

Partnership for Equality and Comprehensive Help for Deaf Domestic Violence

Strategic Plan

October 2014



The P.E.A.C.H. Collaboration

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INTRODUCTION

The P.E.A.C.H. Collaboration is a partnership between three organizations, the Georgia Coalition Against Domestic Violence (GCADV), the Georgia Council for the Hearing Impaired (GACHI), and Tools for Life. The P.E.A.C.H. Collaboration was awarded in October 2011 and is funded for three years by the Office of Violence Against Women through the Education, Training and Enhanced Services to End Violence Against and Abuse of Women with Disabilities Grant Program (Disabilities Grant). The P.E.A.C.H. Collaboration endeavors to create sustainable, systemic changes within each PEACH collaboration organization that will result in exceptional services for individuals in the State of Georgia who are Deaf or hard of hearing and have experienced domestic violence.



The Georgia Coalition Against Domestic Violence is the lead agency in this Collaboration. GCADV is the statewide domestic violence coalition for Georgia. Founded in 1980, it is a statewide membership organization whose members represent a network of over 50 domestic violence programs that provide comprehensive emergency and supportive services to domestic violence victims. GCADV's mission is as follows: GCADV brings together member agencies, allied organizations and supportive individuals who are committed to ending domestic violence. Guided by the voices of survivors, GCADV works to create social change by addressing the root causes of this violence. GCADV leads advocacy efforts for responsive public policy and fosters quality, comprehensive prevention and intervention services throughout the state.



Established in 1989, the Georgia Council for the Hearing Impaired (GACHI) is a statewide nonprofit organization that provides a variety of assistive services to Deaf individuals and other individuals with hearing loss, their family members, friends, and local state and federal agencies. In addition to their office in Decatur, Georgia, GACHI operates satellite offices in Columbus, Rome, Augusta, Savannah, and Macon.

GACHI's mission is to serve individuals who are Deaf, hard of hearing, Deaf Blind, Late Deafened and other individuals with hearing loss, and others with respect to all communication modes by providing support services, advocacy, and education, which foster self-determination, empowerment and independence. To fulfill our mission, GACHI relies on a combination of funding sources, including state-appropriated funds set by the Georgia General Assembly, the Georgia Public Service Commission (PSC), generous grants and donations from private foundations, businesses and individuals.



Tools for Life (TFL) is Georgia's Assistive Technology Act Program and gives more options for greater freedom by increasing access to and acquisition of assistive technology (AT) devices and services for Georgians of all ages and disabilities so they can live, learn, work, and play independently in communities of their choice.

TFL oversees five Assistive Technology Resource Centers (ATRC's) throughout Georgia. The ATRC's are a community resource to Georgians with disabilities, families, friends, healthcare professionals, support circles, and others who are interested in learning about assistive technology devices and equipment. Each ATRC is a hands-on learning center for assessment, demonstration, education, information and assistance, and training of assistive technology available on the market today.

The three PEACH collaboration organizations recognize that population of Georgia includes many Deaf individuals or individuals hearing loss. We believe that sustainable systemic change must start with a targeted population and specific goals in order to expand and effectively address the needs of the larger community. Based on the expertise of the three PEACH collaboration organizations, our work at this stage is concentrated on individuals in Georgia that are Deaf or hard of hearing and have experienced domestic violence. For the purposes of brevity and readability, this target population will be referred to interchangeably in this document as "Deaf survivors."

Overview of the Planning Phase

During the development of the Collaboration Charter (the first phase of the Disabilities Grant) the foundation for collaborative relationships was formed. The Needs Assessment Plan (the second phase of the Disabilities Grant) outlined how the P.E.A.C.H. Collaboration would gather information about our combined strengths and challenges in ensuring a safe, accessible and welcoming environment for Deaf or hard of hearing domestic violence survivors. The Collaboration then compiled the data obtained from the Needs Assessment into a comprehensive Needs Assessment Report. Based on the findings of the Needs Assessment, the P.E.A.C.H. Collaboration will develop a strategic plan that will shape the ultimate goals and outcomes for this Disabilities Project.

The P.E.A.C.H. Collaboration engaged clients, staff and leadership in the Needs Assessment process. Both GACHI and Tools for Life were engaged on all levels. Because GCADV does not provide direct services to clients, only staff and leadership were engaged. To engage hearing domestic violence survivors and staff, GCADV chose two domestic violence programs in Georgia.

Our Vision

The Vision of the P.E.A.C.H. Collaboration is that individuals who are Deaf or hard of hearing and have experienced domestic violence will have equitable access to safe, comprehensive and responsive person-centered services with service delivery systems addressing domestic violence, accessibility, removal of communication barriers for Deaf or hard of hearing individuals and use of assistive technology, so they can achieve the changes they want in their lives.

Our Mission

The Collaboration's mission is to facilitate the provision of equitable access to safe, comprehensive and responsive person-centered services for Deaf or hard of hearing individuals who have experienced domestic violence. This will be accomplished by:

- Expanding the capacity of the disability, assistive technology, and domestic violence organizations to provide readily available, safe, appropriate and accessible services to Deaf or hard of hearing individuals regardless of where they seek assistance.
- Creating a sustainable infrastructure that is reflective of the complex needs of Deaf or hard of hearing victims of domestic violence through the modification and implementation of policies, procedures, and practices with the collaboration's three partner organizations.
- Increasing the cultural competency of the PEACH collaboration organizations through cross-education of their staff regarding accessibility to culturally competent services, communication and information, Deaf culture, and domestic violence.
- Identifying gaps in services with Deaf or hard of hearing individuals, and domestic violence, disability, and Deaf advocates.
- Increasing technology capacity to support full accessibility of the delivery of services for domestic violence survivors that are Deaf or hard of hearing.
- Reviewing PEACH collaboration organizations' policies and procedures as they relate to domestic violence and accessibility and address areas of needed change.
- Promoting systems change through strategic communication and education of domestic violence, Deaf services, disability-related organizations, as well as Assistive Technology Resource Centers throughout Georgia.

Based on our vision and mission, we created the Collaboration Charter, which helped us to outline our values and assumptions of this Project and how we as individuals and organizations will work together. Next, we planned and implemented an innovative needs assessment to understand the perspectives and needs of individuals at all levels of our organizations. It was important to our team to include Deaf and hearing survivors of domestic violence, Deaf individuals, staff and leadership to create a universal understanding of how we can best serve Deaf survivors in our community and focus on the important areas for change. The process of implementing the Needs Assessment allowed all Needs Assessment team members to learn more about the PEACH collaboration organizations and the perspectives of domestic violence and Deaf services. Through this process, our Collaboration grew stronger from the mutual understanding we developed. From the analysis of findings presented in this document, we created a strategic plan and will begin to implement system change.

Our Work Process



Description of the Needs Assessment

The scarcity of information regarding the intersection of domestic violence and Deaf individuals compelled the P.E.A.C.H. Collaboration to conduct an in-depth Needs Assessment. Therefore, the purpose of our Needs Assessment was to develop an understanding of our existing strengths and assets, as well as our weaknesses, and to identify gaps in our collaborative system. We engaged a broad range of participants including clients, direct support staff and leadership. To create systems change, it is important to understand the unique perspectives and needs of the groups with which we work.

Needs Assessment Goals

- 1.** Identify the strengths and gaps in the policies and procedures of GCADV, GACHI and Tools for Life related to survivors of domestic violence who are Deaf or hard of hearing.
- 2.** Identify the strengths and gaps in the provision of technical assistance and training (for service providers throughout Georgia) related to these survivors of domestic violence.
- 3.** Identify the strengths and gaps in the delivery of services to these survivors of domestic violence.
- 4.** Evaluate current relationships between the PEACH collaboration organizations, barriers to working together, and opportunities to sustain, expand, and enhance those relationships in order to facilitate accessible and effective services to these survivors of domestic violence.

Use of Information

The Needs Assessment Report findings was shared with staff and leadership at all three PEACH collaboration organizations as well as other agencies and individuals engaged in the Needs Assessment. We feel that open communication is essential to create an environment of access and safety necessary to best serve Deaf survivors. Agency-specific raw data is

available to leadership to allow for larger organizational improvement outside of the mission of this Collaboration. All identifying information, such as names and position titles, will be removed before raw data is distributed beyond the Collaboration.

Most importantly, the information collected through the Needs Assessment is the foundation of all future work of the P.E.A.C.H. Collaboration. It was used to develop a strategic plan of action that works to fulfill our mission of using multidisciplinary expertise to eliminate barriers to enhancing accessible and equitable services for Deaf survivors in Georgia. This strategic plan addresses the gaps and strengthens assets in our service systems that were identified by participants during the Needs Assessment process. In the implementation phase, these findings will continue to guide our work and define the tasks we undertake. Using the Needs Assessment findings helped to ensure that the P.E.A.C.H. Collaboration fulfills our mission. Ultimately, through this process we realized our vision of a comprehensive service system that empowers Deaf survivors of domestic violence in their journey from crisis to healing.

Data Collection and Analysis

Notes for all focus groups and interviews were typed directly into a file on a password protected laptop by a Needs Assessment team member. The P.E.A.C.H. Collaboration met frequently throughout the Needs Assessment process to discuss the data and identify common themes. All notes were updated based on the audio recordings or written notes from the Project Coordinator. Once the Needs Assessment was completed, the Collaboration discussed themes and developed key findings over numerous sessions until there was general agreement on the key findings and possible solutions to move forward. All data and discussions were considered confidential. All hard-copy data have been stored in the office of the Project Coordinator and only she has access to these files. All electronic files are being kept on a secure server, with only the Project Coordinator having direct access. All paper materials will be shredded and audio files deleted upon approval of this Strategic Plan by the Office on Violence Against Women.

Methodological Strengths and Challenges

Overall, the Needs Assessment process was very successful in developing data regarding the outlined goals. The Needs Assessment created a sense of engagement for participants as well as the PEACH collaboration organizations. The qualitative research design produced in-depth, rich data regarding services and was vital to creating a welcoming, accessible and safe environment for the participants. Responses from the participants of the Needs Assessment appeared to be sincere and direct. They openly described their experiences, knowledge, and opinions, providing a wealth of insight and very valuable data.

The P.E.A.C.H. Collaboration felt it was essential to design and implement special methodology to engage Deaf survivors of domestic violence in the Needs Assessment. We recognized that the experiences of a Deaf survivor are very unique compared to individuals who have not been exposed to the same violence, stigmas and/or barriers. The Collaboration appealed to the Project's funder for special permission to include Deaf survivors of domestic violence who were no longer in their abusive relationships in the Needs Assessment. The Deaf survivors that were interviewed offered valuable information that no other audience could have offered. Engaging Deaf survivors gave them a sense of empowerment and they appeared to greatly appreciate the opportunity to be heard.

The P.E.A.C.H. Collaboration agreed that the Deaf community is relatively small and isolated and confidentiality was imperative. Therefore, an individual interview format was more appropriate for this population. The decision to engage Deaf survivors by way of individual interviews proved to be successful in maximizing their participation and openness to discuss their experiences. However, this process not only limited the number of Deaf survivors engaged, it also prolonged the time required to review videos in ASL and transfer the information into a written format.

One of the main challenges during this process was scheduling participants. The Needs Assessment was completed during the winter months and unexpected inclement weather interfered with the scheduling of focus groups and interviews more than once, delaying the completion of the Needs Assessment by a month. In addition to the delayed completion of the Needs Assessment, the number of actual participants in attendance

was also affected. The inclement weather also prevented several people from participating in some of the focus groups.

During the preliminary stages of the Needs Assessment, one of the Collaboration's Member Organizations underwent a change in leadership which slowed things down to a certain degree. The Project Coordinator had several meetings with the interim Executive Director to gage the level of continued commitment from the agency and to have in-depth conversations about the Project and the Needs Assessment. The interim Executive Director participated in an interview, but her understanding of the Project and knowledge of the organization's processes was somewhat limited. It is not known to what degree the data may have been affected as a result of the turnover in leadership.

Key Findings

Three predominant themes emerged from our Needs Assessment—the need for capacity building, policy and procedure analysis, and training within the Peach collaboration organizations (PCO), as well as local domestic violence and disability service providers. Throughout the needs assessment process, many discussions developed regarding internal capacity building, knowledge and skills, communication and accommodations, technical assistance, and collaboration. The following key findings reflect these themes and guided our strategic planning process. These findings give us a starting point to improving access to safe, comprehensive and responsive, person-centered services for Deaf or hard of hearing survivors of domestic violence.

Key Finding #1: We found that there is a need for internal capacity building among the P.E.A.C.H. Collaboration in order to improve technical assistance at the intersection of domestic violence and Deaf individuals. Staff from GCADV and Tools for Life indicated they have a deficit of knowledge when it comes to meeting the needs of Deaf or hard of hearing individuals. For this reason, they are not confident providing technical assistance and training related to these issues. Also, GACHI staff indicated an incomplete understanding of the dynamics of domestic

violence and inconsistencies in referrals to appropriate resources. Both staff and leadership at Tools for Life and GACHI stated they would not be comfortable with a survivor disclosing abuse and would not know how to handle the disclosure appropriately.

Key Finding #2: We found that domestic violence, Deaf and disability organizations in Georgia are not consistently meeting the communication and accommodation needs of Deaf individuals/survivors. Numerous Deaf individuals and Deaf survivors reported they had been denied an interpreter while attempting to seek services from various agencies. Domestic violence programs indicated they have had very little, if any, experience working with Deaf or hard of hearing survivors; they felt it would be challenging to communicate, especially if the person did not read or speak English. They also were not aware of agencies such as Tools for Life and GACHI where assistive technology can be demonstrated and/or borrowed, nor did they have a formal process for asking survivors about their accommodation needs.

Key Finding #3: We found that domestic violence, Deaf and disability organizations in Georgia lack the knowledge, skills and comfort level to serve Deaf survivors safely, effectively and consistently. The needs assessment clearly indicated a need for staff and leadership of the three member organizations to build a strong knowledge of the intersection of Deaf services and domestic violence, as well as best practices and policy for serving these individuals.

Key Finding #4: We found that the P.E.A.C.H. Collaboration has in place a robust technical assistance delivery system which can be used to disseminate information about serving Deaf survivors of domestic violence. The three member organizations within the P.E.A.C.H. Collaboration currently have an infrastructure in place to provide technical assistance on a variety of topics to their constituents at both the state and local levels. This infrastructure will be imperative as the P.E.A.C.H. Collaboration begins to share information with member agencies and other stakeholders about serving Deaf survivors of domestic violence.

Key Finding #5: We found that there are both strengths and weaknesses in the current collaborations with domestic violence, Deaf and disability agencies in Georgia. Collaboration between Deaf and disability organizations is strong, while there is little collaboration and networking between these organizations and domestic violence programs.

Strategic Planning Process

After the Needs Assessment Report was completed and approved by Office for Violence Against Women, the results were shared and/or made available to each PEACH collaboration organization's leadership, staff, board members and advisory boards. The Needs Assessment Report was also made available to any Deaf individual or Deaf survivor that participated in the Needs Assessment.

In late August 2014, the Collaboration met with Vera, the Project's technical assistance provider, to conduct a Strategic Planning Retreat. During the two-day retreat, the PEACH collaboration was able to revisit the key findings identified in the Needs Assessment Report and developed a plan on how to best develop the findings into sustainable systemic change for Deaf survivors of domestic violence. The Collaboration chose four major initiatives with accompanying objectives and action steps for each. There will be workgroups assigned to complete each objective. Due to staff capacity of the PEACH collaboration organizations, the workgroups will only include collaboration team members and staff of the member organizations will not be engaged in implementation.

Strategic Planning Initiatives

Initiative 1:

Build capacity of the PEACH Collaboration Organizations to provide technical assistance on the intersection of domestic violence and Deaf individuals, by increasing our staff's knowledge, expertise, and skill.

This initiative focuses on Key Findings #1 and #3 which address domestic violence, Deaf, and disability organizations' lack of knowledge, skills and comfort level to serve Deaf survivors. This initiative also addresses the need for internal capacity building within the PEACH Collaboration. The

main focus of this initiative will be training and education. Reinforcing the values and vision of the PEACH collaboration will be first and foremost, along with understanding trauma-informed services, how to communicate with Deaf survivors, and providing them a safe and welcoming environment.

Objective 1:

The first objective in this initiative is to create a training on the intersection of Deaf individuals and domestic violence to be delivered to all PEACH Collaboration Organization staff. This initiative will be complex in that existing trainings will be collected and reviewed. These trainings will be modified or a completely new training may be developed depending on the content already available to work with. The trainings will be sent to OVW for approval before being implemented.

Key participants involved in this objective will be collaboration team members from all three PEACH collaboration organizations. Work on this objective is scheduled to begin as soon as the Strategic Plan is approved and should be completed by April 2015.

Anticipated results from these trainings are a significant increase of knowledge and capacity on the intersection of Deaf individuals and domestic violence. These results will be measured with the use of a post-test that will be administered following the trainings.

Objective 2:

The second objective for this initiative is to integrate Deaf awareness and domestic violence information into orientation and continuing education materials for staff. This will ensure that all existing and new staff have been exposed to this information. The workgroup will determine which materials and trainings will be revised.

Key participants involved in this objective will be collaboration team members from all three PEACH collaboration organizations. Work on this objective is scheduled to begin March 2015 and should be completed by June 2015.

Anticipated results from this objective is capacity building at the intersection of Deaf individuals and domestic violence for new employees and existing staff that will be sustained beyond the life of the disabilities grant.

Objective 3:

The third objective in this initiative is to identify staff that require an advanced level of knowledge and skills regarding domestic violence and/or Deaf culture along with identifying possible educational resources. There are certain staff at all three PEACH collaboration organizations that are in need of more specialized training due to the nature of their job. For example, certain staff are more likely to come into contact with a Deaf individual/survivor than others.

After the initial intersection trainings have been presented to staff, the workgroup will hold discussions to identify and prioritize the need for advanced trainings. A list of educational resources will be created and sent to OVW for approval. Once approved, the list of educational resources will be communicated with the PEACH collaboration organizations' leadership for use by their staff.

Key participants involved in this objective will be collaboration team members from all three PEACH collaboration organizations. Work on this objective is scheduled to begin May 2015 and should be completed by June 2015.

The anticipated result from this objective is continued capacity building at the intersection of Deaf individuals and domestic violence for staff that will be sustained beyond the life of the disabilities grant.

Initiative 2:

Address gaps in policies and procedures within the PEACH Collaboration Organizations, in order to increase access for Deaf individuals and/or Deaf survivors of domestic violence. This initiative focuses on Key Findings #1 and #3 which address the lack of policies and procedures that support accommodations, safety, and a welcoming environment for Deaf survivors.

Objective 1:

The first objective in this initiative is to create policies and procedures for serving victims and perpetrators within the same organization. Both GACHI and Tools for Life indicated they could be placed in the position of having to provide services to both the victim and perpetrator within their agencies.

The workgroup will collect sample policies and best practices to review. These policies and best practices will be modified or new ones will be created that address the objective. The new policies will be sent to OVW for approval. Once approved, a plan for implementation will be developed and the policies will be implemented within the three PEACH collaboration organizations.

The key participants involved in this objective will be any collaboration team member from the three PEACH collaboration organizations; however, leadership from the three organizations will need to approve the new policies and/or best practices before they are sent to OVW for final approval. Work on this objective is scheduled to begin November 2015 and should be completed by July 2015.

The anticipated result from this objective is to provide a safe and welcoming environment where a survivor would be able to receive effective services and not feel threatened by the presence of their abusers.

Objective 2:

The second objective for this initiative consists of creating policies for accommodation requests and provision for participants of the PEACH collaboration organizations. Staff of these organizations indicated during the Needs Assessment that there were gaps in these policies and in some cases no policy at all so staff stated they are unclear how to respond to and support survivors with a disability or a Deaf survivor.

The action steps involved in the objective are to first collect sample policies and best practices to review. Then, new policies and best practices will be created with reference to existing policies. The workgroup will also create accommodations request forms for each organization. The new policies and accommodation request forms will be sent to OVW for approval. Once

approved, a plan for implementation will be developed and the policies and forms will be implemented within the three PEACH collaboration organizations.

The key participants involved in this objective will be leadership from the three PEACH collaboration organizations. Work on this objective is scheduled to begin November 2015 and should be completed by July 2015.

The anticipated result from this objective is that staff from the PEACH collaboration organizations will have a clear and precise process for Deaf survivors to request accommodations and staff will have the required knowledge of how to fulfill these requests.

Objective 3:

The third objective for this initiative is to create policies on orientation, onboarding of new staff, and ongoing training of existing staff. Some staff of the PEACH collaboration organizations indicated their agencies had no formal orientation process, nor did they have a formal process for ongoing training of existing staff.

The action steps for this objective are similar to those for the second objective. First, sample policies and best practices will be collected for review. Then, new policies and best practices will be created with reference to existing policies. The new policies will be sent to OVW for approval. Once approved, a plan for implementation will be developed and the policies will be implemented within the three PEACH collaboration organizations.

The key participants involved in this objective will be any collaboration team member from the three PEACH collaboration organizations; however, leadership from the three organizations will need to approve the new policies and/or best practices before they are sent to OVW for final approval. Work on this objective is scheduled to begin February 2015 and should be completed by July 2015.

The anticipated result from this objective is that staff from the PEACH collaboration organizations will have a clear and precise process for orientating new staff and providing ongoing training for existing staff.

This initiative will be evaluated by each staff member signing a form indicating they understand the new policy. The goal is for 100% of staff to sign indicating they understand the new policy. This initiative will live beyond the life of the disabilities grant through the new policies and accommodation request forms that will continue to be utilized in the PEACH collaboration organizations.

Initiative 3:

Address the barriers faced by Deaf individuals and Deaf survivors in accessing services from the PEACH collaboration organizations. Improve the accessibility of the PEACH collaboration organizations for Deaf survivors and individuals.

This initiative focuses on Key Findings #1 and #2 which address the lack of knowledge, skills and comfort level of domestic violence, Deaf and disability organizations in Georgia in regards to them serving Deaf survivors and individuals. The initiative also addresses these organizations inconsistently meeting the communication and accommodation needs of Deaf survivors and individuals.

During the Needs Assessment it was identified that domestic violence, Deaf, and disability organizations in Georgia need training to remove barriers to Deaf individuals/survivors receiving services. Staff of these organizations were not sure about what to do if a Deaf person called or how to operate assistive technology for Deaf individuals. The PEACH collaboration organizations knew that they would need to build capacity among themselves before assisting other organizations.

Objective 1:

The first objective in this initiative is to determine technology and/or electronic communication options and make recommendations for equipment, training and enhancements. The action steps in this objective includes staff from Tools for Life developing an inventory list. The form will be used to inventory all existing equipment/software/modes of

communication and staffs' ability to use them at all three PEACH collaboration organizations. Gaps and lack of equipment will be documented and recommendations for enhancements, new equipment and staff training will be made. A training plan for new and existing equipment will be developed and implemented.

The key participants involved in this objective will be any collaboration team member from the three PEACH collaboration organizations. Work on this objective is scheduled to begin January 2015 and should be completed by February 2015.

Anticipated results from this objective would be the PEACH collaboration organizations having access to the necessary assistive technology and equipment to effectively serve Deaf individuals/survivors. The staff of these organizations would also have the necessary training on how to operate this equipment.

Objective 2:

Another objective in this initiative is to identify sources for obtaining and/or funding for needed equipment. The action step in this objective would be to research and create a list of sources for funding needed equipment.

The key participants involved in this objective will be any collaboration team member from the three PEACH collaboration organizations. Work on this objective is scheduled to begin February 2015 and should be completed by March 2015.

The anticipated result of this objective is to have a current and active list of resources of how organizations may be able to fund the enhancements and equipment needed for their organizations.

Objective 3:

The third objective for this initiative is to assess organizational ability to provide safe and accessible environments for Deaf individuals/survivors. A safety/accessibility tool will be chosen from existing OVW approved tools on the ASI website. The PEACH collaboration organizations will be assessed using the safety/access tool. Other barrier-free environments will also be researched. Once the assessments are complete, a report will be created

which highlights a barrier removal plan based on the PEACH collaboration organizations assessments and research of barrier-free environments.

The key participants involved in this objective will be any collaboration team member from the three PEACH collaboration organizations. Work on this objective is scheduled to begin March 2015 and should be completed by June 2015.

Anticipated results of this objective would be PEACH collaboration organizations that had safe and accessible environments for Deaf individuals/survivors.

Objective 4:

The fourth objective is to create a framework to make meetings, trainings and other events accessible for Deaf individuals. A tip sheet will be created for trainers and meeting organizers on how to choose locations and how to set up rooms. Another component of this objective is to incorporate line items into grant applications for accessibility and accommodations. A tip sheet will also be created for trainers and meeting organizers on accessibility, Deaf culture and working with ASL interpreters. Once completed, this information will be rolled out to all trainers and event/meeting planning staff among the PEACH collaboration organizations.

The key participants involved in this objective will be any collaboration team member from the three PEACH collaboration organizations; however, leadership from the three organizations will need to approve any new line items that are incorporated into grant applications. Work on this objective is scheduled to begin November 2015 and should be completed by January 2015.

Anticipated results from this objective would be to facilitate meetings, trainings and other events among the PEACH collaboration organizations that are accessible for Deaf individuals.

Initiative 4:**Strengthen the sustainability and effectiveness of the PEACH Collaboration.**

This initiative addresses Key Finding #5 of the Needs Assessment which showed the need for strengthening our current PEACH collaboration and exploring new partnerships in order to allow for sustained relationships in the future and continued work toward long-term initiatives and goals to improve access to services for Deaf survivors of domestic violence.

Objective 1:

The first objective in this initiative is to revise the current MOU to live beyond the life of the Disabilities grant. A modified MOU will be drafted and sent to OVW for approval. Once approved by OVW, appropriate signatures from leadership of the PEACH collaboration organizations will be collected.

The key participants involved in this objective will be leadership from the three PEACH collaboration organizations. Work on this objective is scheduled to begin November 2014 and should be completed by January 2015.

Anticipated results from this objective would be a formal partnership between the PEACH collaboration organizations with relationships that are sustained beyond the parameters of the Disabilities grant.

Objective 2:

The second objective in this initiative is to create a mechanism for sharing information between the PEACH collaboration organizations about trainings and events that pertain to domestic violence, the Deaf community and assistive technology. The action step for this objective is to choose the platform and the criteria for inclusion. The process for implementing and managing the platform will be determined. The process will be adopted after OVW approval and put into implementation.

The key participants involved in this objective will be any team member from the three PEACH collaboration organizations. Work on this objective is scheduled to begin November 2014 and should be completed by January 2015.

Anticipated results of this objective are formal/informal mechanisms that will strengthen the collaboration and produce an environment that is sustainable beyond the Disabilities grant.

Objective 3:

The third objective includes creating a kick-off event to introduce staff at all organizations to each other. A selected workgroup will plan the event by determining the date, time, location, invitees, announcement, accommodations, food and drinks.

The key participants involved in this objective will be any team member from the three PEACH collaboration organizations. Work on this objective is scheduled to begin November 2014 and should be completed by December 2014.

Anticipated results would be the opportunity for all three of the PEACH collaboration organizations to come together and familiarize themselves with all staff, even those who are not a part of the PEACH collaboration team.

Objective 4:

The fourth and final objective in this initiative is both short-term and long-term. It is to create the opportunity for discussions on mandatory reporting and other topics. As it stands, the PEACH collaboration team members are not in complete agreement when it comes to mandatory reporting and the requirements for reporting abuse of a person who is Deaf or hard of hearing. Experts will be identified to join the discussion. Someone will also be identified to moderate the discussions. There will be a meeting held to discuss the PEACH collaboration's current mandatory reporting procedure/policy, opinions and recommendations for revision to policy. The discussion points will be documented and any outcomes/agreements for use in future policy development.

The key participants involved in this objective will be all team members from the three PEACH collaboration organizations, including leadership. Work on this objective is scheduled to begin November 2014 and the

preliminary steps should be completed by December 2015. However, mandatory reporting procedure/policy discussions will continue beyond this point and possibly beyond the terms of the Disabilities grant.

Anticipated results of this objective would be a consensus on a mandatory reporting policy for Deaf survivors of domestic violence.

Long Term Initiatives

It was evident to the PEACH collaboration that all the important issues brought up in the Needs Assessment would not be able to be addressed in the short-term. Therefore, we also identified three long-term goals whose work will stretch beyond the life of the Disabilities grant.

Long Term Initiative #1

Create policy for responding to disclosures of domestic violence.

There will be additional conversations regarding mandatory reporting. These conversations will include a moderator to mediate conversations. After conversations are completed, the PEACH collaboration will be able to look at procedures/policy for responding to disclosures of domestic violence.

Long Term Initiative #2

Create a confidentiality policy.

The PEACH collaboration organizations have had numerous conversations regarding confidentiality. Like mandatory reporting, confidentiality is a topic that warrants more discussions with the help of a moderator. Once these conversations have concluded and a consensus has been reached a confidentiality policy can be created.

Long Term Initiative #3

Advisory Group

Advisory group work will become a long-term initiative as we move from the most pressing discussions on mandatory reporting and confidentiality to subjects that require a longer investment of time and support. Sustaining the relationship built by the PEACH collaboration will be a long term effort.

The group will be made up of Deaf survivors and service providers in order to gather feedback on successes, barriers, and challenges as they relate to project goals and activities. This group would meet quarterly and would be coordinated by GCADV and the Disabilities Project Manager. Information received from the group would be communicated back to the PEACH collaboration organizations in order to address any issues or concerns.

Conclusion

The PEACH collaboration is confident that these initiatives will shine a light on the opportunities that currently exist and those that need to be created for Deaf survivors of domestic violence. They will create the sustainable change that we are seeking to give Deaf survivors the same opportunity to receive safe, accessible and welcoming services just as everyone else is given.

We wish to thank the Office of Violence Against Women for giving us the opportunity to improve the survivor healing experience through these efforts and make a difference for the survivors in the PEACH collaboration organizations and the state of Georgia.

Appendix A

Initiative 1: Build capacity of the PEACH Collaboration Organizations to provide technical assistance on the intersection of domestic violence and Deaf individuals, by increasing our staff’s knowledge, expertise, and skill.

Objective 1.1 Create intersection training to be delivered to all PCO staff	Who	By When	Deliverable
Create workgroup	Full Team	Nov 2014	
Collect existing trainings	Workgroup	Dec 2014	
Modify or create new training	Workgroup	Feb 2015	
Send to full team for input	Letitia	Feb 2015	
Modify as needed	Workgroup	Mar 2015	
Send to OVW for approval	Letitia	Mar 2015	Training module
Schedule trainings	Workgroup	April 2015	
Hold trainings	Workgroup	May 2015	Intersection Trainings
Objective 1.2 Integrate Deaf Awareness/DV information, anti-violence into orientation and continuing education materials for staff	Who	By When	Deliverable

Form workgroup	Full Team	Mar 2015	
Determine which materials and training	Workgroup	April 2015	
Modify trainings/materials	Workgroup	April 2015	
Send to team for input	Letitia	May 2015	
Implement/publish materials	Full Team	June 2015	
Objective 1.3 Identify staff/positions requiring advanced level of knowledge and skills, and identify possible educational resources	Who	By When	Deliverable
Form workgroup	Full Team	May 2015	
Hold discussion following initial trainings to identify and prioritize specific needs for advanced trainings	Workgroup	May 2015	
Create list of educational resources	Workgroup	May 2015	
Send to full team for input	Letitia	June 2015	
Get OVW approval	Letitia	June 2015	
Communicate information with PCO's leadership for use by staff	Full Team	July 2015	Capacity Building

Initiative 2: Address gaps in policies and procedures within the PEACH Collaboration Organizations, in order to increase access for Deaf individuals and/or Deaf survivors of domestic violence.

Objective 2.1 Create policy and procedure for serving victims and perpetrators within the same organization	Who	By When	Deliverable
Create workgroup	Full Team	Nov 2014	
Collect sample policies – including best practices	Workgroup	Nov 2014	
Modify or create new policy	Workgroup	Dec 2014	
Send to full team and others for input	Workgroup	Dec 2014	
Modify as needed	Workgroup	Dec 2014	
Send to OVW	Letitia	Jan 2015	
Create plan to implement policy	Workgroup	Jan 2015	
Implement	PCO's	July 2015	New Policy
Objective 2.2 Create policies for accommodation requests and provision	Who?	By When?	Deliverable
Create workgroup	Full-team	Nov 2014	
Collect sample policies – including best practices	Workgroup	Nov 2014	
Modify or create new policy	Workgroup	Dec 2014	
Send to full team and others for input	Workgroup	Dec 2014	

Objective 3.1 Determine technology and/or electronic communication options and get/make recommendations for equipment, training, and enhancements.	Who	By When	Deliverable
		2015	
Objective 2.3 Create policies on orientation/on-boarding of new staff, ongoing training of staff etc.	Who?	By When?	Deliverable
Create workgroup	Full Team	Feb 2015	
Collect sample policies – including best practices	Work Group	Feb 2015	
Modify or create new policy	Work Group	Feb 2015	
Send to full team and others for input	Letitia	Mar 2015	
Modify as needed	Full Team	Mar 2015	
Send to OVW	Letitia	Mar 2015	
Create plan to implement policy		April 2015	
Implement	PCO's	July 2015	New Policy

Initiative 3: Address the barriers faced by Deaf individuals and Deaf survivors in accessing services from the PEACH collaboration organizations. Improve the accessibility of PCO for Deaf survivors.

Form workgroup	Full Team	Jan 2015	
Develop or adopt inventory form	Joy	Jan 2015	
Inventory existing equipment/software/mechanisms/modes of communication and staff ability to use them at all organizations	Work Group	Jan 2015	
Identify gaps	Work Group	Jan 2015	
Make recommendations for enhancements or new equipment and staff training	Work Group	Feb 2015	
Obtain equipment as budgets and funding sources allow	PCO's	Ongoing	
Develop training plan on new and/or existing equipment	Work Group	Feb 2015- Ongoing	
Implement training plan	PCO's	Feb 2015	New Training Procedure
Objective 3.2 Identify sources for obtaining and/or funding needed equipment	Who?	By When?	Deliverable
Form workgroup	Full Team	Feb 2015	
Research and create list of sources and funding for equipment	GACHI/ TFL	March 2015	List of Funding Resources
Objective 3.3 Assess organizational ability to provide safe and accessible environments for Deaf individuals and or Deaf/Survivors (<i>equipment is addressed in Obj. 2.1</i>)	Who?	By When?	Deliverable

Form workgroup	Full Team	March 2015	
Select Safety/Access tool (<i>if you choose a tool from ASI website, or other collab. Let Amy know, but these have already been approved</i>)	Work Group	March 2015	
Get approval from OVW	Letitia	March 2015	
Do assessments	Work Group	April 2015	
Research barrier free environments	Work Group	April 2015	
Create report and barrier removal plan based on assessments and research of barrier free environments	Work Group	May 2015	
Send report/plan to OVW for approval	Letitia	June 2015	Safety and Access Assessment
Objective 3.4 Create framework to make meetings, trainings and events accessible for Deaf individuals.	Who?	By When?	Deliverable
Create Workgroup	Full Team	Nov 2014	
Create tip sheet for trainers/meeting organizers on how to choose locations, how to set up rooms. (Vera and other organizations have materials on creating accessible meetings)	Work Group	Nov 2014	
Incorporate line items into grant applications for	PCO Leadership	Jan 2015	

accessibility/ accommodations.			
Create tip sheet for trainers/meeting organizers on accessibility, Deaf Culture, and working with interpreters, including talk one at a time	Work Group	Feb 2015	
Train/implement/roll out to trainers and event planning staff	Work Group	March 2015	Tip Sheets

Initiative 4: Strengthen the sustainability and effectiveness of the PEACH Collaboration.

Objective 4.1 Revise the MOU to live beyond the grant	Who	By When	Deliverable
1. Create workgroup <i>(Should probably be leadership)</i>	Full-team	Nov 2014	
Draft modified MOU	workgroup	Nov 2014	
Send to full team and leadership for input	Full-team/leadership of PCO	Nov 2014	
Modify, as needed	workgroup	Dec 2014	

Send to OVW for approval	Letitia	Jan 2014	
Collect appropriate signatures from leadership of the PCO.	Letitia	Jan 2014	MOU
Objective 4.2 Create mechanism for sharing information between the PCO about trainings and events that pertain to DV, the Deaf Community, and AT.	Who?	By When?	Deliverable
Form workgroup	Full Team	Nov 2014	
Determine platform	Work Group	Nov 2014	
Criteria for inclusion	Work Group	Nov 2014	
Determine process for implementing/managing	Work Group	Dec 2014	
Create/Implement	PCO	Jan 2015	Capacity Building
Objective 4.3 Create kick-off event to introduce staff at all organizations to each other	Who?	By When?	Deliverable
Form workgroup	Full Team	Nov 2014	
Plan event: determine date, time, location, invitees, announcement, accommodations, food and drinks	workgroup	Nov.- Dec. 2014	
Hold event	PCO	12/19/14	Internal Capacity Building

Objective 4.4 Create opportunity for mandatory reporting discussion or other topics	Who?	By When?	Deliverable
Identify experts to join discussion	Joy, Christy	Nov 2014	
Identify someone to moderate discussion	Joy, Jamaica	Dec 2014	
Hold meeting to discuss Peach Collaboration current mandatory reporting procedure/policy, opinions, recommendations for revision to policy.	Full Team	Jan 2015	
Document discussion points and any outcomes/agreements for use in future policy	Letitia	Jan 2015	Come to a consensus regarding mandatory

development.			reporting
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Long Term Initiatives:

- Create policy for responding to disclosures of domestic violence/postponed
- Create Confidentiality policy