
<b>Total Percent Achieved</b>	54.167%	58.333%
<b>THEME 2: Partnerships—Agency works closely with relevant organizations to enhance its ability to address domestic and sexual violence in the lives of the people it serves.</b>		
Indicator Name	Percent Achieved	
	April	October
2.1 Collaborates with Domestic Violence Agency	100.00%	100.00%
2.2 Collaborates with Rape Crisis Center	100.00%	100.00%
2.3 Collaborates with Law Enforcement	0.00%	0.00%
2.4 Engages Protective Service Agencies	0.00%	0.00%

2.5 Includes People with Disabilities	75.00%	75.00%
2.6 Participates in Multi-Disciplinary Collaboration	100.00%	100.00%
<b>Total Percent Achieved</b>	62.500%	62.500%

**THEME 3: Policies—Agency's written policies establish expectations for how the organization addresses domestic and sexual victimization among the people it serves.**

Indicator Name	Percent Achieved	
	April	October
3.1 Mandatory Reporting	0.00%	50.00%
3.2 Confidentiality	0.00%	0.00%
3.3 Abuse by Employees	100.00%	100.00%
3.4 Service to Victims and Perpetrators	0.00%	0.00%
3.5 Guardianship	0.00%	0.00%
<b>Total Percent Achieved</b>	20.000%	30.00%

**COMPONENT B: CAPACITY: Agency has procedures, knowledge, skills, and resources to respond to domestic and sexual violence in the lives of the people it serves.**

**THEME 4: Material Resources—Agency's physical infrastructure prioritizes safety and supports service users to disclose domestic and sexual violence.**

Indicator Name	Percent Achieved	
	April	October
4.1 Communicates Safe Space	75.00%	75.00%
4.2 Appropriate Disclosure Space	75.00%	75.00%
4.3 Victimization-Oriented Communication Boards	0.00%	100.00%
4.4 Safe & Flexible Transportation	100.00%	100.00%

<b>Total Percent Achieved</b>	62.500%	87.500%
<b>THEME 5: Human Resources—Agency’s employment and staff development practices build capacity to address domestic and sexual victimization among the people it serves.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	<b>April</b>	<b>October</b>
5.1 Inclusive Hiring Practices	50.00%	50.00%
5.2 Workplace Domestic Violence and Sexual Harassment Policies	50.00%	50.00%
5.3 Direct Service Staff Training	50.00%	50.00%
5.4 Practical Learning Opportunities	25.00%	25.00%
<b>Total Percent Achieved</b>	43.750%	43.750%
<b>THEME 6: Procedures—Agency has written protocols that guides how its staff members address domestic and sexual violence.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	<b>April</b>	<b>October</b>
6.1 Mandatory Reporting Procedures	0.00%	0.00%
6.2 Screening for Domestic and Sexual Violence	75.00%	100.00%
6.3 Immediate Safety Planning	50.00%	50.00%
6.4 Informed Referrals	0.00%	0.00%
6.5 Addressing Abuse by Employees and Volunteers	0.00%	0.00%
6.6 Serving Victims and Perpetrators	0.00%	0.00%
<b>Total Percent Achieved</b>	20.833%	25.00%
<b>OVERALL SCORES FOR COMMITMENT AND CAPACITY</b>		

<b>Percentages Achieved for Commitment and Capacity</b>		
<b>Component Name</b>	<b>Percent Achieved</b>	
	<b>April</b>	<b>October</b>
Commitment	48.529%	52.941%
Capacity	39.286%	48.214%
<b>Total Percent Achieved</b>	<b>44.355%</b>	<b>50.806%</b>

<b>ILR</b>		
<b>COMPONENT A: COMMITMENT: Agency demonstrates willingness and determination to address domestic and sexual violence within the community it serves.</b>		
<b>THEME 1: Responsibility—Agency recognizes its duty to address domestic and sexual violence in the lives of the people it serves.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	<b>April</b>	<b>October</b>
1.1 Recognizes Violence Against People with Disabilities as a Priority	25.00%	25.00%
1.2 Assesses for Safety and Responsiveness	0.00%	0.00%
1.3 Raises Funds	50.00%	50.00%
1.4 Includes in Budget	0.00%	25.00%
1.5 Collects Data	00.00%	0.00%
1.6 Uses Data	0.00%	0.00%
<b>Total Percent Achieved</b>	<b>12.500%</b>	<b>16.667%</b>
<b>THEME 2: Partnerships—Agency works closely with relevant organizations to enhance its ability to address domestic and sexual violence in the lives of the</b>		

<b>people it serves.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	<b>April</b>	<b>October</b>
2.1 Collaborates with Domestic Violence Agency	0.00%	0.00%
2.2 Collaborates with Rape Crisis Center	0.00%	0.00%
2.3 Collaborates with Law Enforcement	0.00%	0.00%
2.4 Engages Protective Service Agencies	25.00%	100.00%
2.5 Includes People with Disabilities	25.00%	50.00%
2.6 Participates in Multi-Disciplinary Collaboration	100.00%	100.00%
<b>Total Percent Achieved</b>	25.000%	41.667%
<b>THEME 3: Policies—Agency's written policies establish expectations for how the organization addresses domestic and sexual victimization among the people it serves.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	<b>April</b>	<b>October</b>
3.1 Mandatory Reporting	75.00%	75.00%
3.2 Confidentiality	50.00%	50.00%
3.3 Abuse by Employees	100.00%	100.00%
3.4 Service to Victims and Perpetrators	0.00%	75.00%
3.5 Guardianship	0.00%	0.00%
<b>Total Percent Achieved</b>	45.000%	60.00%
<b>COMPONENT B: CAPACITY: Agency has procedures, knowledge, skills, and resources to respond to domestic and sexual violence in the lives of the people it serves.</b>		

**THEME 4: Material Resources—Agency’s physical infrastructure prioritizes safety and supports service users to disclose domestic and sexual violence.**

Indicator Name	Percent Achieved	
	April	October
4.1 Communicates Safe Space	0.00%	0.00%
4.2 Appropriate Disclosure Space	100.00%	75.00%
4.3 Victimization-Oriented Communication Boards	0.00%	0.00%
4.4 Safe & Flexible Transportation	50.00%	75.00%
<b>Total Percent Achieved</b>	37.500%	37.500%

**THEME 5: Human Resources—Agency’s employment and staff development practices build capacity to address domestic and sexual victimization among the people it serves.**

Indicator Name	Percent Achieved	
	April	October
5.1 Inclusive Hiring Practices	25.00%	25.00%
5.2 Workplace Domestic Violence and Sexual Harassment Policies	50.00%	25.00%
5.3 Direct Service Staff Training	0.00%	75.00%
5.4 Practical Learning Opportunities	75.00%	0.00%
<b>Total Percent Achieved</b>	37.500%	31.250%

**THEME 6: Procedures—Agency has written protocols that guides how its staff members address domestic and sexual violence.**

Indicator Name	Percent Achieved	
	April	October
6.1 Mandatory Reporting Procedures	0.00%	25.00%

6.2 Screening for Domestic and Sexual Violence	25.00%	0.00%
6.3 Immediate Safety Planning	0.00%	0.00%
6.4 Informed Referrals	0.00%	0.00%
6.5 Addressing Abuse by Employees and Volunteers	75.00%	75.00%
6.6 Serving Victims and Perpetrators	0.00%	0.00%
<b>Total Percent Achieved</b>	16.667%	16.667%
<b>OVERALL SCORES FOR COMMITMENT AND CAPACITY</b>		
<b>Percentages Achieved for Commitment and Capacity</b>		
Component Name	Percent Achieved	
	April	October
Commitment	27.941%	39.706%
Capacity	28.571%	26.786%
<b>Total Percent Achieved</b>	28.226%	33.871%

<b>NAYA</b>		
<b>COMPONENT A: COMMITMENT: Agency demonstrates willingness and determination to address domestic violence against people with disabilities and Deaf people.</b>		
<b>THEME 1: Responsibility—Agency recognizes duty to serve survivors of domestic violence with disabilities and Deaf survivors.</b>		
Indicator Name	Percent Achieved	
	April	October

1.1 Recognizes Violence Against People with Disabilities as a Priority	0.00%	25.00%
1.2 Promotes Accessibility	0.00%	50.00%
1.3 Raises Funds	0.00%	50.00%
1.4 Includes in Budget	0.00%	25.00%
1.5 Collects Data	0.00%	75.00%
1.6 Uses Data	0.00%	0.00%
<b>Total Percent Achieved</b>	0.000%	37.500%
<b>THEME 2: Partnerships—Agency works closely with relevant organizations to enhance its ability to meet the needs of survivors of domestic violence who have disabilities and Deaf survivors.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	April	October
2.1 Collaborates with Disability Organization	0.00%	75.00%
2.2 Builds Relationships with Deaf Community	0.00%	0.00%
2.3 Collaborates with Interpreter Agency	0.00%	0.00%
2.4 Includes People with Disabilities	0.00%	25.00%
2.5 Participates in Multi-Disciplinary Collaboration	100.00%	100.00%



<b>Total Percent Achieved</b>	20.000%	40.000%
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	April	October
3.1 Eligibility	0.00%	50.00%
3.2 Accommodations	0.00%	0.00%
3.3 Full Participation	0.00%	100.00%
3.4 Service Animals	0.00%	75.00%
<b>Total Percent Achieved</b>	0.000%	56.250%
<b>COMPONENT B: CAPACITY: Agency has knowledge, skills, resources, and programmatic ability necessary to provide domestic violence services to survivors with disabilities and Deaf survivors.</b>		
<b>THEME 4: Material Resources—Agency's physical infrastructure is accessible to survivors with disabilities and Deaf survivors.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	April	October
4.1 Accessible Modes of Communication	25.00%	25.00%
4.2 Accessible Location	50.00%	50.00%
4.3 Alternate Formats	0.00%	50.00%
4.4 Inclusive Materials	0.00%	25.00%
4.5 Accessible Transportation	25.00%	75.00%

<b>Total Percent Achieved</b>	20.000%	45.000%
<b>THEME 5: Human Resources—Agency’s employment and staff development practices build staff capacity to address domestic violence against people with disabilities and Deaf individuals.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	April	October
5.1 Inclusive Hiring Practices	0.00%	50.00%
5.2 Direct Service Staff Training	0.00%	0.00%
5.3 Practical Learning Opportunities	0.00%	0.00%
5.4 Volunteer Training	0.00%	25.00%
<b>Total Percent Achieved</b>	0.000%	15.000%
<b>THEME 6: Programmatic Resources and Activities—Agency’s programmatic resources and activities account for the unique needs of people with disabilities and Deaf people.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	October	April
6.1 Community Outreach & Education	0.00%	0.00%
6.2 Case Management	0.00%	50.00%
6.3 Legal Advocacy	0.00%	0.00%
6.4 Skill Building	0.00%	25.00%
6.5 Crisis Intervention	0.00%	0.00%
<b>Total Percent Achieved</b>	0.000%	15.000%

<b>OVERALL SCORES FOR COMMITMENT AND CAPACITY</b>			
<b>Percentages Achieved for Commitment and Capacity</b>			
<b>Component Name</b>		<b>Percent Achieved</b>	
		April	October
Commitment		6.667%	43.333%
Capacity		7.143%	25.000%
<b>Total Percent Achieved</b>		6.897%	34.483%

<b>Raphael House</b>		
<b>COMPONENT A: COMMITMENT: Agency demonstrates willingness and determination to address domestic violence against people with disabilities and Deaf people.</b>		
<b>THEME 1: Responsibility—Agency recognizes duty to serve survivors of domestic violence with disabilities and Deaf survivors.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	April	October
1.1 Recognizes Violence Against People with Disabilities as a Priority	25.00%	25.00%
1.2 Promotes Accessibility	0.00%	0.00%
1.3 Raises Funds	50.00%	50.00%
1.4 Includes in Budget	0.00%	0.00%
1.5 Collects Data	75.00%	75.00%

1.6 Uses Data	25.00%	25.00%
<b>Total Percent Achieved</b>	29.167%	29.167%
<b>THEME 2: Partnerships—Agency works closely with relevant organizations to enhance its ability to meet the needs of survivors of domestic violence who have disabilities and Deaf survivors.</b>		
Indicator Name	Percent Achieved	
	April	October
2.1 Collaborates with Disability Organization	0.00%	0.00%
2.2 Builds Relationships with Deaf Community	0.00%	0.00%
2.3 Collaborates with Interpreter Agency	0.00%	0.00%
2.4 Includes People with Disabilities	0.00%	0.00%
2.5 Participates in Multi-Disciplinary Collaboration	100.00%	100.00%
<b>Total Percent Achieved</b>	20.000%	20.00%
Indicator Name	Percent Achieved	
	April	October
3.1 Eligibility	25.00%	25.00%
3.2 Accommodations	100.00%	100.00%
3.3 Full Participation	100.00%	100.00%

3.4 Service Animals	100.00%	100.00%
3.5 Resident Handbook	25.00%	25.00%
3.6 Medication	75.00%	75.00%
<b>Total Percent Achieved</b>	<b>70.833%</b>	<b>70.833%</b>

**COMPONENT B: CAPACITY: Agency has knowledge, skills, resources, and programmatic ability necessary to provide domestic violence services to survivors with disabilities and Deaf survivors.**

**THEME 4: Material Resources—Agency's physical infrastructure is accessible to survivors with disabilities and Deaf survivors.**

Indicator Name	Percent Achieved	
	April	October
4.1 Accessible Modes of Communication	50.00%	50.00%
4.2 Accessible Location	50.00%	50.00%
4.3 Alternate Formats	25.00%	25.00%
4.4 Inclusive Materials	0.00%	0.00%
4.5 Accessible Transportation	50.00%	50.00%
<b>Total Percent Achieved</b>	<b>35.000%</b>	<b>35.00%</b>

**THEME 5: Human Resources—Agency's employment and staff development practices build staff capacity to address domestic violence against people with disabilities and Deaf individuals.**

Indicator Name	Percent Achieved	
	April	October

5.1 Inclusive Hiring Practices	25.00%	25.00%
5.2 Direct Service Staff Training	50.00%	50.00%
5.3 Practical Learning Opportunities	0.00%	0.00%
5.4 Volunteer Training	0.00%	0.00%
<b>Total Percent Achieved</b>	18.750%	18.750%
<b>THEME 6: Programmatic Resources and Activities—Agency’s programmatic resources and activities account for the unique needs of people with disabilities and Deaf people.</b>		
<b>Indicator Name</b>	<b>Percent Achieved</b>	
	April	October
6.1 Community Outreach & Education	0.00%	0.00%
6.2 Case Management	25.00%	25.00%
6.3 Legal Advocacy	0.00%	0.00%
6.4 Skill Building	50.00%	50.00%
6.5 Crisis Intervention	0.00%	0.00%
<b>Total Percent Achieved</b>	15.000%	15.000%
<b>OVERALL SCORES FOR COMMITMENT AND CAPACITY</b>		
<b>Percentages Achieved for Commitment and Capacity</b>		
<b>Component Name</b>	<b>Percent Achieved</b>	
	April	October
Commitment	41.176%	41.176%

Capacity		23.214%	23.214%
<b>Total Percent Achieved</b>		33.065%	33.065%

**New Data:**

**LISTENING SESSIONS**

Open Doors will primarily use listening sessions for gathering information from survivors, people with disabilities, survivors with disabilities, and agency staff because we believe that this is the most efficient way to effectively engage larger groups of individuals in a short period of time. We also believe that a listening session setting will help to generate a diverse range of ideas and perspectives. If we reach saturation we reserve the right to cancel additional listening sessions.

All participants will be given the option of participating in individual interviews if they prefer.

**INTERVIEWS**

Open Doors will use individual interviews for gathering information from agency leadership. We have chosen interviews for this group because it provides an opportunity for individuals to have more anonymity and to share their views honestly without self-censorship. It also allows for more flexibility for participants that may have more restricted scheduling needs.

**Optional Interviews**

We recognize that speaking in a group setting may be uncomfortable for some people for reasons such as lack of privacy or discomfort in a group setting. Therefore, Open Doors will offer individual interviews to anyone recruited for listening sessions. This will be clearly explained during the recruitment process (Recruitment Scripts: Appendix IV)

**Domestic Violence Survivors**

We will be engaging domestic violence survivors who are clients of Raphael House of Portland, Native American Youth and Family Services.

We believe that domestic violence survivors are the experts of their own experience and have the power to represent their own needs and expectations, and will be able to tell us how to make the responses and services they get from staff in our collaborating organizations more welcoming, comfortable, and safe for survivors of domestic violence. Because the strategic plan will ultimately influence the way services and supports are provided, it is critical that we ask the individuals who will be most impacted by our systems changes.

By engaging survivors of domestic violence we hope to gain information about the following (for questions, see Appendix VI, page 40):

- How organizations can communicate that they are a welcoming and safe place for survivors to disclose or report their experiences of domestic violence;
- Best practices for serving survivors, and responding to disclosures of domestic violence;
- The best methods of outreach to alert survivors of services;
- How to make services more comfortable, safe, and user-friendly for survivors;

## People with Disabilities

We will be engaging people with disabilities who are clients of Independent Living Resources and Veteran's Services.

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

By engaging people with disabilities, we hope to gain information about the following (for questions, see Appendix VI, page 47):

- What makes a service provider accessible and comfortable for people with disabilities;
- The best methods of outreach to alert people with disabilities about accessible and disability-informed services;



- The best practices for serving people with disabilities (including staff behavior, knowledge, and skills);
- What service providers need to know about informed consent and what the best practices are for obtaining informed consent from people with disabilities.

## Survivors with Disabilities

We will be engaging survivors with disabilities who are clients of Disability Awareness Resource Team and Adult Protective Services.

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

By engaging survivors with disabilities, we hope to gain information about the following (for questions, see Appendix VI, page 53):

- What makes a service provider accessible and comfortable for survivors with disabilities;
- The best methods of outreach to alert survivors with disabilities about accessible and disability-informed services;
- The best practices for serving survivors with disabilities (including staff behavior, knowledge, and skills);
- What service providers need to know about informed consent and what the best practices are for obtaining informed consent from survivors with disabilities.

<b>Listening sessions</b>		
<b><u>Audience Type</u></b>	<b><u>Number of Potential Participants</u></b>	<b><u>From what organization?</u></b>
Domestic Violence Survivors	Two focus groups with 3-5 participants each	Raphael House, NAYA
People with Disabilities	Two focus groups with 3-5 participants each	ILR, Veteran's Services
Survivors with Disabilities	One focus group with 3-5 participants	DART, Adult Protective Services
DART Staff	3	DART
ILR Staff	10-15	ILR
APS Staff	15-20	APS
DSVCO Staff	4-7	DSVCO
VSO Staff	5-7	Veteran's Services
NAYA Staff	3-5	NAYA
RH Staff	10-15	RH

<b>Interviews</b>		
<b><u>Audience Type</u></b>	<b><u>Number of Potential Participants</u></b>	<b><u>From what organization?</u></b>
Domestic Violence Survivors	As requested	Raphael House, NAYA
People with Disabilities	As requested	ILR, Veteran's Services
Survivors with Disabilities	As requested	DART, Adult Protective Services

Executive Directors/Leadership	8-10	All
Supervisors	2	NAYA, Raphael House

LISTENING SESSION / INTERVIEW PROCEDURE

- Listening sessions and interviews will involve a moderated discussion using open-ended questions, unique for each audience, based on the goals of that particular group (see Appendix VI for all questions).
- Those conducting listening sessions and interviews will be mandatory reporters, as all collaboration members are, and so special attention will be paid to this is our recruitment process and listening session scripts.
- Each listening session will have a facilitator, note taker, floater and advocate/counselor.
  - At all listening sessions a trained counselor or advocate will be available to provide support, as needed (see below for a description of the Counselor role).
- Each interview will have a facilitator and note taker. (See below for additional information on roles).
  - The facilitator and/or note taker for any optional interviews will have training and experience in crisis counseling should a participant need additional emotional support during the interview. (See below for additional information on roles).
- Additionally, a list of local community resources will be available at all listening sessions and interviews, should someone need information on where to obtain support. (Appendix VI).

ROLES OF THOSE CONDUCTING LISTENING SESSIONS AND INTERVIEWS

The following is a list of those conducting listening sessions and interviews, and a description of each role. All participants filling these roles will participate in a brief training that includes:

- An overview of the grant and the needs assessment process
- An overview of the role and expectations
- Training on the specific requirements of the role
- How to manage special circumstances: safety, confidentiality, reporting requirements, and accommodations.

## Facilitator

The Project Director (PD) will facilitate all listening sessions and interviews, including those within her own organization. This is for consistency and issues of capacity. As this position is new to the PD's agency (DSVCO), the role is still somewhat of an outsider and having the PD facilitate should not affect the information gathered. The PD has experience in group facilitation and working with domestic violence survivors, an advanced degree in a social service-related field, completion of the 40-hour domestic violence advocacy training, and will have familiarity with disability services and/or domestic and/or sexual violence services. The facilitator will:

- Welcome participants and introduce the other people conducting the meeting.
- Review general housekeeping details, and will address safety and confidentiality issues using the script created by the collaboration, prior to getting into the pre-created questions and prompts. (See Appendix VI for all scripts)
- Keep the discussion in line with the questions and will intervene quickly in cases of possible arguments or personal disclosures. (See Appendix VI for all questions.)
- Be responsible for ensuring that people feel the environment is comfortable and safe, and understand that they can leave at any time. For all listening sessions and interviews, the facilitator will be responsible for keeping track of the time.

## Note Taker

An MSW Intern from Independent Living Resources will be the note taker at all listening sessions and interviews. The note taker will:

- Objectively take notes of the discussion on a laptop.
- Not participate in the discussion and will sit in a part of the room that will be the least distracting for participants when possible.
- Document the main points of what each person says, including when emotions such as frustration, anger, or happiness are expressed. The note taker may ask that something said be repeated by raising her hand.
- Not link any information shared to specific participants, and exclude any identifying information other than which organization and type of group they are from (for example, "Staff from XXX said...").
- Be responsible for insuring that all written information and notes are kept in a safe and confidential place (See Confidentiality Considerations, p. 19)
- At the end of each listening session/interview, the note taker will facilitate a debriefing session with the facilitator, floater, and counselor/advocate jointly identify themes, significant comments, and new information related to the goals of the needs assessment.

- Be responsible for translating all notes into “note summaries,” which will be provided to collaboration team members.

#### Floater (For listening sessions only)

The primary responsibilities of the floater are to assist with ensuring the facilitator and note taker have what they need to conduct the meeting, and to attend to any comfort and safety requests of participants. The Floater will:

- Assist with food and room set-up and ensure that listening session participants feel safe and comfortable.
- If anyone wants to access the counselor or their own personal care attendant, the floater will escort them out of the room.
- Assist with keeping track of time when not assisting individual participants.

#### Counselor/Advocate

A counselor/advocate from Raphael House of Portland or Disability Awareness Resource Team will be available at all listening sessions to provide emotional support either during or just following the group session. The counselor will:

- Have access to a separate, private, accessible space to insure confidentiality and safety.
- Have training in domestic violence advocacy, crisis counseling, and experience working with survivors (for survivors listening sessions) and be a peer (for people with disabilities listening sessions).
- Have cards that list local resources

#### Recruitment Methods

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

Given the inherent safety risks when recruiting survivors and people with disabilities, the preferred method of recruitment for these populations are: in-person recruitment.

Participants for all listening sessions and interviews of survivors will be recruited through individual face-to-face conversations by advocates or service providers when possible (Appendix IV). These conversations may also be instigated by an agency email soliciting interested participants (See Sample Email in Appendix IV, pg 51). Emails of this nature are considered a typical way of communicating with participants and are only used when that method has been deemed safe. The recruitment materials will include an RSVP form (Appendix I) that will request any needed accommodations. Invitees will be instructed to complete the form and give it back to the recruiter directly.

All people served will be assured that participation is optional and the decision whether or not to participate will not impact their service provision in any way.

## Recruitment Process

The recruiter will follow the recruitment scripts that have been specifically designed for the intended audience. (See Recruitment Scripts: Appendix IV) The Recruiter will:

- Explain the purpose of the listening session/interview and the overall goal of the collaboration.
- Alert the invitee of any reasons that confidentiality cannot be maintained, such as mandatory reporting requirements, and/or specific obligations based on type of profession and/or license (See Appendix IV).
- Review the recruitment materials, including the RSVP form and Frequently Asked Questions. (See Appendices I-II)
- For all activities with people served: Discuss what compensation they will receive. (See Compensation, p. 18)
- Review the date, time, and location of the interview or listening session.
- Review accommodation options. (See RSVP form: Appendix I.)
- Confirm whether or not the individual is willing to participate.
- Offer an individual interview for those that do not want to participate in a listening session. If the invitee prefers an individual interview, the recruiter will have a list of pre-selected dates/times and ask that the invitee select the date/time that works best for them. The recruiter will ensure that this date/time is listed on the RSVP form.
- Answer any additional questions.

All recruiters are to contact the Project Director by phone or email with the responses of invitees. The recruiters will submit the RSVP forms to the Project Director within four business days.

## Recruitment Tools

Recruiters will utilize the following tools during recruitment. For anyone needing assistance, the recruiter will read aloud all documents.

### RSVP Form

All invitees will receive an RSVP form (Appendix I). The RSVP form will ask for the invitee's name, if they want to participate in the needs assessment process, how they'd like to participate (listening session/optional interview), and what accommodations they

need. Names collected from the RSVP forms will only be utilized to connect participants with their requested accommodations. A signature is requested in an effort to ensure that agencies can release the RSVP form to the PD.

The Project Director will be the designated point person for keeping track of all RSVP responses and accommodation requests for all listening sessions and interviews. RSVP forms for each meeting will be destroyed within four business days of the meeting. Having the name of participants will not trigger any mandatory reporting requirements, as they will only be viewed by the recruiter and Project Director and will not be linked to any information shared by participants during the listening session/interview.

For those receiving in-person recruitment, the recruiter will provide them with an RSVP form and request that they complete the form while the recruiter is present. The recruiter will go through each section of the RSVP form, explaining what is needed and ensuring that invitees understand what they are being asked.

For those invited via email, the RSVP form will be attached to the email and it will be requested that they email back the RSVP form by a due date selected by the collaboration.

#### Frequently Asked Questions Sheet

The FAQ sheet will answer general questions about what listening sessions/interviews entail (Appendix II). This sheet will be provided to all participants during the recruitment process and can be taken back at the end of the recruitment process to mitigate any safety concerns for survivors, if needed.

#### Meeting Reminder Cards

Because we recognize that participants may want a meeting reminder, we will provide all invitees with the option of taking a meeting reminder card with them (Appendix III). This card will be the size of a business card and will only list the Project Director's first name, a contact phone number, and a blank space to fill in the date/time of the meeting. The phone number listed will be to a confidential voicemail and not state anything about the project or domestic and/or sexual violence on the voicemail recording. The location of the meeting, information on collaborative organizations and the name Open Doors and more information on the Project Director will not be included.

## Recruitment Training

All individuals who will act as recruiters will be required to participate in recruitment training. Recruitment training will last approximately one hour and will be conducted by the Project Director. Recruiters may be staff within a collaborative agency actively working with participants from populations we are trying to recruit..

Training will include:

- An overview of the grant and needs assessment process
- Important considerations around safety, confidentiality, reporting requirements, and accessibility
- Mandatory Reporting requirements and potential reporting of any disclosures
- Recruitment tools
- How to recruit the minimum/maximum number of participants for listening sessions and keep track of the limited number of each group

## Compensation

During all listening sessions for people served, Open Doors will provide light refreshments. The Project Director will make accommodations for any food/drink restrictions and requirements as needed. Multnomah County policy requires participants to sign-in at any event where food is being served. These sign-in sheets will be gathered by the PD and turned into county procurement within four business days. They will not be attached to participant comments in any way, nor would they trigger a mandatory report.

Additionally, we will provide survivors and people with disabilities with a \$20.00 gift card to cover their time and travel to the focus group/interview. Participants will also be required to sign for their gift cards, per Multnomah County policy. These signatures will be turned into county procurement within four business days and will not be attached to participant comment nor will trigger a mandatory report.

At the beginning of each listening session/interview with people served, the Project Director will dispense gift cards. Individuals will be told during recruitment and at the beginning of each listening session/interview that a gift card will be provided to them and that if they prefer not to take it with them, the Project Director will give it to the recruiter to keep for them until they are ready to use it. Individuals will also be told that they can discontinue their participation at any time during the listening session/interview without losing their gift card.



## Consent Process

We will be using a passive consent process for all listening sessions and interviews because it provides for more confidentiality of participants, prevents a paper trail, and eliminates time spent on administrative matters in the session itself. Passive consent will be clearly outlined in the facilitator's opening remarks (Appendix VI). Participants will be told they can leave or discontinue at any time. Once the remarks have been read, it will be assumed that all participants who choose to stay will be giving consent for their participation. Participants of listening sessions and interviews are agreeing to:

- Participate in a listening session/interview.
- Have their comments recorded audibly and in writing.
- Have their comments anonymously used in the needs assessment report.
- Have their comments anonymously used for developing the collaboration's strategic plan and implementation activities.

## Preserving Confidentiality

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

- Personally identifying information will only be collected during the RSVP process, when individuals will be asked their first name for the purpose of linking individuals with their accommodations, and contact information to provide optional meeting reminders. The Project Director will keep a list of any individuals who request accommodations and their first names. This information will be brought to each listening session/interview as needed, and will be destroyed within four business days following the listening session/interview. The Project Director will keep RSVP forms for those who request a meeting reminder call/email only until a reminder is made. Immediately after, the Project Director will destroy the RSVP form, so as not to maintain any identifying information.
- The number of participants who attend listening sessions and interviews will be aggregated for the needs assessment report. No other RSVP information will be aggregated or shared.
- Signatures required by Multnomah County policy for food provision and gift card distribution will be collected by the Project Director and turned into county procurement within four business days. These names will not be connected to participant feedback in any way, nor will they trigger a mandatory report.

- In listening sessions and interviews, participants will be asked not to provide any identifying information about themselves, specific staff, or program participants. (See Appendices IV and V for Recruitment and Facilitation scripts)
- The recruiters who receive the RSVP forms will keep the RSVP forms in a sealed envelope while they have it. The recruiter will call or email the Project Director after every recruitment session and coordinate with the Project Director to arrange for RSVP pickup within four business days of recruiting.
- All RSVPs will be destroyed after each listening session/interview.
- There will be no adverse ramifications for services due to any information shared.
- Listening session participants will be asked to keep confidential any information discussed or shared during the listening session with anyone who did not participate in their specific listening session. Additionally, participants will be asked to not discuss what is said in the group with other group participants once the group is over. However, because we cannot ensure that participants preserve confidentiality, participants will also be encouraged to be mindful of what they share.
- The note taker will not link personal identifying information to comments made during any listening sessions or interviews.
- The final needs assessment report will identify trends, barriers, and strengths linked to what each organization and group as a whole stated during the needs assessment process in summary form. In order to make systemic changes at collaborative organizations, it is imperative to identify strengths and needs to enrich the development of our strategic plan.
- Any information gathered through the needs assessment process will be kept by the Project Director in a locked cabinet and/or stored in password-protected computers that only the Project Director has access to.
- In the event that there is an emergency preventing the Project Director from accessing these documents, the collaboration team member from DSVCO will also have access to the password and/or file cabinet key.
- The Project Director will receive all notes from the note taker to create the summary.
- The note taker will provide collaboration team members with summaries of the listening sessions and interviews. The note taker will be identifying themes, patterns, and issues that emerge utilizing the facilitator, floater and/or advocate present following each listening session and interview to ensure all information is captured and consistent.
- Draft copies of the needs assessment report will be kept in a locked cabinet and/or stored in password protected computers that only the collaboration team members have access to.

- The report will not be shared with anyone outside of the collaboration until it has been reviewed and approved by the collaboration, the Vera Institute of Justice, and the Office on Violence Against Women.
- All notes, records, and anything else in writing that is related to the needs assessment will be destroyed after the strategic plan has been approved by Office on Violence Against Women and all collaborative agencies have signed off on it.

### Mandatory Reporting

Open Doors is designing our questions to people with disabilities to limit the possibility of disclosure of violence/abuse. Questions have been designed to focus on service experience, not personal abuse disclosures. Knowing that disclosure is always possible, the collaboration members of Open Doors will adhere to the laws mandated under the state of Oregon to report abuse of "vulnerable adults". Vulnerable adult is defined as a person over the age of 65 or a person with a disability who is who is susceptible to force, threat, duress, coercion, persuasion or physical or emotional injury because of the person's physical or mental impairment ([www.oregonlaws.org](http://www.oregonlaws.org)).

Mandated reporters listed under Oregon law include county employees and licensed counselors (among others) which encompasses much of the staff who make up the Open Doors collaborative. This means that all focus groups with people with disabilities will have at least one mandated reporter in the room.

Open Doors will follow this protocol related to mandated reporting:

Step 1: Ensure that participants are aware that there are mandated reporters in the room before each listening session. This will be done through a disclaimer at the start of each session (Appendix VI).

Step 2: The advocate/counselor position will always be staffed by a non-mandatory reporter. Participants will be informed of this and encouraged to talk to that person about any abuse issues.

Step 3: During a focus group if a disclosure appears to be imminent, the participant will be stopped and reminded that a mandated reporter is in the room.

Step 4: If a disclosure occurs during a focus group, and a mandatory report is triggered, the participant will be immediately informed about the need for a mandatory report. After the focus group ends every effort would be made to

make that report with the individual in a room and, depending on their willingness and comfort, with the participant making the report themselves.

Open Doors mandatory reporters participating in the Needs Assessment:

- Ashley Carroll, Project Director, Multnomah County
- Becky Lorain, APS Investigator, Multnomah County
- Jan Campbell, DART advocate (and Multnomah County employee)
- Emmy Ritter, LCSW, Program Director, Raphael House of Portland
- Marie Ramage, Veteran's Services Officer, Multnomah County
- Josh Davis, Veteran's Services Americorps Vista, Multnomah County
- Patricia Kepler, Independent Living Specialist, Independent Living Resources
- Abby Gassama, Healing Circle Program Manager, NAYA

### Access Considerations

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

- Accessible space will be used for all listening sessions and interviews. Listening sessions and interviews will take place in a space that is commonly used by the participants, so that they are already familiar with the space and assumedly have been provided with what is needed for accessibility.
- Reasonable accommodation will be provided to those participating. The RSVP form for listening sessions and interviews will include a prompt for any needed accommodations. The Project Director will be responsible for overseeing requested accommodations.
- Recruiters and facilitators will be instructed to attend to the particular needs of each audience and speak in a manner that is accessible to all participants.
- All print materials and needs assessment tools will be in available in alternative formats such as (plain language, 14pt. font, compatible with screen readers, etc)
- Because participants' own Personal Care Attendants (PCAs) will not be permitted in the room during listening sessions or interviews, the floater will escort participants requesting their PCA out of the room to that individual. If it is determined in advance that a participant will need a PCA during the listening session or interview, we will accommodate this by providing an alternate PCA.

### Safety Considerations

Physical and psychological safety is a primary consideration of Open Doors. We understand that safety is defined differently for each individual. Every effort will be made

to protect the safety of individuals participating in the needs assessment process. The collaboration will also make every effort to develop tools and processes to maximize the safety of all involved.

During recruitment and at the beginning of each listening session and interview, it will be made clear to participants that:

- Questions are intended to elicit information about Multnomah County, NAYA, ILR, DART, and Raphael House of Portland and the services they provide. Questions are not intended to gather personal experiences related to violence, abuse, or neglect.
- *For people served:* If the discussion of services or service access brings up memories or intense feelings and/or if a participant appears likely to disclose, a counselor will be available at each listening session for survivors and people with disabilities to provide emotional support for anyone needing it either during or just following the session. A private, accessible space will be made available to insure confidentiality and safety. Participants will be told that the counselor is available and where the counselor will be located, or they can request an escort to the counselor.
- *For people served:* Cards that list local resources will be made available to anyone requesting one.
- Anyone can discontinue participating at any point if they need to.
- No one has to answer any question that makes him or her uncomfortable.
- There will be no consequence to employment/services for anyone who chooses to participate or not participate in the needs assessment process.
- No personally identifying information will be linked to those participating in the group, other than to provide them with their requested accommodations.
- We will be offering optional individual interviews to anyone who would prefer to participate outside of a group setting.
- *For people served:* Anyone has the option for their gift card to be kept by their recruiter until they are ready to use it.
- *For people served:* We will offer to take back FAQ forms at the end of the recruitment process if keeping one isn't safe or desired.

Additionally, the following steps will be taken to help ensure safety for all participants:

- The meeting reminder card will not have the location of the meeting or any information linking the meeting to collaborative agencies. The phone number listed on the card is linked to a confidential voicemail. (See Appendix III)

- We will be asking for the first name of all participants on the RSVP form for the purpose of connecting individuals with their requested accommodations and will not be linked to any individually identifying information.
- We will be asking for contact information from those who request a meeting reminder. This information will be destroyed as soon as the reminder is made, prior to the listening session/interview.
- An individual's own Personal Care Attendant (PCA) will not be permitted in the room during listening sessions or interviews. However, we will make special accommodations for anyone requiring the assistance of a PCA (See Access Considerations, p. 22).
- An additional staff member from one of the organization will be on site during all listening sessions and interviews in the event that an emergency occurs and additional support is needed.
- To the best of our ability, sites selected for listening sessions and interviews will be where people will feel safe. Mostly, sites will be selected based on where participants already have a routine so as not to bring attention to this group.

# Work Plan

<b>Activity</b>	<b>Timeframe</b>
Collaboration building and Charter development	March 2016 - July 2016
Narrowing the Focus/Defining our Scope	August 2016
Needs Assessment Plan Development	September 2016 - October 2016
Needs Assessment Plan To OVW	November 2016
Conducting our Needs Assessment	January 2017- February 2017
Create Needs Assessment Report	February 2017 - March 2017
Strategic Plan Development	April 2017 - May 2017
Implementation	July 2017 - September 2018

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## Appendix I: RSVP Form

### RSVP for Focus Groups Form

*All information on this form is confidential. Participation is voluntary. While no identifying details will be released in any form, confidentiality in the focus group setting cannot be guaranteed. Information provided on this form will only be passed on to the Project Director.*

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

- I wish to participate in a focus group for Open Doors
- I wish to participate, BUT ONLY in an individual interview

If you want to participate in a focus group, please rate the top three best times:  
\_\_\_\_\_ (Date 1)                      \_\_\_\_\_ (Date 2)                      \_\_\_\_\_ (Date 3)

- Any of these options is fine
- None of these options work for me. A better time is: \_\_\_\_\_

If you wish to participate in an individual interview only, please list two good dates/times:

1. \_\_\_\_\_
2. \_\_\_\_\_

### Would you like us to contact you?

*(We can contact you to confirm date/time/accommodations and to remind you one day prior)*

Yes                      No                      (circle one)

How is it safe to contact you? Please check the preferred box(es):

- Phone: \_\_\_\_\_
- Text Message: \_\_\_\_\_
- Email: \_\_\_\_\_
- Other: \_\_\_\_\_

What is the best time to contact you? \_\_\_\_\_

**Food will be served at this event. Do you have any food allergies?**

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**Please identify if you need any reasonable accommodations in order to participate:**

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**Please return this form** to Ashley Carroll or the staff member who talked to you about participation and gave you this form. Thank you. We appreciate your participation.

**If you have any questions or concerns, please contact:**

Ashley Carroll, Domestic Violence and Disability Program Specialist  
421 SW Oak St [ashley.carroll@multco.us](mailto:ashley.carroll@multco.us)  
Portland, OR 97402 Phone: 503.988.7649

Signature: \_\_\_\_\_

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

## Appendix II: Frequently Asked Questions (FAQs)

What is McNeff's Open Doors for Survivors with Disabilities ("Open Doors")?

Open Doors is a collaborative group comprised of three divisions within Multnomah County Department of County Human Services (DCHS): Adult Protective Services, Domestic and Sexual Violence Coordination Office (DSVCO), Veteran's Services, and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources (ILR), Native American Youth & Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services.

Open Doors is named after the late Elizabeth "Lizzi" McNeff. Lizzi was the Executive Director of Project Disability Awareness Resource Team (DART), a successful researcher and program developer, and an unparalleled advocate for people with disabilities and anyone experiencing abuse or neglect.

Who is part of Open Doors?

Open Doors' Project Coordinator is Ashley Carroll from Multnomah County Youth and Family Services, Domestic and Sexual Violence Coordination Office. Each project partner has dedicated representatives who have attended weekly meeting since April 2016 to plan for this evaluative process. Other agency representatives include:

Adult Protective Services:

- Wendy Hillman - Program Manager
- Becky Lorain - APS Investigator

DART:

- Jill Tucker - Lead Advocate
- Jan Campbell - Advocate

- Sue Winfree - Volunteer Coordinator and Advocate

DSVCO:

- Shannon Rose - Program Specialist

ILR:

- Barry Fox-Quamme - Executive Director
- Patricia Kepler - Independent Living Specialist
- Christian Logerstedt - MSW Intern

NAYA:

- Abby Gassama - Program Manager

Raphael House of Portland

- Emmy Ritter - Director of Programs and Services

Veteran's Services:

- Eric Ensley - Program Supervisor
- Marie Ramage - Veteran's Services Officer
- Josh Davis - Americorps VISTA

What is the purpose of evaluating services?

The purpose is to ensure individuals seeking services feel comfortable and are treated with respect in a safe and accessible environment.

Who is being asked to participate?

We are seeking feedback from individuals who have received services and all levels of staff within each organization.

Why is my feedback important?

Our collaboration recognizes that your experience with the agency provides you with specific knowledge on how our agencies provide services and will allow us to evaluate how information is transferred through the agency and then delivered to individuals receiving services.

What are the expectations of my involvement?

It is the collaboration's hope that you will share openly about your experience within the organization with a focus on your initial contact to the

organization and about how well your needs were met. As you know, you get only one chance to make a good first impression. We would like to know honestly what we can do to make our first impression better. We hope you will give us your time and the benefit of your experience to accomplish this goal. We understand that sometimes individuals may be able to better express themselves in a different format. If you feel more comfortable specifically in another format please notify a collaboration member and we will make every effort to accommodate you.

Are my responses confidential?

Yes. Your information will not be recorded with identifying information, and only situational information will be included in the report. The focus group will utilize the same limits to confidentiality as this agency, and a collaboration member will work with you directly should there be any concern around information shared within the group.

How will my information be used?

As a part of our grant process, the collaboration will be compiling a report based on the feedback we receive from you and other participants. This report will be viewed by the agency management to help initiate policy changes within that organization. Our report will identify how well we achieve our goal of offering services that feel safe and accessible for anyone accessing services.

What if I lose my incentive/gift card?

Once we distribute the gift cards, you are responsible to keep it safe. We will not be able to replace a lost or stolen gift card.

## Appendix III: Meeting Reminder Card

### Meeting Reminder Card

You have an appointment!

When:

---

Where:

---

Questions? Call 503.988.7649

### Meeting Reminder Card

You have an appointment!

When:

---

Where:

---

Questions? Call 503.988.7649

### Meeting Reminder Card

You have an appointment!

When:

---

Where:

---

Questions? Call 503.988.7649

### Meeting Reminder Card

You have an appointment!

When:

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Where:

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Questions? Call 503.988.7649

## Appendix IV: Recruitment Script

### Sample Instructions for Recruiting Participants

Open Doors Team Members: Please invite all direct service staff, survivors, advocates, and women with physical disabilities to participate in the needs assessment. We would like to capture the perspectives of a wide variety of people involved in our organizations.

People we want to invite to focus groups:

- Women between the ages of 18-64 with physical disabilities.
- Survivors of domestic violence
- Survivors with disabilities
- Staff and leadership of any partner organization
- Participants can have been affiliated with the organizations they serve for any length of time.

It is important that every potential participant receives the same invitation, and that they understand what it involves.

You should explain to every potential participant:

- \_\_\_ The reason for the collaboration
- \_\_\_ The purpose of the needs assessment and how the information will be used
- \_\_\_ How they would participate
- \_\_\_ Benefits of participation
- \_\_\_ How we will protect their confidentiality
- \_\_\_ How participation is voluntary and will not affect their employment/relationship with the organization
- \_\_\_ Who they can contact with questions
- \_\_\_ How we will make accommodations so they can participate fully
- \_\_\_ How to RSVP for participation

Steps of extending an invitation:

**1. Provide potential participants with an invitation, information materials, FAQs, and RSVP form.**

**2. Explain the grant and Open Doors collaboration.**



- This is a 3-year grant funded by the United States Department of Justice, Office on Violence Against Women (OVW). For more information see: <http://www.ovw.usdoj.gov/ovwgrantprograms.htm>
- The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with disabilities.
- The five collaboration organizations involved in Open Doors are: Multnomah County Department of County Human Services, Disability Awareness Resource Team, Independent Living Resources, Native American Youth & Family Center, and Raphael House of Portland.
- The mission of the collaboration is: To develop strategies to increase service equity based on identifying systemic gaps. Working collaboratively, we will address these disparities through a person-centered approach, focusing on increasing accessibility, provider education, utilization of survivor input, and the creation of ample opportunities for all to be respectfully and compassionately served, through any service door they enter.

### **3. Explain the needs assessment:**

We are currently in the planning and development phase of this project. We are conducting a needs assessment to understand how our services can be improved to be more accessible to all people in our community, and how to best support people after they have experienced domestic violence, sexual assault, and/or stalking.

In this needs assessment, we are talking to survivors, women with disabilities, survivors with disabilities, staff, management, leadership and other stakeholders in our work.

We want to know about our services and how to make them more accessible and safe, not about experiences of abuse/violence.

### **4. Explain what potential participants are being asked to do:**

We would like to ask you about your satisfaction with our services, your work with survivors and/or people with disabilities, and ways we can improve and work with others to become more accessible and supportive.

We will interview and ask you questions in a focus group with other volunteer participants.

This focus group will last approximately one and a half hours.

It will take place at either Independent Living Resources, Raphael House of Portland, NAYA, or Ride Connection. You will be able to select your preferred location when you complete the RSVP form.

The focus groups will be facilitated by the Open Doors Project Director. A note taker and trained advocate/counselor will also be present.

If you do not want to participate in a focus group, for safety, comfort or scheduling reasons, you may opt to do an individual interview instead.

#### **5. Explain the benefits of participation:**

Your participation will help us to create a more supportive environment for survivors with disabilities, and help to prepare staff to better serve these clients.

Staff and supervisors will be paid for your time within regular compensation and scheduling parameters. Women with disabilities and survivors will receive a \$20 Visa gift card.

#### **6. Explain how we will protect confidentiality:**

No information about your identity will be disclosed to anyone outside of the needs assessment facilitators.

All individually identifying information will be immediately removed by the Project Director.

Needs assessment results will only be reported in aggregate data, and will not include identifying information of any participant. While we may include stories or quotes for anecdotal illustration, none of these will be connected to any individual information.

#### **7. Explain how participation is voluntary:**

Participation will not impact your relationship with your organization in any way.

**8. Explain who to contact with questions or concerns:**

The Project Director or the staff person who invited you.

**9. Explain accessibility accommodations:**

The RSVP form asks for information about accessibility needs. We are committed to ensuring that every person who wants to participate can, this includes scheduling interviews at convenient times, and providing communication and other supports to facilitate participation.

Please do not hesitate to ask for accommodations. You can contact Ashley Carroll about any requirements you have.

Please contact her about this at least two weeks prior to your focus group.

**10. Explain how to RSVP:**

RSVP forms should be returned to the recruiter.

**11. Thank the potential participant, and remind them of the timeframe of the interview processes (weeks when they will be conducted) and when and where RSVPs should be submitted.**

## Sample Recruitment Email

Dear (participants),

We are working with a collaboration of agencies to learn more about your experience seeking services with us. We will be conducting feedback sessions to hear directly from service users and we hope you will consider participating.

This is a voluntary opportunity and will in no way impact your ability to access services with our agency or any other. Your feedback will be anonymous and confidential. For your time and effort, you will be given a \$20 Visa gift card.

If you are interested in learning more about this opportunity, please respond to this email and we will set up a time to get in touch with you and go over additional details.

Thank you for your consideration. Your feedback is a very important step in improving our services.

Sincerely,

(Agency)

## Appendix V: Listening Session Debriefing Form:

Group:

Date:

Time:

Location:

Facilitator:

Note Taker:

Counselor:

Number of Participants:

Key Points:

Memorable Statements:

Collaborative Response:

Themes Identified:

Conflict or Tension:

What were the impressions and reactions to group discussion? Note any responses that were surprising to the group and any that were expected.

Did the collaboration gain any new information from this group?

What went well, not so well, what can be changed to make future groups more successful?

Form Completed by: \_\_\_\_\_

## Appendix VI: Listening Session and Interview Scripts

# Survivors of Domestic Violence

## A. Survivors of Domestic Violence Listening Session

Welcome and thank you for agreeing to participate in our discussion. My name is Ashley and I will be facilitating the discussion today. I appreciate you taking the time to share your experiences, knowledge, and opinions with me. I am meeting with you and with others to learn what our organizations do well and what changes need to be made to be more accessible, welcoming and safe. In addition, I want to learn what you believe to be quality services. I also would like to hear what suggestions you have for how our organizations can improve how we work together.

Please help yourself to the beverages and snacks that have been provided. I want you to be as comfortable as possible. If there is something that you need, please ask. Restrooms are located (direction). We do not have a break scheduled, but feel free to take a break if you need to do so. If you have a cell phone with you, please turn it off or set it to silent mode to limit distractions during the session.

To thank you for your participation today, you have been given a \$20 Visa card for your time and travel expenses.

I will be asking a variety of questions to guide our discussion. Christian is here to take notes. He will only take notes about the comments that are shared; he will not identify who made the comment.

In this focus group, we will only be discussing your experiences with community agencies and with our organization as well as your suggestions for how we may improve our service to you. You are the expert in knowing your interaction with our organizations and what you need from them. I am asking you to share that information with me. If a question is asked that makes you feel uncomfortable or upsets you in any way, please bring it to my attention. (Counselor/advocate) is a trained trauma informed support person who will be able to speak to you privately, should you need it.

I'd like to review some important information about consent, mandatory reporting and confidentiality. If you have questions, please be sure to stop me and ask.

1. We will be asking for your ideas and opinions. We are assuming that you are consenting to this group interview because you are freely choosing to volunteer your time and participate today. You may leave at any time and change your mind about being here if you decide you want to leave. This focus group will take approximately an hour and a half.



2. I'll be asking a variety of questions. You may choose to answer or not answer any of the questions. We want everyone to be able to participate. Because of our time limit, if we are spending a lot of time on one question, I may have to move us on to the next question so we can get to all of the questions. We ask that you take turns and allow everyone to speak who wants to.

3. The people working on this project will keep the information that is collected confidential. Even if we use something you say, we will not use your name in any written reports, and there will be no consequences for what you say here, either good or bad.

4. But, you should know that there are some legal limits to what can be kept confidential: We will not be asking you to share any information about any forms of violence or abuse that you or someone you know may have personally experienced. Rather, I will be asking you about what works and doesn't work for you when receiving services. However, if you provide information that identifies previously unreported abuse of a child or vulnerable adult, we are obligated to report it to State authorities.

5. I ask that you respect the privacy of others. Please do not talk about anything that is said in our conversation after you leave today. We want everyone to feel free to share their ideas and comments. We cannot ensure that the people in this group will keep what is said confidential after you leave here. Therefore, we encourage you to be careful of what you choose to share.

6. The information collected from all focus group discussions and interviews will be combined, analyzed and put into a final report. This report will go to our collaboration, the U.S. Office on Violence Against Women, our funding source, and the Vera Institute of Justice, our technical support for the project.

By remaining in the room, you are agreeing to participate in the listening session and to those guidelines.

Your participation in the discussion is completely voluntary and you may choose to answer all, some, or none of the questions. You may leave at any time and for any reason. Whether or not you participate will not affect any services you are receiving or may receive for any partner agency.

I will be asking 9 questions. I encourage you to be as specific as you can in your responses. The information you share with me will be helpful to identify our strengths

and areas needing change. Please let me recognize you before you begin speaking so that everyone will have an opportunity to participate in our discussion. I ask that you be completely honest in your responses. There are no right or wrong answers. I want you to share your experiences, insight, and opinions. I also encourage you to respect your fellow participants. You may not agree with everyone, but remember that each one of you has a right to your own opinion. Are there any questions before we begin our discussion?

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

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

4. What does safety mean to you? What have service providers done to help you feel safe?

5. As a follow-up, what have organizations, or service providers done that have helped you to feel comfortable disclosing or sharing about your experience of domestic violence?

- What made you feel as if you could trust the organization or service providers enough to disclose?
- What made you feel comfortable in sharing your experience of domestic violence within the organization?
- *For focus group at NAYA: How did receiving services through a Native lens make you feel more/less comfortable?*

6. What does confidentiality mean to you? How important is confidentiality when you're seeking or receiving services?

- In what instances would it be okay to share identifying information and the details of your experience of domestic violence with other organizations?

7. What have organizations, or service providers done that have made you feel unsafe?

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

Now that we have learned about what safety, comfort, and confidentiality mean to you as survivors of domestic violence, we'd like to gather your insights on what organizations in the community can do to make you feel safer and more comfortable when accessing their services? (Services may include routine doctor's appointments, public transportation, libraries, etc.)

8. What would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support survivors of domestic violence?

9. Do you have any other feedback before we close?

i. Survivors of Domestic Violence Interview (Optional)

Welcome and thank you for agreeing to participate in our discussion. My name is Ashley and I will be conducting this interview today. I appreciate you taking the time to

share your experiences, knowledge, and opinions with me. I am meeting with you and with others to learn what our organizations do well and what changes need to be made to be more accessible, welcoming and safe. In addition, I want to learn what you believe to be quality services. I also would like to hear what suggestions you have for how our organizations can improve how we work together.

Please help yourself to the beverages and snacks that have been provided. I want you to be as comfortable as possible. If there is something that you need, please ask. Restrooms are located (direction). We do not have a break scheduled, but feel free to take a break if you need to do so. If you have a cell phone with you, please turn it off or set it to silent mode to limit distractions during the session.

To thank you for your participation today, you have been given a \$20 Visa card for your time and travel expenses.

I will be asking a variety of questions to guide our discussion. Christian is here to take notes. He will only take notes about the comments that are shared; he will not identify who made the comment.

In this interview, we will only be discussing your experiences with community agencies and with our organization as well as your suggestions for how we may improve our service to you. You are the expert in knowing your interaction with our organizations and what you need from them. I am asking you to share that information with me. If a question is asked that makes you feel uncomfortable or upsets you in any way, please bring it to my attention. (Counselor/advocate) is a trained trauma informed support person who will be able to speak to you privately, should you need it.

I'd like to review some important information about consent, mandatory reporting and confidentiality. If you have questions, please be sure to stop me and ask.

1. We will be asking for your ideas and opinions. We are assuming that you are consenting to this interview because you are freely choosing to volunteer your time and participate today. You may leave at any time and change your mind about being here if you decide you want to leave. This interview will take approximately an hour.
2. I'll be asking a variety of questions. You may choose to answer or not answer any of the questions.
3. The people working on this project will keep the information that is collected confidential. Even if we use something you say, we will not use your name in any

written reports, and there will be no consequences for what you say here, either good or bad.

4. But, you should know that there are some legal limits to what can be kept confidential: We will not be asking you to share any information about any forms of violence or abuse that you or someone you know may have personally experienced. Rather, I will be asking you about what works and doesn't work for you when receiving services. However, if you provide information that identifies previously unreported abuse of a child or vulnerable adult, we are obligated to report it to State authorities.

5. The information collected from all focus group discussions and interviews will be combined, analyzed and put into a final report. This report will go to our collaboration, the U.S. Office on Violence Against Women, our funding source, and the Vera Institute of Justice, our technical support for the project.

By remaining in the room, you are agreeing to participate in the interview and to those guidelines.

Your participation in the discussion is completely voluntary and you may choose to answer all, some, or none of the questions. You may leave at any time and for any reason. Whether or not you participate will not affect any services you are receiving or may receive for any partner agency.

I will be asking 9 questions. I encourage you to be as specific as you can in your responses. The information you share with me will be helpful to identify our strengths and areas needing change. I ask that you be completely honest in your responses. There are no right or wrong answers. Are there any questions before we begin our discussion?

1. I'd like to begin, by asking you about how you learned about services available to survivors of domestic violence?

2. Now, I'd like to ask you to think about what agencies or service providers do, to help make your experience positive when accessing services?

- physical space/location
- staff behavior, competency, and knowledge
- safety, confidentiality, privacy
- overall atmosphere, comfort level, and approachability

- materials/resources

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

- physical space/location
- staff behavior, competency, and knowledge
- safety, confidentiality, privacy
- overall atmosphere, comfort level, and approachability
- materials/resources

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

4. What does safety mean to you? What have service providers done to help you feel safe?

5. As a follow-up, what have organizations, or service providers done that have helped you to feel comfortable disclosing or sharing about your experience of domestic violence?

- What made you feel as if you could trust the organization or service providers enough to disclose?
- What made you feel comfortable in sharing your experience of domestic violence within the organization?
- *For focus group at NAYA: How did receiving services through a Native lens make you feel more/less comfortable?*

6. What does confidentiality mean to you? How important is confidentiality when you're seeking or receiving services?

- In what instances would it be okay to share identifying information and the details of your experience of domestic violence with other organizations?

7. What have organizations, or service providers done that have made you feel unsafe?

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

Now that we have learned about what safety, comfort, and confidentiality mean to you as survivors of domestic violence, we'd like to gather your insights on what organizations in the community can do to make you feel safer and more comfortable when accessing their services? (Services may include routine doctor's appointments, public transportation, libraries, etc.)

8. What would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support survivors of domestic violence?

9. Do you have any other feedback before we close?

# People with Disabilities



## B. People with Disabilities Listening Session

Welcome and thank you for agreeing to participate in our discussion. My name is Ashley and I will be facilitating the discussion today. I appreciate you taking the time to share your experiences, knowledge, and opinions with me. I am meeting with you and with others to learn what our organizations do well and what changes need to be made to be more accessible, welcoming and safe. In addition, I want to learn what you believe to be quality services. I also would like to hear what suggestions you have for how our organizations can improve how we work together.

Please help yourself to the beverages and snacks that have been provided. I want you to be as comfortable as possible. If there is something that you need, please ask. Restrooms are located (direction). We do not have a break scheduled, but feel free to take a break if you need to do so. If you have a cell phone with you, please turn it off or set it to silent mode to limit distractions during the session.

To thank you for your participation today, you have been given a \$20 Visa card for your time and travel expenses.

I will be asking a variety of questions to guide our discussion. Christian is here to take notes. He will only take notes about the comments that are shared; he will not identify who made the comment.

In this focus group, we will only be discussing your experiences with community agencies and with our organization as well as your suggestions for how we may improve our service to you. You are the expert in knowing your interaction with our organizations and what you need from them. I am asking you to share that information with me. If a question is asked that makes you feel uncomfortable or upsets you in any way, please bring it to my attention. (Counselor/advocate) is a trained trauma informed support person who will be able to speak to you privately, should you need it.

I'd like to review some important information about consent, mandatory reporting and confidentiality. If you have questions, please be sure to stop me and ask.

1. We will be asking for your ideas and opinions. We are assuming that you are consenting to this group interview because you are freely choosing to volunteer your time and participate today. You may leave at any time and change your mind about being here if you decide you want to leave. This focus group will take approximately an hour and a half.

2. I'll be asking a variety of questions. You may choose to answer or not answer any of the questions. We want everyone to be able to participate. Because of our time limit, if we are spending a lot of time on one question, I may have to move us on to the next question so we can get to all of the questions. We ask that you take turns and allow everyone to speak who wants to.

3. The people working on this project will keep the information that is collected confidential. Even if we use something you say, we will not use your name in any written reports, and there will be no consequences for what you say here, either good or bad.

4. But, you should know that there are some legal limits to what can be kept confidential: We will not be asking you to share any information about any forms of violence or abuse that you or someone you know may have personally experienced. Rather, I will be asking you about what works and doesn't work for you when receiving services. However, if you provide information that identifies previously unreported abuse of a child or vulnerable adult, we are obligated to report it to State authorities.

5. I ask that you respect the privacy of others. Please do not talk about anything that is said in our conversation after you leave today. We want everyone to feel free to share their ideas and comments. We cannot ensure that the people in this group will keep what is said confidential after you leave here. Therefore, we encourage you to be careful of what you choose to share.

6. The information collected from all focus group discussions and interviews will be combined, analyzed and put into a final report. This report will go to our collaboration, the U.S. Office on Violence Against Women, our funding source, and the Vera Institute of Justice, our technical support for the project.

By remaining in the room, you are agreeing to participate in the listening session and to those guidelines.

Your participation in the discussion is completely voluntary and you may choose to answer all, some, or none of the questions. You may leave at any time and for any reason. Whether or not you participate will not affect any services you are receiving or may receive for any partner agency.

I will be asking 9 questions. I encourage you to be as specific as you can in your responses. The information you share with me will be helpful to identify our strengths

and areas needing change. Please let me recognize you before you begin speaking so that everyone will have an opportunity to participate in our discussion. I ask that you be completely honest in your responses. There are no right or wrong answers. I want you to share your experiences, insight, and opinions. I also encourage you to respect your fellow participants. You may not agree with everyone, but remember that each one of you has a right to your own opinion. Are there any questions before we begin our discussion?

1. I'd like to begin today, by asking you about how you find out about services available to you in your community?

- Who, if anyone, assists you in finding this information?

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

2. What kinds of things do agencies do that make it difficult for you to get information? What would be a better way?

I'd now like to ask you to think about a place in your community where you feel comfortable, and that you can trust the staff that works there. For example: things staff do that make it easy for you to share your unique needs, accommodation requests, any challenges you may face, physical space, or personal information. I'm going to ask you a series of questions to explore what organizations and their staff can do to help people with disabilities feel comfortable, and that they can trust the organization, and ask that you think about this place when answering these questions.

3. First, please think about the people who work there. What do they do to make you feel comfortable?

- building and access
- willingness and ability to provide accommodation

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

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

- building and access
- willingness and ability to provide accommodation

I now would like to ask you some questions about getting assistance. We all need help sometimes, but it can be hard to ask for it from others. For these series of questions, please think about the last time you needed assistance from someone such as: someone who works (insert appropriate staff they may work with). Some examples of things to ask for assistance on are: assistance with calling someone; assistance reading papers; assistance getting somewhere.

5. What made it easy for you to ask for the assistance you needed?
6. When you go somewhere in the community for services and someone really understands you and your disability, what is that like?
  - How do you know they understand you?
  - How do you know they understand your disability?
  - What did you like about what the person did to assist?
7. When you go somewhere in the community for services and people don't understand you and your disability, what is that like?
  - How do you know they do not understand you?
  - How do you know they don't understand your disability?
  - What didn't you like about what the person did to help?
8. What would you like people in the community to know about how to best support people with disabilities?
9. Do you have any other feedback before we close?

#### i. People with Disabilities Interview (Optional)

Welcome and thank you for agreeing to participate in our discussion. My name is Ashley and I will be conducting this interview today. I appreciate you taking the time to share your experiences, knowledge, and opinions with me. I am meeting with you and with others to learn what our organizations do well and what changes need to be made to be more accessible, welcoming and safe. In addition, I want to learn what you believe

to be quality services. I also would like to hear what suggestions you have for how our organizations can improve how we work together.

Please help yourself to the beverages and snacks that have been provided. I want you to be as comfortable as possible. If there is something that you need, please ask. Restrooms are located (direction). We do not have a break scheduled, but feel free to take a break if you need to do so. If you have a cell phone with you, please turn it off or set it to silent mode to limit distractions during the session.

To thank you for your participation today, you have been given a \$20 Visa card for your time and travel expenses.

I will be asking a variety of questions to guide our discussion. Christian is here to take notes. He will only take notes about the comments that are shared; he will not identify who made the comment.

In this interview, we will only be discussing your experiences with community agencies and with our organization as well as your suggestions for how we may improve our service to you. You are the expert in knowing your interaction with our organizations and what you need from them. I am asking you to share that information with me. If a question is asked that makes you feel uncomfortable or upsets you in any way, please bring it to my attention. (Counselor/advocate) is a trained trauma informed support person who will be able to speak to you privately, should you need it.

I'd like to review some important information about consent, mandatory reporting and confidentiality. If you have questions, please be sure to stop me and ask.

1. We will be asking for your ideas and opinions. We are assuming that you are consenting to this interview because you are freely choosing to volunteer your time and participate today. You may leave at any time and change your mind about being here if you decide you want to leave. This interview will take approximately an hour.
2. I'll be asking a variety of questions. You may choose to answer or not answer any of the questions.
3. The people working on this project will keep the information that is collected confidential. Even if we use something you say, we will not use your name in any written reports, and there will be no consequences for what you say here, either good or bad.

4. But, you should know that there are some legal limits to what can be kept confidential: We will not be asking you to share any information about any forms of violence or abuse that you or someone you know may have personally experienced. Rather, I will be asking you about what works and doesn't work for you when receiving services. However, if you provide information that identifies previously unreported abuse of a child or vulnerable adult, we are obligated to report it to State authorities.

5. The information collected from all focus group discussions and interviews will be combined, analyzed and put into a final report. This report will go to our collaboration, the U.S. Office on Violence Against Women, our funding source, and the Vera Institute of Justice, our technical support for the project.

By remaining in the room, you are agreeing to participate in the interview and to those guidelines.

Your participation in the discussion is completely voluntary and you may choose to answer all, some, or none of the questions. You may leave at any time and for any reason. Whether or not you participate will not affect any services you are receiving or may receive for any partner agency.

I will be asking 9 questions. I encourage you to be as specific as you can in your responses. The information you share with me will be helpful to identify our strengths and areas needing change. I ask that you be completely honest in your responses. There are no right or wrong answers. Are there any questions before we begin our discussion?

1. I'd like to begin today, by asking you about how you find out about services available to you in your community?

- Who, if anyone, assists you in finding this information?

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

2. What kinds of things do agencies do that make it difficult for you to get information? What would be a better way?

I'd now like to ask you to think about a place in your community where you feel comfortable, and that you can trust the staff that works there. For example: things staff do that make it easy for you to share your unique needs, accommodation requests, any

challenges you may face, physical space, or personal information. I'm going to ask you a series of questions to explore what organizations and their staff can do to help people with disabilities feel comfortable, and that they can trust the organization, and ask that you think about this place when answering these questions.

3. First, please think about the people who work there. What do they do to make you feel comfortable?

- building and access
- willingness and ability to provide accommodation

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

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

- building and access
- willingness and ability to provide accommodation

I now would like to ask you some questions about getting assistance. We all need help sometimes, but it can be hard to ask for it from others. For these series of questions, please think about the last time you needed assistance from someone such as: someone who works (insert appropriate staff they may work with). Some examples of things to ask for assistance on are: assistance with calling someone; assistance reading papers; assistance getting somewhere.

5. What made it easy for you to ask for the assistance you needed?

6. When you go somewhere in the community for services and someone really understands you and your disability, what is that like?

- How do you know they understand you?
- How do you know they understand your disability?
- What did you like about what the person did to assist?

7. When you go somewhere in the community for services and people don't understand you and your disability, what is that like?

- How do you know they do not understand you?
- How do you know they don't understand your disability?

- What didn't you like about what the person did to help?
8. What would you like people in the community to know about how to best support people with disabilities?
  9. Do you have any other feedback before we close?



# Survivors with Disabilities

## C. Survivors with Disabilities Listening Session

Welcome and thank you for agreeing to participate in our discussion. My name is Ashley and I will be facilitating the discussion today. I appreciate you taking the time to share your experiences, knowledge, and opinions with me. I am meeting with you and with others to learn what our organizations do well and what changes need to be made to be more accessible, welcoming and safe. In addition, I want to learn what you believe to be quality services. I also would like to hear what suggestions you have for how our organizations can improve how we work together.

Please help yourself to the beverages and snacks that have been provided. I want you to be as comfortable as possible. If there is something that you need, please ask. Restrooms are located (direction). We do not have a break scheduled, but feel free to take a break if you need to do so. If you have a cell phone with you, please turn it off or set it to silent mode to limit distractions during the session.

To thank you for your participation today, you have been given a \$20 Visa card for your time and travel expenses.

I will be asking a variety of questions to guide our discussion. Christian is here to take notes. He will only take notes about the comments that are shared; he will not identify who made the comment.

In this focus group, we will only be discussing your experiences with community agencies and with our organization as well as your suggestions for how we may improve our service to you. You are the expert in knowing your interaction with our organizations and what you need from them. I am asking you to share that information with me. If a question is asked that makes you feel uncomfortable or upsets you in any way, please bring it to my attention. (Counselor/advocate) is a trained trauma informed support person who will be able to speak to you privately, should you need it.

I'd like to review some important information about consent, mandatory reporting and confidentiality. If you have questions, please be sure to stop me and ask.

1. We will be asking for your ideas and opinions. We are assuming that you are consenting to this group interview because you are freely choosing to volunteer your time and participate today. You may leave at any time and change your mind about being here if you decide you want to leave. This focus group will take approximately an hour and a half.

2. I'll be asking a variety of questions. You may choose to answer or not answer any of the questions. We want everyone to be able to participate. Because of our time limit, if we are spending a lot of time on one question, I may have to move us on to the next question so we can get to all of the questions. We ask that you take turns and allow everyone to speak who wants to.

3. The people working on this project will keep the information that is collected confidential. Even if we use something you say, we will not use your name in any written reports, and there will be no consequences for what you say here, either good or bad.

4. But, you should know that there are some legal limits to what can be kept confidential: We will not be asking you to share any information about any forms of violence or abuse that you or someone you know may have personally experienced. Rather, I will be asking you about what works and doesn't work for you when receiving services. However, if you provide information that identifies previously unreported abuse of a child or vulnerable adult, we are obligated to report it to State authorities.

5. I ask that you respect the privacy of others. Please do not talk about anything that is said in our conversation after you leave today. We want everyone to feel free to share their ideas and comments. We cannot ensure that the people in this group will keep what is said confidential after you leave here. Therefore, we encourage you to be careful of what you choose to share.

6. The information collected from all focus group discussions and interviews will be combined, analyzed and put into a final report. This report will go to our collaboration, the U.S. Office on Violence Against Women, our funding source, and the Vera Institute of Justice, our technical support for the project.

By remaining in the room, you are agreeing to participate in the listening session and to those guidelines.

Your participation in the discussion is completely voluntary and you may choose to answer all, some, or none of the questions. You may leave at any time and for any reason. Whether or not you participate will not affect any services you are receiving or may receive for any partner agency.

I will be asking 9 questions. I encourage you to be as specific as you can in your responses. The information you share with me will be helpful to identify our strengths

and areas needing change. Please let me recognize you before you begin speaking so that everyone will have an opportunity to participate in our discussion. I ask that you be completely honest in your responses. There are no right or wrong answers. I want you to share your experiences, insight, and opinions. I also encourage you to respect your fellow participants. You may not agree with everyone, but remember that each one of you has a right to your own opinion. Are there any questions before we begin our discussion?

1. I'd like to begin, by asking you about how you learned about services available to survivors with disabilities?

2. Now, I'd like to ask you to think about what agencies or service providers do, to help make your experience positive when accessing services?

- physical space/location
- staff behavior, competency, and knowledge
- safety, confidentiality, privacy
- overall atmosphere, comfort level, and approachability
- materials/resources
- accommodations
- accessibility

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

- physical space/location
- staff behavior, competency, and knowledge
- safety, confidentiality, privacy
- overall atmosphere, comfort level, and approachability
- materials/resources
- accommodations
- accessibility

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

your experiences of (domestic and/or sexual) violence and needs as an individual with a disability.

4. What does safety mean to you? What have service providers done to help you feel safe?

5. As a follow-up, what have organizations, or service providers done that have helped you to feel comfortable disclosing or talking about your experience of (domestic and/or sexual) violence and needs as an individual with a disability?

- trust
- as a person with a disability

6. On the contrary, what have organizations, or service providers done that have made you feel unsafe?

- lack of trust
- as a person with a disability

For the next set of questions, I would like to gain your insights on what you would like to tell agencies that primarily serve survivors of (domestic and/or sexual violence) about helping people with disabilities that have experienced violence and abuse? Additionally, I would like to also understand what are some things that you would like to tell agencies that primarily serve people with disabilities about assisting people with disabilities that have experienced violence and abuse.

Let's begin by your guidance for (domestic and/or sexual) violence agencies.

7. What are some ways they could improve serving people with disabilities?

- accommodations
- understanding of disabilities
- treatment of people with disabilities
- referrals
- accessibility

Following on this, now let's talk about your guidance for disability service agencies.

8. What are some ways they could improve serving survivors of (domestic and/or sexual violence)?

- asking
- confidentiality
- responding to disclosures
- mandatory reporting

- trust
- referrals

9. What would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support with disabilities?

10. Do you have any other feedback before we close?

#### i Survivors with Disabilities Interview (Optional)

Welcome and thank you for agreeing to participate in our discussion. My name is Ashley and I will be conducting this interview today. I appreciate you taking the time to share your experiences, knowledge, and opinions with me. I am meeting with you and with others to learn what our organizations do well and what changes need to be made to be more accessible, welcoming and safe. In addition, I want to learn what you believe to be quality services. I also would like to hear what suggestions you have for how our organizations can improve how we work together.

Please help yourself to the beverages and snacks that have been provided. I want you to be as comfortable as possible. If there is something that you need, please ask. Restrooms are located (direction). We do not have a break scheduled, but feel free to take a break if you need to do so. If you have a cell phone with you, please turn it off or set it to silent mode to limit distractions during the session.

To thank you for your participation today, you have be given a \$20 Visa card for your time and travel expenses.

I will be asking a variety of questions to guide our discussion. Christian is here to take notes. He will only take notes about the comments that are shared; he will not identify who made the comment.

In this interview, we will only be discussing your experiences with community agencies and with our organization as well as your suggestions for how we may improve our service to you. You are the expert in knowing your interaction with our organizations and what you need from them. I am asking you to share that information with me. If a question is asked that makes you feel uncomfortable or upsets you in any way, please bring it to my attention. (Counselor/advocate) is a trained trauma informed support person who will be able to speak to you privately, should you need it.

I'd like to review some important information about consent, mandatory reporting and confidentiality. If you have questions, please be sure to stop me and ask.

1. We will be asking for your ideas and opinions. We are assuming that you are consenting to this interview because you are freely choosing to volunteer your time and participate today. You may leave at any time and change your mind about being here if you decide you want to leave. This interview will take approximately an hour.
2. I'll be asking a variety of questions. You may choose to answer or not answer any of the questions.
3. The people working on this project will keep the information that is collected confidential. Even if we use something you say, we will not use your name in any written reports, and there will be no consequences for what you say here, either good or bad.
4. But, you should know that there are some legal limits to what can be kept confidential: We will not be asking you to share any information about any forms of violence or abuse that you or someone you know may have personally experienced. Rather, I will be asking you about what works and doesn't work for you when receiving services. However, if you provide information that identifies previously unreported abuse of a child or vulnerable adult, we are obligated to report it to State authorities.
5. The information collected from all focus group discussions and interviews will be combined, analyzed and put into a final report. This report will go to our collaboration, the U.S. Office on Violence Against Women, our funding source, and the Vera Institute of Justice, our technical support for the project.

By remaining in the room, you are agreeing to participate in the interview and to those guidelines.

Your participation in the discussion is completely voluntary and you may choose to answer all, some, or none of the questions. You may leave at any time and for any reason. Whether or not you participate will not affect any services you are receiving or may receive for any partner agency.

I will be asking 9 questions. I encourage you to be as specific as you can in your responses. The information you share with me will be helpful to identify our strengths and areas needing change. I ask that you be completely honest in your responses.

There are no right or wrong answers. Are there any questions before we begin our discussion?

1. I'd like to begin, by asking you about how you learned about services available to survivors with disabilities?

2. Now, I'd like to ask you to think about what agencies or service providers do, to help make your experience positive when accessing services?

- physical space/location
- staff behavior, competency, and knowledge
- safety, confidentiality, privacy
- overall atmosphere, comfort level, and approachability
- materials/resources
- accommodations
- accessibility

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

- physical space/location
- staff behavior, competency, and knowledge
- safety, confidentiality, privacy
- overall atmosphere, comfort level, and approachability
- materials/resources
- accommodations
- accessibility

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

4. What does safety mean to you? What have service providers done to help you feel safe?



5. As a follow-up, what have organizations, or service providers done that have helped you to feel comfortable disclosing or talking about your experience of (domestic and/or sexual) violence and needs as an individual with a disability?

- trust
- as a person with a disability

6. On the contrary, what have organizations, or service providers done that have made you feel unsafe?

- lack of trust
- as a person with a disability

For the next set of questions, I would like to gain your insights on what you would like to tell agencies that primarily serve survivors of (domestic and/or sexual violence) about helping people with disabilities that have experienced violence and abuse? Additionally, I would like to also understand what are some things that you would like to tell agencies that primarily serve people with disabilities about assisting people with disabilities that have experienced violence and abuse.

Let's begin by your guidance for (domestic and/or sexual) violence agencies.

7. What are some ways they could improve serving people with disabilities?

- accommodations
- understanding of disabilities
- treatment of people with disabilities
- referrals
- accessibility

Following on this, now let's talk about your guidance for disability service agencies.

8. What are some ways they could improve serving survivors of (domestic and/or sexual violence)?

- asking
- confidentiality
- responding to disclosures
- mandatory reporting
- trust
- referrals

9. What would you like community service providers (such as doctors, therapists, or community agencies) to know about how to best support with disabilities?

10. Do you have any other feedback before we close?

# Disability Awareness Resource Team (DART)

## D. DART/HASL Executive Director Interview - Randy Samuelson

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.

- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about HASL/DART and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets DART apart from other organizations in Multnomah County that serve people with disabilities?
2. How does HASL/DART respond to the issue of interpersonal violence as experienced by individuals with disabilities?
  - a. How well do the organization's policies address this issue?
  - b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?
  - c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)
  - d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?
  - e. Is there anything else at DART/HASL that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)
  - f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?
  - g. Do you have any thoughts about how to improve HASL/DART's response to individuals with disabilities who have experienced interpersonal violence?
3. What challenges do you expect HASL/DART to encounter when addressing interpersonal violence as experienced by people with disabilities?
  - a. Are there any rules or regulations that impact HASL/DART's ability to assist this population?
  - b. Are there any challenges to meeting individuals' requests for assistance?
  - c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?
4. How does change happen at HASL/DART?
  - a. What is the decision-making process?

- b. How are policies and procedures created or changed?
- c. How are decisions made regarding hiring personnel?
- d. How are decisions about resource allocations made?

5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?

- a. Will you support the development and dedication of Open Doors resources to make that happen?
- b. Will you support the investment of staff and/or training?
- c. What other resources connected to sustainable change can you think of?

6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

## E. DART Executive Director Interview - Dena Hassouneh

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms

such as “domestic violence”, “interpersonal violence”, “intimate partner violence” and “abuse” may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Goal 2: Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors’ organizations.

Housekeeping and interview guidelines: Before we get started with our discussion, I’d like to review some guidelines.

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person’s name when describing it.



While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about DART and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets DART apart from other organizations in Multnomah County that serve people with disabilities?

2. How does DART respond to the issue of interpersonal violence as experienced by individuals with disabilities?

a. How well do the organization's policies address this issue?

b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?

c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)

d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?

e. Is there anything else at DART that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)

f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?

g. Do you have any thoughts about how to improve DART's response to individuals with disabilities who have experienced interpersonal violence?

3. What challenges do you expect DART to encounter when addressing interpersonal violence as experienced by people with disabilities?

a. Are there any rules or regulations that impact DART's ability to assist this population?

b. Are there any challenges to meeting individuals' requests for assistance?

c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?

4. How does change happen at DART?

a. What is the decision-making process?

b. How are policies and procedures created or changed?

c. How are decisions made regarding hiring personnel?

d. How are decisions about resource allocations made?

5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?

a. Will you support the development and dedication of Open Doors resources to make that happen?

b. Will you support the investment of staff and/or training?

c. What other resources connected to sustainable change can you think of?

6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

## F. DART - Staff Listening Session

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our group today.

I'd like to give you a brief overview of Open Doors and put this focus group into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

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

Your participation in this focus group will not affect your status as an employee.

Although your personal identity will be kept confidential, the opinions and perspectives you share may be used in a Needs Assessment Report that will be reviewed by Open Doors organizations.

It is highly encouraged that you all respect each other's confidentiality, but Open Doors is not responsible for the actions of others, either inside or outside of the focus group process.

Based on Open Doors not being able to fully guarantee confidentiality, we encourage you not to reveal personal information you wish not to have shared with others.

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

Regarding confidentiality, we would like everyone to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

We ask that what is said in this focus group stays in this focus group. Please do not speak about anyone's involvement in the group as that would break their confidentiality.

When one person is talking, I would like for us all to refrain from interrupting or speaking over others. This will allow for an easy flow of conversation and enables everyone the opportunity to share their ideas and thoughts.

No one will be pressured to comment on every question but your participation is greatly encouraged and appreciated. We are eager to hear from everyone and full participation is our hope.

We will be together for about an hour. If you need to take a break, go ahead and do so. We ask that you refrain from using your cell phone during this time so as not to distract yourself or others. Please take a moment now to set your phone settings appropriately.

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

[Allow time for participants to provide input].

1. What sets DART apart from other disability service providers?
2. What does DART do to create a safe working environment for staff?
  - a. What do you do to pass this on to individuals?
  - b. How could this environment of safety be improved?
3. Let's talk about the accessibility of your services
  - a. Do you feel the location you provide services in is physically accessible?
  - b. Are materials provided in an accessible format upon request?
  - c. Are the accommodations you need provided?
4. How would you rate your awareness and ability to recognize the signs that someone may have recently been a victim of interpersonal violence?
  - a. Low? Medium? High?
  - b. How did you gain this awareness?
  - c. What additional information would be helpful to you?
5. What are some factors you believe make it possible for an individual to freely disclose their experience of interpersonal violence?
  - a. What are some factors that you believe might prevent an individual from disclosing interpersonal violence?
  - b. Do you think DART staff makes assumptions about individuals disclosing interpersonal violence? For example, their believability?
6. What is in place at DART to let you know when you are working with an individual who has experienced interpersonal violence?
  - a. Intake process?
  - b. Process for individuals to request accommodations?
  - c. Other policies or procedures?
  - d. Other?
7. Let's talk about your experiences in responding to the needs of individuals who have experienced interpersonal violence.
  - a. What went well?
  - b. What didn't go so well?
8. How comfortable are you when working with an individual:
  - a. Who has experienced sexual assault/abuse?
  - b. Who is actively disclosing?
  - c. To create an environment that is conducive to disclosure?
  - d. What would make you more comfortable?
9. Is there anything you wish DART did to better support staff who works with individuals who may have experienced interpersonal violence?

- a. Information/training on how to work with an individual who has limited communication abilities or does not have the words to describe what happened to them?
  - b. Are there policies and procedures that would be helpful to better serve individuals who have experienced interpersonal violence?
  - c. Are there other organizational supports that DART could provide?
  - d. Resources? What types of resources?
10. What are the challenges that you or DART has in assisting individuals who have experienced interpersonal violence? Some examples might be:
- a. Staff capacity?
  - b. Is there anything within the organizational culture that creates barriers? (believability, certain assumptions/stigma about sexual assault/abuse)
  - c. Policies and procedures?
  - d. Other resources and training?
  - e. Providing any needed accommodation for a survivor?
11. What has been your experience with mandatory reporting?
- a. Helpful or harmful?
  - b. Adult Protective Services response?
  - c. Other?
12. Have you ever partnered with community agencies in the past to support an individual who experienced interpersonal violence?
- a. If so, how did it go?
  - b. What were the strengths of the partnership?
  - c. What could be improved?
13. What are the biggest barriers you see survivors with disabilities facing?
14. What do you want domestic violence service providers to know about your work with individuals with disabilities?
- a. Limitations of information that can be shared?
  - b. Limitations of what DART can ask individuals to do?
  - c. About DART services?
15. How does change happen with DART?
- a. Do you prefer being a part of the change process? Or are you comfortable with having change happen and adapting to it?
16. What do you want to tell other agencies about working with survivors with disabilities?
- a. What are we missing?
17. What are your hopes for this project?
18. Is there any other information you think is important for us to know?

# Independent Living Resources (ILR)

## G. Independent Living Resources (ILR) Executive Director Interview - Barry Fox-Quamme

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.



- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about ILR and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets ILR apart from other organizations in Multnomah County that serve people with disabilities?

2. How does ILR respond to the issue of interpersonal violence as experienced by individuals with disabilities?

a. How well do the organization's policies address this issue?

b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?

c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)

d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?

e. Is there anything else at ILR that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)

f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?

g. Do you have any thoughts about how to improve ILR's response to individuals with disabilities who have experienced interpersonal violence?

3. What challenges do you expect ILR to encounter when addressing interpersonal violence as experienced by people with disabilities?

a. Are there any rules or regulations that impact ILR's ability to assist this population?

b. Are there any challenges to meeting individuals' requests for assistance?

c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?

4. How does change happen at ILR?

a. What is the decision-making process?

- b. How are policies and procedures created or changed?
- c. How are decisions made regarding hiring personnel?
- d. How are decisions about resource allocations made?

5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?

- a. Will you support the development and dedication of Open Doors resources to make that happen?
- b. Will you support the investment of staff and/or training?
- c. What other resources connected to sustainable change can you think of?

6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

## H. Independent Living Resources (ILR) - Staff Listening Session

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our group today.

I'd like to give you a brief overview of Open Doors and put this focus group into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms

such as “domestic violence”, “interpersonal violence”, “intimate partner violence” and “abuse” may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Goal 2: Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

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

Your participation in this focus group will not affect your status as an employee.

Although your personal identity will be kept confidential, the opinions and perspectives you share may be used in a Needs Assessment Report that will be reviewed by Open Doors organizations.

It is highly encouraged that you all respect each other’s confidentiality, but Open Doors is not responsible for the actions of others, either inside or outside of the focus group process.

Based on Open Doors not being able to fully guarantee confidentiality, we encourage you not to reveal personal information you wish not to have shared with others.

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

Regarding confidentiality, we would like everyone to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

We ask that what is said in this focus group stays in this focus group. Please do not speak about anyone's involvement in the group as that would break their confidentiality.

When one person is talking, I would like for us all to refrain from interrupting or speaking over others. This will allow for an easy flow of conversation and enables everyone the opportunity to share their ideas and thoughts.

No one will be pressured to comment on every question but your participation is greatly encouraged and appreciated. We are eager to hear from everyone and full participation is our hope.

We will be together for about an hour. If you need to take a break, go ahead and do so. We ask that you refrain from using your cell phone during this time so as not to distract yourself or others. Please take a moment now to set your phone settings appropriately.

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

[Allow time for participants to provide input].

1. What sets ILR apart from other disability service providers?
2. What does ILR do to create a safe working environment for staff?
  - a. What do you do to pass this on to individuals?
  - b. How could this environment of safety be improved?
3. How would you rate your awareness and ability to recognize the signs that someone may have recently been a victim of interpersonal violence?
  - a. Low? Medium? High?
  - b. How did you gain this awareness?
  - c. What additional information would be helpful to you?
4. What are some factors you believe make it possible for an individual to freely disclose their experience of interpersonal violence?
  - a. What are some factors that you believe might prevent an individual from disclosing interpersonal violence?

- b. Do you think ILR staff makes assumptions about individuals disclosing interpersonal violence? For example, their believability?
5. What is in place at ILR to let you know when you are working with an individual who has experienced interpersonal violence?
    - a. Intake process?
    - b. Process for individuals to request accommodations?
    - c. Other policies or procedures?
    - d. Other?
  6. Let's talk about your experiences in responding to the needs of individuals who have experienced interpersonal violence.
    - a. What went well?
    - b. What didn't go so well?
  7. How comfortable are you when working with an individual:
    - a. Who has experienced sexual assault/abuse?
    - b. Who is actively disclosing?
    - c. To create an environment that is conducive to disclosure?
    - d. What would make you more comfortable?
  8. Is there anything you wish ILR did to better support staff who works with individuals who may have experienced interpersonal violence?
    - a. Information/training on how to work with an individual who has limited communication abilities or does not have the words to describe what happened to them?
    - b. Are there policies and procedures that would be helpful to better serve individuals who have experienced interpersonal violence?
    - c. Are there other organizational supports that Hope Network could provide?
    - d. Resources? What types of resources?
  9. What are the challenges that you or ILR has in assisting individuals who have experienced interpersonal violence? Some examples might be:
    - a. Staff capacity?
    - b. Is there anything within the organizational culture that creates barriers? (believability, certain assumptions/stigma about sexual assault/abuse)
    - c. Policies and procedures?
    - d. Other resources and training?
    - e. Providing any needed accommodation for a survivor?
  10. What has been your experience with mandatory reporting?
    - a. Helpful or harmful?
    - b. Adult Protective Services response?
    - c. Other?

11. Have you ever partnered with community agencies in the past to support an individual who experienced interpersonal violence?
  - a. If so, how did it go?
  - b. What were the strengths of the partnership?
  - c. What could be improved?
12. What do you want domestic violence service providers to know about your work with people with disabilities?
  - a. Limitations of information that can be shared?
  - b. Limitations of what ILR can ask individuals to do?
  - c. About ILR services?
13. How does change happen with ILR?
  - a. Do you prefer being a part of the change process? Or are you comfortable with having change happen and adapting to it?
14. What do you want to tell domestic violence agencies about working with people with disabilities?
  - a. What are we missing?
15. What are your hopes for this project?
16. Is there any other information you think is important for us to know?

# Multnomah County Department of County Human Services (DCHS)



## I. Multnomah County DCHS Leadership Interview - Leisl Wendt

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

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- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.

- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about DCHS and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets DCHS apart from other organizations in Multnomah County that serve older adults, veterans, and people with disabilities?
2. How does DCHS respond to the issue of interpersonal violence as experienced by individuals with disabilities?
  - a. How well do the organization's policies address this issue?
  - b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?
  - c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)
  - d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?
  - e. Is there anything else at DCHS that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)
  - f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?
  - g. Do you have any thoughts about how to improve DCHS's response to individuals with disabilities who have experienced interpersonal violence?
3. What challenges do you expect DCHS to encounter when addressing interpersonal violence as experienced by people with disabilities?
  - a. Are there any rules or regulations that impact DCHS's ability to assist this population?
  - b. Are there any challenges to meeting individuals' requests for assistance?
  - c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?
4. How does change happen at DCHS?
  - a. What is the decision-making process?
  - b. How are policies and procedures created or changed?

- c. How are decisions made regarding hiring personnel?
- d. How are decisions about resource allocations made?

5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?

- a. Will you support the development and dedication of Open Doors resources to make that happen?
- b. Will you support the investment of staff and/or training?
- c. What other resources connected to sustainable change can you think of?

6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

## J. Multnomah County DCHS Adult Protective Services Leadership Interview - Lee Girard

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms

such as “domestic violence”, “interpersonal violence”, “intimate partner violence” and “abuse” may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Goal 2: Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors’ organizations.

Housekeeping and interview guidelines: Before we get started with our discussion, I’d like to review some guidelines.

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person’s name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about ADVSD and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets ADVSD apart from other organizations in Multnomah County that serve older adults, veterans, and people with disabilities?

2. How does ADVSD respond to the issue of interpersonal violence as experienced by individuals with disabilities?

a. How well do the organization's policies address this issue?

b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?

c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)

d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?

e. Is there anything else at ADVSD that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)

f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?

g. Do you have any thoughts about how to improve ADVSD's response to individuals with disabilities who have experienced interpersonal violence?

3. What challenges do you expect ADVSD to encounter when addressing interpersonal violence as experienced by people with disabilities?

a. Are there any rules or regulations that impact ADVSD's ability to assist this population?

b. Are there any challenges to meeting individuals' requests for assistance?

c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?

4. How does change happen at ADVSD?

a. What is the decision-making process?

b. How are policies and procedures created or changed?

c. How are decisions made regarding hiring personnel?

d. How are decisions about resource allocations made?

5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?

a. Will you support the development and dedication of Open Doors resources to make that happen?

b. Will you support the investment of staff and/or training?

c. What other resources connected to sustainable change can you think of?

6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

K. Multnomah County DCHS Adult Protective Services Leadership  
Interview - Peggy Bray

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.



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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about ADVSD and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets ADVSD apart from other organizations in Multnomah County that serve older adults, veterans, and people with disabilities?
2. How does ADVSD respond to the issue of interpersonal violence as experienced by individuals with disabilities?

- a. How well do the organization's policies address this issue?
  - b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?
  - c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)
  - d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?
  - e. Is there anything else at ADVSD that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)
  - f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?
  - g. Do you have any thoughts about how to improve ADVSD's response to individuals with disabilities who have experienced interpersonal violence?
3. What challenges do you expect ADVSD to encounter when addressing interpersonal violence as experienced by people with disabilities?
- a. Are there any rules or regulations that impact ADVSD's ability to assist this population?
  - b. Are there any challenges to meeting individuals' requests for assistance?
  - c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?
4. How does change happen at ADVSD?
- a. What is the decision-making process?
  - b. How are policies and procedures created or changed?
  - c. How are decisions made regarding hiring personnel?
  - d. How are decisions about resource allocations made?
5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?

a. Will you support the development and dedication of Open Doors resources to make that happen?

b. Will you support the investment of staff and/or training?

c. What other resources connected to sustainable change can you think of?

6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

## L. Multnomah County DCHS Adult Protective Services Leadership Interview - Wendy Hillman

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about Adult Protective Services and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets Adult Protective Services apart from other organizations in Multnomah County that serve people experiencing abuse or neglect?

2. How does Adult Protective Services respond to the issue of interpersonal violence as experienced by individuals with disabilities?

a. How well do the organization's policies address this issue?

b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?

c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)

d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?

e. Is there anything else at Adult Protective Services that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)

f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?

g. Do you have any thoughts about how to improve Adult Protective Services' response to individuals with disabilities who have experienced interpersonal violence?

3. What challenges do you expect Adult Protective Services to encounter when addressing interpersonal violence as experienced by people with disabilities?

- a. Are there any rules or regulations that impact Adult Protective Services' ability to assist this population?
  - b. Are there any challenges to meeting individuals' requests for assistance?
  - c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?
4. How does change happen at Adult Protective Services?
- a. What is the decision-making process?
  - b. How are policies and procedures created or changed?
  - c. How are decisions made regarding hiring personnel?
  - d. How are decisions about resource allocations made?
5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?
- a. Will you support the development and dedication of Open Doors resources to make that happen?
  - b. Will you support the investment of staff and/or training?
  - c. What other resources connected to sustainable change can you think of?
6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?
- a. Do you have any additional comments and/or feedback?

## M. Multnomah County DCHS Adult Protective Services - Staff Listening Session

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our group today.

I'd like to give you a brief overview of Open Doors and put this focus group into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based

organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as “a self-defined functional limitation or barrier in a key life area” and domestic violence as “the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship”. Terms such as “domestic violence”, “interpersonal violence”, “intimate partner violence” and “abuse” may be used interchangeably.

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- Goal 2: Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

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

Your participation in this focus group will not affect your status as an employee.

Although your personal identity will be kept confidential, the opinions and perspectives you share may be used in a Needs Assessment Report that will be reviewed by Open Doors organizations.

It is highly encouraged that you all respect each other's confidentiality, but Open Doors is not responsible for the actions of others, either inside or outside of the focus group process.

Based on Open Doors not being able to fully guarantee confidentiality, we encourage you not to reveal personal information you wish not to have shared with others.

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

Regarding confidentiality, we would like everyone to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

We ask that what is said in this focus group stays in this focus group. Please do not speak about anyone's involvement in the group as that would break their confidentiality.

When one person is talking, I would like for us all to refrain from interrupting or speaking over others. This will allow for an easy flow of conversation and enables everyone the opportunity to share their ideas and thoughts.

No one will be pressured to comment on every question but your participation is greatly encouraged and appreciated. We are eager to hear from everyone and full participation is our hope.

We will be together for about an hour. If you need to take a break, go ahead and do so. We ask that you refrain from using your cell phone during this time so as not to distract yourself or others. Please take a moment now to set your phone settings appropriately.

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

[Allow time for participants to provide input].

1. How comfortable are you when working with an individual:
  - a. Who has experienced abuse?
  - b. Who is actively disclosing interpersonal violence?



- c. Who has a disability?
- What does APS do to create a safe working environment for staff?
- a. What do you do to pass this on to clients?
  - b. How could this environment of safety be improved?
2. What do you do to make individuals with physical disabilities feel safe and welcomed?
    - a. What in the APS protocols creates a sense of safety for the client?
    - b. What could APS do to help (building, policy, staffing) people with physical disabilities feel more safe and comfortable when working with APS?
    - c. How do you ensure that APS presence in your clients' lives increase safety instead of decreasing it?
    - d. How do you know a physical environment is safe for you?
  3. Have you ever partnered with disability or domestic violence agencies in the past to support an abuse victim with a physical disability?
    - a. If so, how did it go?
    - b. What were the strengths of the partnership?
    - c. What could be improved?
  4. How is your role as an APS investigator different when working with persons with physical disabilities?
  5. Let's talk about working with people who have experienced interpersonal violence:
    - a. How would you rate your ability to recognize the signs that someone may have been a victim of interpersonal violence?
    - b. What are some factors you believe allow an individual to disclose their experience of interpersonal violence?
    - c. What has gone well working with victims of abuse? What hasn't gone so well?
  6. What are the challenges that APS has in assisting clients who have experienced interpersonal violence?
  7. How does change happen with APS?
  8. What do you want to tell other agencies about working with abuse victims with disabilities?
    - a. What are we missing?
  9. What are your hopes for this project?
  10. Is there any other information you think is important for us to know?

N. Multnomah County DCHS Domestic and Sexual Violence Coordination Office (DSVCO) Leadership Interview- Rose Bak

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

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- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about DSVCO and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets agency apart from other organizations in Multnomah County that serve survivors experiencing domestic violence?

2. How does DSVCO respond to the issue of interpersonal violence as experienced by individuals with disabilities?

a. How well do the organization's policies address this issue?

b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?

c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such

as stigma, stereotypes)

d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?

e. Is there anything else at DSVCO that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)

f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?

g. Do you have any thoughts about how to improve DSVCO's response to individuals with disabilities who have experienced interpersonal violence?

3. What challenges do you expect DSVCO to encounter when addressing interpersonal violence as experienced by people with disabilities?

a. Are there any rules or regulations that impact DSVCO's ability to assist this population?

b. Are there any challenges to meeting individuals' requests for assistance?

c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?

4. How does change happen at DSVCO?

a. What is the decisionmaking process?

b. How are policies and procedures created or changed?

c. How are decisions made regarding hiring personnel?

d. How are decisions about resource allocations made?

5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?

a. Will you support the development and dedication of Open Doors resources to make that happen?

b. Will you support the investment of staff and/or training?

c. What other resources connected to sustainable change can you think of?

6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

## O. Multnomah County DCHS Domestic and Sexual Violence Coordination Office (DSVCO) - Staff Listening Session

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our group today.

I'd like to give you a brief overview of Open Doors and put this focus group into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

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- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.

- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

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

Your participation in this focus group will not affect your status as an employee.

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It is highly encouraged that you all respect each other's confidentiality, but Open Doors is not responsible for the actions of others, either inside or outside of the focus group process.

Based on Open Doors not being able to fully guarantee confidentiality, we encourage you not to reveal personal information you wish not to have shared with others.

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

Regarding confidentiality, we would like everyone to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

We ask that what is said in this focus group stays in this focus group. Please do not speak about anyone's involvement in the group as that would break their confidentiality.

When one person is talking, I would like for us all to refrain from interrupting or speaking over others. This will allow for an easy flow of conversation and enables everyone the opportunity to share their ideas and thoughts.

No one will be pressured to comment on every question but your participation is greatly encouraged and appreciated. We are eager to hear from everyone and full participation is our hope.

We will be together for about an hour. If you need to take a break, go ahead and do so.

We ask that you refrain from using your cell phone during this time so as not to distract yourself or others. Please take a moment now to set your phone settings appropriately.

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

[Allow time for participants to provide input].

1. What do you think sets DSVCO apart from other organizations in Multnomah County that serve survivors experiencing abuse?

2. How does DSVCO respond to the issue of interpersonal violence as experienced by individuals with disabilities?

a. How well do the organization's policies address this issue?

b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?

c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)

d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?

e. Is there anything else at (agency) that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)

f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?

g. Do you have any thoughts about how to improve DSVCO's response to individuals with disabilities who have experienced interpersonal violence?

3. What challenges do you expect DSVCO to encounter when addressing interpersonal violence as experienced by people with disabilities?

a. Are there any rules or regulations that impact DSVCO's ability to assist this population?

b. Are there any challenges to meeting individuals' requests for assistance?

c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?

4. Is there anything you wish DSVCO staff did to better support staff who works with people who have a disability?

- a. Are there policies and procedures that would be helpful to better serve individuals with disabilities?
  - b. Are there other organizational supports that DSVCO could provide?
  - c. Resources? What types of resources?
5. What are the challenges staff have in assisting people with disabilities who have experienced interpersonal violence?
- Some examples might be:
- a. Staff capacity?
  - b. Is there anything within the organizational culture that creates barriers to people with disabilities? (believability, certain assumptions/stigma about people with disabilities?)
  - c. Policies and procedures?
  - d. Other resources and training?
  - e. Providing any needed accommodation for a person with a disability?
6. Have you ever partnered or coordinated with another organization or in another way to support a person who has a disability?  
(such as crisis call center or court cases)
- a. If so, how did it go?
  - b. What were the strengths of the partnership?
  - c. What could be improved?
7. What do you want disability service providers to know about the services DSVCO provides?
- a. Limitations of information that can be shared?
  - b. Limitations of what staff can ask individuals to do?
  - c. Trauma-informed techniques for working with someone with a disability?
  - d. Other duties of advocates?
8. How does change happen at DSVCO?
- a. What is the decision-making process?
  - b. How are policies and procedures created or changed?
  - c. How are decisions made regarding hiring personnel?
  - d. How are decisions about resource allocations made?
9. What do you want to tell disability agencies about working with survivors of violence?



a. What are we missing?

10. What are your hopes for this project?

11. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

P. Multnomah County DCHS Veteran's Services Leadership Interview- Eric Ensley

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

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For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

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- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about Veteran's Services and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets Veteran's Services apart from other organizations in Multnomah County that serve veterans?
2. How does Veteran's Services respond to the issue of interpersonal violence as experienced by individuals with disabilities?
  - a. How well do the organization's policies address this issue?
  - b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?
  - c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)
  - d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?
  - e. Is there anything else at Veteran's Services that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)
  - f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?
  - g. Do you have any thoughts about how to improve Veteran's Services' response to individuals with disabilities who have experienced interpersonal violence?
3. What challenges do you expect Veteran's Services to encounter when addressing interpersonal violence as experienced by people with disabilities?
  - a. Are there any rules or regulations that impact Veteran's Services' ability to assist this population?

- b. Are there any challenges to meeting individuals' requests for assistance?
  - c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?
4. How does change happen at Veteran's Services?
- a. What is the decision-making process?
  - b. How are policies and procedures created or changed?
  - c. How are decisions made regarding hiring personnel?
  - d. How are decisions about resource allocations made?
5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?
- a. Will you support the development and dedication of Open Doors resources to make that happen?
  - b. Will you support the investment of staff and/or training?
  - c. What other resources connected to sustainable change can you think of?
6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?
- a. Do you have any additional comments and/or feedback?

#### Q. Multnomah County DCHS Veteran's Services - Staff Listening Session

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our group today.

I'd like to give you a brief overview of Open Doors and put this focus group into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with

disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as “a self-defined functional limitation or barrier in a key life area” and domestic violence as “the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship”. Terms such as “domestic violence”, “interpersonal violence”, “intimate partner violence” and “abuse” may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Goal 2: Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

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

Your participation in this focus group will not affect your status as an employee.

Although your personal identity will be kept confidential, the opinions and perspectives you share may be used in a Needs Assessment Report that will be reviewed by Open Doors organizations.

It is highly encouraged that you all respect each other's confidentiality, but Open Doors is not responsible for the actions of others, either inside or outside of the focus group process.

Based on Open Doors not being able to fully guarantee confidentiality, we encourage you not to reveal personal information you wish not to have shared with others.

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

Regarding confidentiality, we would like everyone to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

We ask that what is said in this focus group stays in this focus group. Please do not speak about anyone's involvement in the group as that would break their confidentiality.

When one person is talking, I would like for us all to refrain from interrupting or speaking over others. This will allow for an easy flow of conversation and enables everyone the opportunity to share their ideas and thoughts.

No one will be pressured to comment on every question but your participation is greatly encouraged and appreciated. We are eager to hear from everyone and full participation is our hope.

We will be together for about an hour. If you need to take a break, go ahead and do so. We ask that you refrain from using your cell phone during this time so as not to distract yourself or others. Please take a moment now to set your phone settings appropriately.

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

[Allow time for participants to provide input].

1. What sets Veteran's Services apart from other disability service providers?
2. What does Veteran's Services do to create a safe working environment for staff?
  - a. What do you do to pass this on to individuals?
  - b. How could this environment of safety be improved?
3. What are some factors you believe make it possible for an individual to freely disclose their experience of interpersonal violence?

- a. What are some factors that you believe might prevent an individual from disclosing interpersonal violence?
  - b. Do you think Veteran's Services staff makes assumptions about individuals disclosing interpersonal violence? For example, their believability?
4. What is in place at VS to let you know when you're working with an individual who's experienced IPV?
- a. Ability and awareness to identify signs of IPV?
  - b. Intake process?
  - c. Ability to make accommodations?
  - d. Policies or procedures?
  - e. What further information would be helpful for you?
5. Let's talk about your experiences in responding to the needs of individuals who have experienced IPV:
- a. What went well?
  - b. What didn't go so well?
  - c. How comfortable were you in engaging with the individual experiencing IPV?
6. Let's talk about your office's practices when working with individuals who may have experienced IPV:
- a. What information and training is available?
  - b. What policies and procedures do you think would help better serve these individuals
  - c. What types of resources are available to staff?
  - d. What types of resources are available to accommodate survivors?
7. Does being a veteran affect the veteran's sense of safety?
8. How do you know you're working with someone who has a disability?
- a. Unprompted disclosure?
  - b. Referral information?
  - c. Intake process?
  - d. Process for individuals to request accommodations?
  - e. Figure it out through interaction
  - f. Have been trained to identify (where did you learn this?)
9. What do you or other staff do to make individuals with disabilities feel safe and welcomed?
- a. Generally speaking, what about Veteran's Services protocols do you believe communicates a sense of safety and of being welcomed?
  - b. How are protocols or interactive styles modified if the survivor has a disability?

- c. What could Veteran's Services do to help individuals with disabilities feel more safe and welcomed?
  - d. What could other organizations involved with sexual assault response in the community do to help individuals with disabilities feel more safe and welcomed? (for example, caseworkers, doctors, law enforcement, etc.)
  - e. Are there aspects of Veteran's Services (building, policy, staffing) that might detract from a sense of safety for individuals with disabilities?
10. Let's talk about characteristics that are specific to the veteran population.
- a. Does being a veteran affect an individual's sense of safety?
  - b. How does being a veteran influence or intersect with the experiences of having a disability?
  - c. Can you identify specific needs that are unique to the population of veterans who have a disability and/or have experienced IPV?
11. What do you feel like is your role in engaging survivors who have disabilities with services?
12. Let's talk about your experiences in responding to the needs of individuals who have physical disabilities.
- a. What types of disabilities have you worked with?
  - b. What went well?
  - c. What didn't go so well?
13. How comfortable are you when working with a survivor with a physical disability?
- a. In knowing when and how to report a new disclosure to authorities?
  - b. In communicating with them?
  - c. In creating a safety plan?
  - d. In providing accommodations?
  - e. With your clinical skills?
  - f. Creating an environment that is safe and respectful?
  - g. What would make you more comfortable?
14. How does being a veteran influence or intersect with the experience of having a disability?
15. Have you seen any correlation between disabilities and domestic violence?
16. What has been your experience with mandatory reporting?
- a. Helpful or harmful?
  - b. Adult Protective Services response?
  - c. Other?
17. What do you want disability service providers to know about the services Veteran's Services provides?
- a. Limitations of information that can be shared?
  - b. Limitations of what staff can ask individuals to do?



- c. Trauma-informed techniques for working with someone with a disability?
  - d. Other duties of advocates?
- 18. How does change happen with Veteran's Services?
  - a. Do you prefer being a part of the change process? Or are you comfortable with having change happen and adapting to it?
- 19. What do you want to tell other agencies about working with Veterans?
  - a. What are we missing?
- 20. What are your hopes for this project?
- 21. Is there any other information you think is important for us to know?

# Native American Youth and Family Center (NAYA)

## R. Native American Youth & Family Center (NAYA) Leadership Interview - Tawna Sanchez

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.

- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about NAYA and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets NAYA apart from other organizations in Multnomah County that serve domestic violence survivors?
2. How does NAYA respond to the issue of interpersonal violence as experienced by individuals with disabilities?
  - a. How well do the organization's policies address this issue?
  - b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?
  - c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)
  - d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?
  - e. Is there anything else at NAYA that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)
  - f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?
  - g. Do you have any thoughts about how to improve NAYA's response to individuals with disabilities who have experienced interpersonal violence?
3. What challenges do you expect NAYA to encounter when addressing interpersonal violence as experienced by people with disabilities?
  - a. Are there any rules or regulations that impact NAYA's ability to assist this population?
  - b. Are there any challenges to meeting individuals' requests for assistance?
  - c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?
4. How does change happen at NAYA?
  - a. What is the decision-making process?
  - b. How are policies and procedures created or changed?

- c. How are decisions made regarding hiring personnel?
  - d. How are decisions about resource allocations made?
5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?
- a. Will you support the development and dedication of Open Doors resources to make that happen?
  - b. Will you support the investment of staff and/or training?
  - c. What other resources connected to sustainable change can you think of?
6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?
- a. Do you have any additional comments and/or feedback?

## S. Native American Youth & Family Center Leadership Interview - Ashley Thirstrup

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms

such as “domestic violence”, “interpersonal violence”, “intimate partner violence” and “abuse” may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Goal 2: Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors’ organizations.

Housekeeping and interview guidelines: Before we get started with our discussion, I’d like to review some guidelines.

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person’s name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about NAYA and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets NAYA apart from other organizations in Multnomah County that serve domestic violence survivors?

2. How does NAYA respond to the issue of interpersonal violence as experienced by individuals with disabilities?

a. How well do the organization's policies address this issue?

b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?

c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)

d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?

e. Is there anything else at NAYA that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)

f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?



g. Do you have any thoughts about how to improve NAYA's response to individuals with disabilities who have experienced interpersonal violence?

3. What challenges do you expect NAYA to encounter when addressing interpersonal violence as experienced by people with disabilities?

a. Are there any rules or regulations that impact NAYA's ability to assist this population?

b. Are there any challenges to meeting individuals' requests for assistance?

c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?

4. How does change happen at NAYA?

a. What is the decision-making process?

b. How are policies and procedures created or changed?

c. How are decisions made regarding hiring personnel?

d. How are decisions about resource allocations made?

5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?

a. Will you support the development and dedication of Open Doors resources to make that happen?

b. Will you support the investment of staff and/or training?

c. What other resources connected to sustainable change can you think of?

6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

## T. Native American Youth & Family Center (NAYA) Supervisor Interview - Abby Gassama

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

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- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about NAYA and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets NAYA apart from other organizations in Multnomah County that serve survivors experiencing abuse?
2. How does NAYA respond to the issue of interpersonal violence as experienced by individuals with disabilities?
  - a. How well do the organization's policies address this issue?
  - b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?
  - c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)
  - d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?
  - e. Is there anything else at NAYA that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)
  - f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?
  - g. Do you have any thoughts about how to improve NAYA's response to individuals with disabilities who have experienced interpersonal violence?
3. What challenges do you expect NAYA to encounter when addressing interpersonal violence as experienced by people with disabilities?
  - a. Are there any rules or regulations that impact NAYA's ability to assist this population?
  - b. Are there any challenges to meeting individuals' requests for assistance?
  - c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?
4. What do you or other staff do to make individuals with disabilities feel safe and welcomed?
  - a. Generally speaking, what about Healing Circle protocols do you believe communicates a sense of safety and of being welcomed?
  - b. How are protocols or interactive styles modified if the survivor has a disability?

- c. What could NAYA do to help individuals with disabilities feel more safe and welcomed?
  - d. What could other organizations involved with sexual assault response in the community do to help individuals with disabilities feel more safe and welcomed? (for example, caseworkers, doctors, law enforcement, etc.)
  - e. Are there aspects of NAYA (building, policy, staffing) that might detract from a sense of safety for individuals with disabilities?
5. Is there anything you wish NAYA did to better support staff who works with people who have a disability?
- a. Information/training on how to work with an individual with a disability who has a guardian?
  - b. Information/training on how to work with an individual with disabilities who has limited communication abilities or does not have the words to describe what happened to them?
  - c. Are there policies and procedures that would be helpful to better serve individuals with disabilities?
  - d. Are there other organizational supports that NAYA could provide?
  - e. Resources? What types of resources?
6. What are the challenges staff have in assisting people with disabilities who have experienced interpersonal violence?
- Some examples might be:
- a. Staff capacity?
  - b. Is there anything within the organizational culture that creates barriers to people with disabilities? (believability, certain assumptions/stigma about people with disabilities?)
  - c. Policies and procedures?
  - d. Other resources and training?
  - e. Providing any needed accommodation for a person with a disability?
7. Have you ever partnered or coordinated with another organization or in another way to support a person who has a disability?  
(such as crisis call center or court cases)
- a. If so, how did it go?
  - b. What were the strengths of the partnership?
  - c. What could be improved?
8. What do you want disability service providers to know about the services NAYA provides?
- a. Limitations of information that can be shared?
  - b. Limitations of what staff can ask individuals to do?

- c. Trauma-informed techniques for working with someone with a disability?
  - d. Other duties of advocates?
9. How does change happen at NAYA?
- a. What is the decision-making process?
  - b. How are policies and procedures created or changed?
  - c. How are decisions made regarding hiring personnel?
  - d. How are decisions about resource allocations made?
10. What do you want to tell disability agencies about working with survivors of violence?
- a. What are we missing?
11. What are your hopes for this project?
12. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?
- a. Do you have any additional comments and/or feedback?

## U. Native American Youth & Family Center (NAYA) - Staff Listening Session

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our group today.

I'd like to give you a brief overview of Open Doors and put this focus group into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of

abuse tactics to gain and maintain power and control in an intimate relationship”. Terms such as “domestic violence”, “interpersonal violence”, “intimate partner violence” and “abuse” may be used interchangeably.

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- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.
- Goal 2: Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

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

Your participation in this focus group will not affect your status as an employee.

Although your personal identity will be kept confidential, the opinions and perspectives you share may be used in a Needs Assessment Report that will be reviewed by Open Doors organizations.

It is highly encouraged that you all respect each other’s confidentiality, but Open Doors is not responsible for the actions of others, either inside or outside of the focus group process.

Based on Open Doors not being able to fully guarantee confidentiality, we encourage you not to reveal personal information you wish not to have shared with others.

Housekeeping and group guidelines: Before we get started with our discussion, I’d like to review our group guidelines.

Regarding confidentiality, we would like everyone to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

We ask that what is said in this focus group stays in this focus group. Please do not speak about anyone's involvement in the group as that would break their confidentiality. When one person is talking, I would like for us all to refrain from interrupting or speaking over others. This will allow for an easy flow of conversation and enables everyone the opportunity to share their ideas and thoughts.

No one will be pressured to comment on every question but your participation is greatly encouraged and appreciated. We are eager to hear from everyone and full participation is our hope.

We will be together for about an hour. If you need to take a break, go ahead and do so. We ask that you refrain from using your cell phone during this time so as not to distract yourself or others. Please take a moment now to set your phone settings appropriately.

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

[Allow time for participants to provide input].

Let's start with our questions and discussion.

Think about a time you have worked with a person with a physical disability.

1. How do you know you're working with someone who has a disability?
  - a. Unprompted disclosure?
  - b. Referral information?
  - c. Intake process?
  - d. Process for individuals to request accommodations?
  - e. Figure it out through interaction
  - f. Have been trained to identify (where did you learn this?)
2. Did you feel comfortable and capable serving that individual? Why or why not?
  - a. What went well?
  - b. What didn't?
  - c. Were there procedures and policies to guide you?
  - d. Had you had training?
3. What do you or other staff do to make Native individuals with disabilities feel safe and welcomed?
  - a. Generally speaking, what about Healing Circle protocols do you believe communicates a sense of safety and of being welcomed?



- b. How are protocols or interactive styles modified if the survivor has a disability?
  - c. What could NAYA do to help individuals with disabilities feel more safe and welcomed?
  - d. What could other organizations involved with sexual assault response in the community do to help individuals with disabilities feel more safe and welcomed? (for example, caseworkers, doctors, law enforcement, etc.)
  - e. Are there aspects of NAYA (building, policy, staffing) that might detract from a sense of safety for individuals with disabilities?
4. Let's talk about your experiences in responding to the needs of individuals who have physical disabilities.
- a. What types of disabilities have you worked with?
  - b. What went well?
  - c. What didn't go so well?
  - d. How does their Native identity affect your service provision?
5. How comfortable are you when working with a survivor with a physical disability?
- a. In knowing when and how to report a new disclosure to authorities?
  - b. In communicating with them?
  - c. In creating a safety plan?
  - d. In providing accommodations?
  - e. With your clinical skills?
  - f. Creating an environment that is safe and respectful?
  - g. What would make you more comfortable?
6. Is there anything you wish NAYA did to better support staff who works with people who have a disability?
- a. Information/training on how to work with an individual with disability?
  - b. Are there policies and procedures that would be helpful to better serve individuals with disabilities?
  - c. Are there other organizational supports that NAYA could provide?
  - d. Resources? What types of resources?
7. What are the challenges staff have in assisting people with disabilities who have experienced interpersonal violence?
- Some examples might be:
- a. Staff capacity?
  - b. Is there anything within the organizational culture that creates barriers to people with disabilities? (believability, certain assumptions/stigma about people with disabilities?)
  - c. Policies and procedures?
  - d. Other resources and training?
  - e. Providing any needed accommodation for a person with a disability?

8. Have you ever partnered or coordinated with another organization or in another way to support a person who has a disability?  
(such as crisis call center or court cases)
  - a. If so, how did it go?
  - b. What were the strengths of the partnership?
  - c. What could be improved?
9. What do you want disability service providers to know about the services NAYA provides?
  - a. Limitations of information that can be shared?
  - b. Limitations of what staff can ask individuals to do?
  - c. Trauma-informed techniques for working with someone with a disability?
  - d. Awareness and effects of historical trauma?
10. How does change happen with NAYA?
  - a. Do you prefer being a part of the change process? Or are you comfortable with having change happen and adapting to it?
11. What do you want to tell disability agencies about working with survivors of violence?
  - a. What are we missing?
12. What are your hopes for this project?
13. Is there any other information you think is important for us to know?

# Raphael House of Portland

## V. Raphael House of Portland Executive Director Interview - Teri Lorenzen

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

For purposes of this collaboration we define disability as "a self-defined functional limitation or barrier in a key life area" and domestic violence as "the systematic use of abuse tactics to gain and maintain power and control in an intimate relationship". Terms such as "domestic violence", "interpersonal violence", "intimate partner violence" and "abuse" may be used interchangeably.

The purpose of the project is to identify and create sustainable, systemic changes within our organizations that will result in exceptional services for survivors with physical disabilities.

We are currently in our planning and development stage of the project and are working on our Needs Assessment. This Needs Assessment will engage survivors of interpersonal violence and people with disabilities, supervisors and direct services staff through conducting interviews/focus groups like this one so we can better understand our organizations and improve service delivery. Our goals for this Needs Assessment are:

- Goal 1: Identify current organizational structures, barriers, and gaps with regard to policies, procedures, and practices at Multnomah County DCHS, NAYA, DART, ILR, and Raphael House of Portland that address how to respond to, serve, and support survivors with disabilities.

- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors' organizations.

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

Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about Raphael House of Portland and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets Raphael House of Portland apart from other organizations in Multnomah County that serve survivors of domestic violence?

2. How does Raphael House of Portland respond to the issue of interpersonal violence as experienced by individuals with disabilities?

a. How well do the organization's policies address this issue?

b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?

c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)

d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?

e. Is there anything else at Raphael House of Portland that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)

f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?

g. Do you have any thoughts about how to improve Raphael House of Portland's response to individuals with disabilities who have experienced interpersonal violence?

3. What challenges do you expect Raphael House of Portland to encounter when addressing interpersonal violence as experienced by people with disabilities?

a. Are there any rules or regulations that impact Raphael House of Portland's ability to assist this population?

b. Are there any challenges to meeting individuals' requests for assistance?

c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?

4. How does change happen at Raphael House of Portland?

- a. What is the decision-making process?
  - b. How are policies and procedures created or changed?
  - c. How are decisions made regarding hiring personnel?
  - d. How are decisions about resource allocations made?
5. What are your thoughts about how Open Doors can continue beyond the funded period of this project?
- a. Will you support the development and dedication of Open Doors resources to make that happen?
  - b. Will you support the investment of staff and/or training?
  - c. What other resources connected to sustainable change can you think of?
6. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?
- a. Do you have any additional comments and/or feedback?

## W. Raphael House of Portland Supervisor Interview - Emmy Ritter

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

I'm Ashley and I'm here with McNeff's Open Doors for Survivors with Disabilities to facilitate our interview today.

I'd like to give you a brief overview of Open Doors and put this interview into context.

McNeff's Open Doors for Survivors with Disabilities is a collaborative group comprised of Multnomah County Department of Human Services and four community based organizations: Disability Awareness Resource Team (DART), Independent Living Resources, Native American Youth and Family Center (NAYA), and Raphael House of Portland. The collaboration was formed to help each of the organizations learn from one another and to improve each of our services that are being offered to women with disabilities who are victims of domestic violence, sexual assault and/or stalking in Multnomah County.

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- Goal 2: Identify what supports and limits exist in each organization’s culture to respond to and address staff’s ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

[Allow time for questions and answers]

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

Although we will not use your individual name in our Needs Assessment Report, because of your unique position and perspectives, your comments as Executive Director may be identifiable and reviewed by others in Open Doors’ organizations.

Housekeeping and interview guidelines: Before we get started with our discussion, I’d like to review some guidelines.



Regarding confidentiality, we would like you to refrain from using names in this process. For example, if you relate an experience that involves a colleague, survivor or individual we serve, please do not say that person's name when describing it.

While you do not have to comment on every question, your participation is greatly encouraged and appreciated. We are eager to hear from you and appreciate your full participation.

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

[Allow time for participant to provide input].

Let's start with our questions and discussion.

When responding to these questions, please think about your own job and role within your organization. Speak to any experience where you may have worked with someone you thought was a survivor of interpersonal violence. Think about any hypothetical situations where you, your programs or staff may work with a survivor of interpersonal violence or may be the first point of contact for that person at your organization.

I have some questions for you about Raphael House of Portland and the services you provide, as they relate to serving individuals with physical disabilities who have experienced interpersonal violence.

1. What do you think sets Raphael House of Portland apart from other organizations in Multnomah County that serve survivors experiencing abuse?

2. How does Raphael House of Portland respond to the issue of interpersonal violence as experienced by individuals with disabilities?

a. How well do the organization's policies address this issue?

b. How well is the interpersonal violence of individuals with disabilities prioritized within the organization?

c. Is there anything about the organization's culture that could create a barrier to individuals with disabilities that have experienced interpersonal violence? (such as stigma, stereotypes)

d. Are there assumptions made about individuals with disabilities and interpersonal violence that could create a barrier to services?

- e. Is there anything else at (agency) that potentially creates barriers to assist individuals with disabilities who have experienced interpersonal violence? (such as budgeting for accommodations)
  - f. How can you support staff in responding to individuals with disabilities who have experienced interpersonal violence?
  - g. Do you have any thoughts about how to improve Raphael House of Portland's response to individuals with disabilities who have experienced interpersonal violence?
3. What challenges do you expect Raphael House of Portland to encounter when addressing interpersonal violence as experienced by people with disabilities?
- a. Are there any rules or regulations that impact Raphael House of Portland's ability to assist this population?
  - b. Are there any challenges to meeting individuals' requests for assistance?
  - c. Do Oregon's reporting requirements challenge your ability to serve individuals who are victims of interpersonal violence?
4. What do you or other staff do to make individuals with disabilities feel safe and welcomed?
- a. Generally speaking, what about Raphael House protocols do you believe communicates a sense of safety and of being welcomed?
  - b. How are protocols or interactive styles modified if the survivor has a disability?
  - c. What could Raphael House of Portland do to help individuals with disabilities feel more safe and welcomed?
  - d. What could other organizations involved with sexual assault response in the community do to help individuals with disabilities feel more safe and welcomed? (for example, caseworkers, doctors, law enforcement, etc.)
  - e. Are there aspects of Raphael House of Portland (building, policy, staffing) that might detract from a sense of safety for individuals with disabilities?
5. Is there anything you wish Raphael House of Portland did to better support staff who works with people who have a disability?
- a. Information/training on how to work with an individual with a disability who has a guardian?
  - b. Information/training on how to work with an individual with disability who has limited communication abilities or does not have the words to describe what happened to them?

- c. Are there policies and procedures that would be helpful to better serve individuals with disabilities?
  - d. Are there other organizational supports that Raphael House could provide?
  - e. Resources? What types of resources?
6. What are the challenges staff have in assisting people with disabilities who have experienced interpersonal violence?
- Some examples might be:
- a. Staff capacity?
  - b. Is there anything within the organizational culture that creates barriers to people with disability? (believability, certain assumptions/stigma about people with disabilities?)
  - c. Policies and procedures?
  - d. Other resources and training?
  - e. Providing any needed accommodation for a person with a disability?
7. Have you ever partnered or coordinated with another organization or in another way to support a person who has a disability?  
(such as crisis call center or court cases)
- a. If so, how did it go?
  - b. What were the strengths of the partnership?
  - c. What could be improved?
8. What do you want disability service providers to know about the services Raphael House of Portland provides?
- a. Limitations of information that can be shared?
  - b. Limitations of what staff can ask individuals to do?
  - c. Trauma-informed techniques for working with someone with a disability?
  - d. Other duties of advocates?
9. How does change happen at Raphael House of Portland?
- a. What is the decision-making process?
  - b. How are policies and procedures created or changed?
  - c. How are decisions made regarding hiring personnel?
  - d. How are decisions about resource allocations made?
10. What do you want to tell disability agencies about working with survivors of violence?
- a. What are we missing?
11. What are your hopes for this project?

12. Is there something you haven't talked about that you want us to know about serving individuals with disabilities who have experienced interpersonal violence?

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

## X. Raphael House of Portland - Staff Listening Session

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

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- Goal 2: Identify what supports and limits exist in each organization's culture to respond to and address staff's ability to provide a safe, accessible, and responsive service delivery system for survivors with disabilities.
- Goal 3: Identify what works and what barriers exist in each organization to ensure accessibility, safety, and responsiveness through the lens of survivors of domestic and/or sexual violence and people with disabilities.

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

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

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Based on Open Doors not being able to fully guarantee confidentiality, we encourage you not to reveal personal information you wish not to have shared with others.

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We ask that what is said in this focus group stays in this focus group. Please do not speak about anyone's involvement in the group as that would break their confidentiality.

When one person is talking, I would like for us all to refrain from interrupting or speaking over others. This will allow for an easy flow of conversation and enables everyone the opportunity to share their ideas and thoughts.

No one will be pressured to comment on every question but your participation is greatly encouraged and appreciated. We are eager to hear from everyone and full participation is our hope.

We will be together for about an hour. If you need to take a break, go ahead and do so.

We ask that you refrain from using your cell phone during this time so as not to distract yourself or others. Please take a moment now to set your phone settings appropriately.

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

[Allow time for participants to provide input].

Let's start with our questions and discussion.

Think about a time you have worked with a person with a physical disability.

1. How do you know you're working with someone who has a disability?
  - a. Unprompted disclosure?
  - b. Referral information?
  - c. Intake process?
  - d. Process for individuals to request accommodations?
  - e. Figure it out through interaction
  - f. Have been trained to identify (where did you learn this?)
2. Did you feel comfortable and capable serving that individual? Why or why not?
  - a. What went well?
  - b. What didn't?
  - c. Were there procedures and policies to guide you?
  - d. Had you had training?
3. What do you or other staff do to make individuals with disabilities feel safe and welcomed?
  - a. Generally speaking, what about Raphael House protocols do you believe communicates a sense of safety and of being welcomed?
  - b. How are protocols or interactive styles modified if the survivor has a disability?
  - c. What could Raphael House of Portland do to help individuals with disabilities feel more safe and welcomed?
  - d. What could other organizations involved with sexual assault response in the community do to help individuals with disabilities feel more safe and welcomed? (for example, case workers, doctors, law enforcement, etc.)
  - e. Are there aspects of Raphael House of Portland (building, policy, staffing) that might detract from a sense of safety for individuals with disabilities?
4. Let's talk about your experiences in responding to the needs of individuals who have physical disabilities.
  - a. What types of disabilities have you worked with?
  - b. What went well?
  - c. What didn't go so well?
5. How comfortable are you when working with a survivor with a physical disability?
  - a. In knowing when and how to report a new disclosure to authorities?

- b. In communicating with them?
  - c. In creating a safety plan?
  - d. In providing accommodations?
  - e. With your clinical skills?
  - f. Creating an environment that is safe and respectful?
  - g. What would make you more comfortable?
6. Is there anything you wish Raphael House of Portland did to better support staff who works with people who have a disability?
- a. Information/training on how to work with an individual with disability?
  - b. Are there policies and procedures that would be helpful to better serve individuals with disabilities?
  - c. Are there other organizational supports that Raphael House could provide?
  - d. Resources? What types of resources?
7. What are the challenges staff have in assisting people with disabilities who have experienced interpersonal violence?
- Some examples might be:
- a. Staff capacity?
  - b. Is there anything within the organizational culture that creates barriers to people with disabilities? (believability, certain assumptions/stigma about people with disabilities?)
  - c. Policies and procedures?
  - d. Other resources and training?
  - e. Providing any needed accommodation for a person with a disability?
8. Have you ever partnered or coordinated with another organization or in another way to support a person who has a disability?  
(such as crisis call center or court cases)
- a. If so, how did it go?
  - b. What were the strengths of the partnership?
  - c. What could be improved?
9. What do you want disability service providers to know about the services Raphael House of Portland provides?
- a. Limitations of information that can be shared?
  - b. Limitations of what staff can ask individuals to do?
  - c. Trauma-informed techniques for working with someone with a disability?
  - d. Other duties of advocates?
10. How does change happen with Raphael House of Portland?
- a. Do you prefer being a part of the change process? Or are you comfortable with having change happen and adapting to it?

11. What do you want to tell disability agencies about working with survivors of violence?
  - a. What are we missing?
12. What are your hopes for this project?
13. Is there any other information you think is important for us to know?



## Appendix VI: Community Resource List

Call to Safety - 503-235-5333  
*24-hour confidential crisis line and shelter information*

Línea Unica  
503-232-4448 o 1-888-232-4448  
*24-hora línea de crisis confidencial en Español*

Aging and Disability Resource Connection (ADRC) 503-988-3646  
*Multnomah County aging and disability resource and referral*

Disability Awareness Resource Team (DART) - 503.988.6481  
*Services for crime victims with disabilities (located at The Gateway Center)*  
*10305 E Burnside St*

The Gateway Center  
503-988-6400  
*Emergency, walk-in, services for domestic violence victims*  
*10305 E Burnside St*

Raphael House of Portland of Portland - 503-222-6222  
*Confidential services for domestic violence survivors*

Independent Living Resources  
503-232-7411  
*Services for people with disabilities*  
*1839 NE Couch St*

Native American Youth & Family Center (NAYA) Healing Circle  
503-288-8177  
*Confidential services for domestic violence survivors provided through a native lens*  
*5135 NE Columbia Blvd*

Veteran's Services  
503.988.VETS (8387)  
*Benefit assistance for veterans and their families*  
*421 SW Oak St*

Oregon Abuse Reporting Line  
1-855-503-SAFE (7233)  
*24-hour line for reporting abuse or neglect*

Elders in Action  
503-235-5474  
*Advocacy for people over the age of sixty with a disability*  
*1411 SW Morrison St #290*